



# Financial Services Guide

## Why am I receiving this document?

This Financial Services Guide (FSG) outlines the financial planning services provided by your Financial Adviser as an Authorised Representative of Wealth Protection Advice Group Pty Ltd.

It is an important document which will help you decide if you want to use the services being offered.

It contains information about, Wealth Protection Advice Group, the services your Financial Adviser provides, how financial advice is documented, how your Financial Adviser, Wealth Protection Advice Group and other relevant persons are remunerated for the services and how we deal with your complaints if you are not satisfied with the services provided.

You should read and understand this document before accepting any of the services offered. Wealth Protection Advice Group has authorised the distribution of this FSG.

This document is the first part of the FSG. You must read this document in conjunction with the Adviser Profile, which gives you more details about your Financial Adviser. Together these documents form the complete FSG for your Financial Adviser.

You are encouraged to ask your Financial Adviser about the services being offered, the costs involved and any other information included in this FSG.

When your Financial Adviser provides you with financial planning services you may also receive:

- \* A Statement of Advice (SoA) which contains information about the advice provided to you to help you decide whether to act on the advice
- \* A Product Disclosure Statement (PDS) which provides information about a product to help you decide whether to purchase that product.

Further information about these documents is set out later in this FSG.

## Who is Wealth Protection Advice Group Pty Ltd?

Wealth Protection Advice Group is the holder of an Australian Financial Services (AFS) Licence (No. 337807) issued by the Australian Securities and Investments Commission (ASIC).

Your Financial Adviser will provide financial planning services to you as an authorised representative of Wealth Protection Advice Group and Wealth Protection Advice Group is responsible for these financial services.

Wealth Protection Advice Group is privately owned and operated. This is a significant benefit for our clients as they are offered a more complete range of products and services which are not limited by affiliations with Fund Managers, Banks, Insurance companies and the like.

The Director of Wealth Protection Advice Group, Anthony D'Alessandro, has combined banking and financial services industry experience of more than 22 years. Anthony holds the Advanced Diploma in Financial Services (Financial Planning) and has also completed the RG146 SMSF Specialist Adviser Course. Anthony is a member of the Financial Planning Association and the SMSF Professionals' Association of Australia (SPAA).

Wealth Protection Advice Group offers a distinct alternative for clients looking for a professional partner to assist them with the achievement of their Investment, Retirement, Risk Insurance, Income & Superannuation goals.

## How to proceed

It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your Financial Adviser.

## Why choose a Wealth Protection Advice Group Financial Adviser?

### Range of Financial Planning services

With the support of Wealth Protection Advice Group, your Financial Adviser is able to offer you an extensive range of financial planning services which may include:

- \* Investment planning advice
- \* Superannuation and rollover advice (including self managed superannuation funds)
- \* Retirement planning advice
- \* Personal insurance advice (e.g. life insurance)
- \* Portfolio review services
- \* Discretionary account services
- \* Margin Lending Advice
- \* Debt Reduction Strategies
- \* SMSF Limited Recourse Borrowing Arrangements

Further information explaining the financial planning services provided by your Financial Adviser is included in the Financial Adviser Profile provided with this FSG.

## Personalised service recognising your needs

Your Financial Adviser works within a privately owned and operated financial planning practice. Wealth Protection Advice Group was established, and is owned and operated, by Anthony whose objective is to provide a professional and personalised service that will be delivered to you by our qualified and experienced team of employees.

## Protecting you and your assets

Wealth Protection Advice Group and your Financial Adviser promote long-term investment strategies which do not take unnecessary risks with your investments. For this reason, your Financial Adviser is not permitted to switch your investments frequently or make speculative investments.

Your Financial Adviser is also restricted to selecting products from the Wealth Protection Advice Group Approved Product List unless they receive special approval from Wealth Protection Advice Group to use other products.

To further protect your interests, Wealth Protection Advice Group does not allow your Financial Adviser to:

- \* Act as a trustee for you or operate a trust account on your behalf
- \* Hold a Power of Attorney (other than authority to operate the Discretionary Account Service)
- \* Act as an authorised representative of any other Australian Financial Services Licence holder
- \* Ask you to sign documents which have not been fully addressed or completed.

## What you will receive when provided with a financial service

Your Financial Adviser will provide you with recommendations which are appropriate for your circumstances and meet your needs and objectives.

To achieve this, your Financial Adviser will:

- \* Work with you to understand your needs, objectives and personal circumstances
- \* Explain to you the scope of advice being provided and importantly what is not being provided
- \* Provide you with an SoA which documents their recommendations to you and which explains the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice
- \* Provide you with a PDS, containing information about each product recommended to help you to make an informed decision about whether to acquire that product.

## You should receive an SoA

Your Financial Adviser may meet with you several times to discuss possible investment strategies and options before finalising their recommendations.

Once they have finalised their advice they will explain their recommendations to you and document it for you in an SoA. You should only implement advice after receiving an SoA and taking the time to read and understand it.

In some circumstances you may not receive an SoA:

- \* General advice – such as advice provided in seminars and through newsletters will not have considered your personal circumstances and will not be documented in an SoA
- \* Discretionary Account Services – which allow your Financial Adviser to manage your investments, within certain boundaries, on your behalf
- \* Where you have previously received advice documented in an SoA, any further advice which is not significantly different to the initial advice will not be documented in an SoA. This further advice will however be recorded in a Record of Further Advice which shall be provided to you by your Financial Adviser
- \* Advice provided as part of mortgage broking or finance broking services.

## Your Financial Adviser may provide other services independently of Wealth Protection Advice Group

Your Financial Adviser may provide services other than financial planning services. For example, they may also act as your Mortgage Broker or Accountant.

While your adviser may provide these services you should understand that they are not provided under the Financial Services Licence held by Wealth Protection Advice Group and that Wealth Protection Advice Group does not train, support or supervise your Financial Adviser in providing these services.

Examples of the services which Wealth Protection Advice Group is not responsible for:

- \* General insurance services (e.g. car insurance)
- \* Mortgage and finance broking services
- \* Real estate and direct property advice
- \* Taxation services, such as completion of tax returns
- \* Accounting and audit services
- \* Legal services/Conveyancing & Property Transfers
- \* Consulting services
- \* Administration and compliance of self-managed superannuation funds.

## Remuneration and benefits relating to Mortgage broking and finance broking services

Details of the remuneration and benefits your Financial Adviser receives for Mortgage Broking and Finance Broking services will be disclosed to you in a separate document before those services are provided.

## Remuneration and benefits relating to Financial Services

### Fees, commissions and incentives

You will find more detailed information about your particular Financial Adviser's fees, commissions and incentives in the attached Adviser Profile, and specific details in each SoA you receive. You can ask your Financial Adviser for details about fees, commissions and incentives at any time.

### What fees are charged for initial advice?

Your Financial Adviser may charge a plan preparation fee for the initial advice they provide and for preparing an SoA. The amount charged may be based on the scope and complexity of advice provided to you. Your Financial Adviser will agree on the plan preparation fee with you before starting work on your financial plan. This fee is usually payable in full when you receive your SoA.

### What fees are charged for subsequent services?

Your Financial Adviser can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances. If you choose to receive ongoing services, you may be charged a fee based on the scope of the services provided to you. Your Financial Adviser will agree the amount of the fee with you and record it in your SoA. Before conducting any work on your behalf, your Adviser will provide you with an estimate of these costs in the form of a client engagement letter.

This fee may be deducted from your account each month or payable directly to your Financial Adviser.

Your Financial Adviser may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services.

### What other benefits do Wealth Protection Advice Group and my financial adviser receive from product providers?

Some product providers pay a licensee commission to Wealth Protection Advice Group based on the total funds invested in their products, through Wealth Protection Advice Group. For example, Asgard currently pays 10% of their net administration fees to Wealth Protection Advice Group.

Some life insurance providers pay a commission to Securitor based on insurance premiums written in their insurance products, through Wealth Protection Advice Group. The commission received by Securitor depends on a range of factors such as the type of product or the amount of total business written in the product by other financial advice businesses who Securitor provides licensee support services to. Securitor passes on 50% of the licensee commission it receives to Wealth Protection Advice Group.

Wealth Protection Advice Group then passes on a share of the licensee commission they receive to your financial adviser. This rate will vary depending on the total value of the licensee commissions that your financial adviser generates for Wealth Protection Advice Group. The amount will be disclosed in an SoA when you receive personal advice.

### Relationships and incentives

Many large Australian Financial Services Licence holders are either fully owned or partly owned by larger institutions who are also product providers.

This ownership structure can be seen by clients as presenting a potential conflict of interest for the advice being provided. Wealth Protection Advice Group however is fully owned by the Financial Advisers who operate the financial planning practice which makes up Wealth Protection Advice Group. Importantly, no product providers own or control any part of Wealth Protection Advice Group. However, some product providers do pay Wealth Protection Advice Group a licensee commission based on the total funds invested in their products, or premiums paid for their insurance products. Wealth Protection Advice Group passes this licensee commission on to the Financial Adviser who placed the business on behalf of their client.

Wealth Protection Advice Group has partnered with Securitor Financial Group, which provides the firm with administration, training and compliance support (ASFL Holder 240 687). Securitor is a principal member of the Financial Planning Association (FPA) and is a foundation sponsor of the FPA Quality Advice campaign.

Securitor provides dealer services to more than 400 financial advisers across Australia, managing more than \$10 billion for over 70,000 clients. Securitor is a member of the BT Financial Group, a subsidiary of the Westpac Banking Corporation Group of Companies.

In this regard Wealth Protection Advice Group has negotiated arrangements with Asgard Capital Management Ltd (Asgard), Securitor Financial Group Ltd (Securitor), ING Australia Limited (ING), AIA Ltd, Asteron Life & CommInsure to be its preferred providers of financial products which results in Wealth Protection Advice Group Financial Advisers receiving these additional ongoing commissions. The details of these commissions are fully disclosed in the SoA when you receive personal advice.

## Wealth Protection Advice Group and your Financial Adviser endeavour to provide the best financial service to you.

Although these incentives are in place, the Wealth Protection Advice Group Approved Product List includes many products other than those provided by the abovementioned institutions and your Financial Adviser may recommend products provided by other organisations where they are more appropriate for you. Where these other products are used the providers may also offer incentives such as increased commissions to your Financial Adviser to promote the use of their products.

Your Financial Adviser and Wealth Protection Advice Group may also receive additional benefits such as assistance with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events.

Where the benefits received are greater than \$300 in value they will be recorded in a Register which meets the requirements of the Financial Planning Association of Australia Limited (FPA) Code of Practice on alternative forms of remuneration. A copy of this Register for Wealth Protection Advice Group or your Financial Adviser is publicly available and can be provided at your request at no cost to you.

Although these relationships and incentives exist, Wealth Protection Advice Group and your Financial Adviser will act on your behalf when providing the services described in this FSG.

Details of incentives for each product will be provided in more detail in the SoA you receive whenever your Financial Adviser provides you with a recommendation.

NB: Asgard and Securitor are organisations wholly owned by the Westpac Group. Wealth Protection Advice Group maintains a strong working relationship with these two organisations, both of which provide products and services to assist Wealth Protection Advice Group in the operation of its business.

The law requires Wealth Protection Advice Group to have arrangements in place to compensate certain persons for loss or damage they may suffer from certain breaches of the Corporations Act by Wealth Protection Advice Group or its representatives. Wealth Protection Advice Group has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

We are also committed to considering your complaints and resolving them as quickly as possible.

If you have a complaint about the service provided to you, take the following steps:

1. First, contact your Financial Adviser about your complaint.
2. If your complaint is not resolved to your satisfaction within five days, please contact:

The Chief Executive Officer, on 03 9695-5600 or provide your complaint in writing and send it to:

The Chief Executive Officer  
Wealth Protection Advice Group Pty Ltd  
46-48 Boundary Street  
South Melbourne, Victoria 3205

Alternatively you can email your complaint to:-  
[advice@wpag.com.au](mailto:advice@wpag.com.au)

Wealth Protection Advice Group will aim to resolve your complaint quickly and fairly.

3. If the complaint cannot be resolved to your satisfaction and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to FOS. They can be contacted on 1300 780 808 or by writing to (FOS) at GPO Box 3, Melbourne VIC 3001. This service is provided to you free of charge. Wealth Protection Advice Group is a member of FOS.

If your concerns involve ethical conduct you can raise your concerns in writing with the FPA. They can be contacted at:

PO Box 109, Collins Street  
West Melbourne, Victoria 8007.

The Australian Securities and Investments Commission (ASIC) also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights. Alternatively, you can detail your complaint in an email to [infoline@asic.gov.au](mailto:infoline@asic.gov.au).

## Privacy Statement

Your Financial Adviser maintains a record of your personal information and any recommendations made to you. If you do not want to disclose your personal details, you have the right not to do so.

If you wish to examine your file, you should ask your Financial Adviser. No fee will be charged for an access request but Wealth Protection Advice Group may charge you the reasonable costs of giving you any information you have requested.

Your Financial Adviser may provide you with marketing material prepared by Wealth Protection Advice Group, Securitor, Asgard or a range of other financial services providers. If you do not want to receive this material, please contact your Financial Adviser.

### Who else will have access to my personal information?

Your Financial Adviser and Wealth Protection Advice Group may use your personal information and disclose personal information about you:

- To industry bodies, Wealth Protection Advice Group employees, agents, contractors or external service providers (who may be located overseas) that provide financial, administrative or other services in connection with the financial planning services provided to you or your investments or financial arrangements. External service providers may include data processors, consultants, business partners, product providers and mail houses

- To external service providers to provide marketing material to you about products and services they offer. If you do not want your personal information to be used in this way, you may opt out by notifying your Financial Adviser
- To external service providers to assess your total relationship and product holding with Wealth Protection Advice Group, analyse products and customer needs and develop new products and services
- Where the law requires us to do so
- If you consent.

### Where can I access more information about the Privacy Act with respect to my investments?

Wealth Protection Advice Group Privacy Brochure sets out in detail Wealth Protection Advice Group policies on the management of personal information. You can obtain a copy of this brochure free of charge from your Financial Adviser.



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