

## FINANCIAL SERVICES GUIDE

This FSG, version 7.0, was prepared on 2 January 2020

This Financial Services Guide describes our financial planning and advisory services to assist you to decide whether to use our services. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

We may give you other documents when providing our services. These may include:

- **Statements of Advice** - If we provide you with advice about your personal circumstances, we will set out our advice in a Statement of Advice (or in some cases, a shorter document called a Record of Advice). This will also tell you how we will be remunerated for the advice we give you. When we provide further advice to you, we may not give you a Statement of Advice, however we will record the advice and you can ask us for a copy of the advice by calling us.
- **Product Disclosure Statements** - If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement containing information about the product's features and risks.

## OUR SERVICES

Chesterfields Financial Services Pty Ltd is different to many financial planning practises as its wholly owned subsidiary, Chesterfields Wealth Pty Ltd, holds its own Australian Financial Services (AFS) License, No. 482701, our Licensee.

Our high-quality financial planning and advisory services can assist you to:

- Identify your financial and investment objectives, taking into account your current financial position and personal circumstances;
- Help you to develop financial goals and investment strategies;
- Advise you how to implement your investment strategies; and
- Recommend and arrange financial products that are suitable for your needs.

We provide advice in the following areas:

- Cash Management – budgeting, debt management
- Superannuation – consolidating or optimising superannuation, finding lost superannuation
- Life Insurance – personal or business succession
- Investment – full financial plan, one off investment, gearing
- Retirement – transition to retirement, social security advice, aged care planning
- Retirement planning – income and investments
- Self-Managed Super Fund – advice, establishment
- Estate Planning

The financial products we can arrange for you include:

- Deposit and payment products
- Securities
- Managed investment schemes
- Superannuation, including SMSFs
- Investor directed portfolio services
- Government debentures, stocks and bonds
- Retirement savings accounts
- Life risk and investment products
- Margin lending

We research a broad range of products and select those that are worthy of recommendation to our clients. We also review the performance of those products periodically to ensure they remain competitive and will meet your ongoing needs.

We act for you when giving advice and arranging financial products.

## HOW CAN YOU DEAL WITH US?

You can deal with us in person, by phone or email. It is important that you provide us with complete and accurate information about your circumstances and you take the time to check any assumptions we make and the basis for our advice. If you don't our advice may not be appropriate for your needs.

Naturally, your circumstances may change over time. When this happens, our initial advice and recommendations may no longer be appropriate for you. We can periodically review your financial position, personal circumstances, financial goals and investment strategies to decide whether those strategies and goals and the financial products you hold are appropriate. Or, you can contact us for a review when your circumstances change.

## HOW WE ARE PAID

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| <p><b>Financial planning and investment services</b></p> | <p><b>We charge</b> for our financial planning and investment services on the basis of the time that we spend looking after your needs. The rate will depend on the nature of the services you ask us to provide, for example:</p> <ul style="list-style-type: none"> <li>• Financial planning and investment advice – up to \$330 incl. GST per hour.</li> <li>• Implementation of our advice – \$220 incl. GST per hour.</li> <li>• Ongoing review services – up to \$330 incl. GST per hour.</li> <li>• Administration support – \$110 incl. GST per hour.</li> </ul> <p>We will provide a fee estimate when you engage us to provide services to you.</p> <p><b>Our fees</b> for financial planning and investment services depend on the type of services we provide to you.</p> <p><b>Initial advice fee</b> – For our initial review and advice, we charge a fee of between \$550 to \$16,500 incl GST, depending on the complexity of your situation. We may ask you to pay this in advance.</p> <p><b>Implementation fee</b> – For implementing our recommendations, we charge \$220 incl. GST per hour. The time to do this will be based on the extent of the work required and the complexity of your requirements.</p> <p><b>Ongoing review, advice and service fee</b> – If you ask us to provide ongoing review and advice services, we will charge between \$1,100 - \$22,000 incl. GST or 0.55% - 1.1% incl. GST of the value of the investments that we manage for you.</p> <p><b>Share transactions</b> – If we recommend you buy or sell financial products or shares, we will charge a fee of \$110 incl. GST or up to 1.1% of the total transaction value, whichever is greater. (In addition to the brokerage charged by your stockbroker.)</p> <p>For clients to whom we provided services before 1 July 2014, we may receive a commission from the product issuer (usually at the end of each month or annually). We may also receive an ongoing commission for these clients during the life of their financial products. The amount varies depending upon the product, but is in the range of:</p> <ul style="list-style-type: none"> <li>• Investment and superannuation – up to 1.1% per annum of the funds invested.</li> <li>• Investment and superannuation held through a platform – up to 1.1% of the funds invested.</li> </ul> <p>Insurance – up to 0.55% per annum of the renewal premium.</p> |
| <p><b>Life insurance services</b></p>                    | <p>If we arrange life insurance for you, we will receive a commission from the insurer with whom we place your insurance. The amount is a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you. We will tell you the amounts that we will receive (or if we do not know, the way our remuneration will be calculated) when we advise you about your insurance requirements. This commission is included in the premium for the policy.</p> <p>We may also charge you an insurance advice fee, the amount of which will depend upon the type of insurance we arrange. This fee is payable in addition to the premium.</p> <p>If we advise on insurance within a superannuation fund, we may charge you a fee of between \$550 - \$3,300 incl GST, depending on the type of insurance. This fee is payable in addition to the premium.</p>  |
| <p><b>Non-monetary benefits</b></p>                      | <p>Some product issuers may give us, your adviser or our licensee other benefits such as training seminars or sponsor sporting events. These benefits may change from year to year.</p> <p>We will maintain a register to record any alternative forms of remuneration or benefits that we may receive that exceed a value of between \$100-\$300.</p>  |
|  | <p>Some of our advisers are shareholders in our business/ authorising AFS licensee.</p>   |

## WHO WE PAY?

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| <b>Advisers</b>  | Our advisers are paid an annual salary. We may also ask you to agree that they also receive a share of the fees you pay us or the commissions we receive. Our advisers may be eligible to receive a performance bonus if they meet pre-set agreed key performance indicators.   |
| <b>Referrers</b> | If you were referred to us, we may pay the person who referred you up to 33% incl. GST of the remuneration we receive for providing services to you. We can tell you the amount that we will pay when we know what it is.<br>Chesterfields Financial Services Pty Ltd pays these fees from the commissions received, or fees charged to you. Any referral fees do not represent an additional cost to you, nor do they affect the performance of your investment or product, or any premiums you may pay. |

## IMPORTANT ASSOCIATIONS

One of our directors is also a director / shareholder of Letizia Palmer, Chartered Accountants who provide taxation, superannuation, accounting, and business advice services throughout Western Australia.

We may refer you to Letizia Palmer Chartered Accountants and or Mendelawitz Morton Solicitors if you need help with taxation, legal and estate planning services.

We / our AFS licensee receive no financial benefit if our clients use their services.

You may be referred to us from Letizia Palmer Chartered Accountants or Mendelawitz Morton Solicitors. See our Referrers information above.

## OUR PROFESSIONAL INDEMNITY INSURANCE

Our AFS licensee has professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by us / our advisers, our authorised representatives after they cease working with us provided, we notify the insurer of the claim when it arises and this is done within the relevant policy period.

## WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to complain about our services, you can either discuss the matter with your adviser or contact our Complaints Officer on 0409 687 602. We will acknowledge receipt of your complaint immediately and attempt to resolve it within 45 days.

We will try and resolve your complaint quickly and fairly. If an issue has not been resolved by us to your satisfaction you can lodge your complaint with the Australian Financial Complaint Authority or AFCA. AFCA provides fair and independent financial services complaints resolutions that is free to consumers.

AFCA can be contacted on:

Telephone: 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Website: [www.afca.org.au](http://www.afca.org.au)

## HOW CAN YOU CONTACT US?

We can be contacted at:

**Chesterfields Financial Services Pty Ltd**

ABN: 96 101 951 688

AR No. 289251

Principle place of business address: Level 1, 43 Ventnor Avenue, West Pert WA 6005

Ph: 08 9486 8226

Registered office address: Letizia Palmer, Level 1, 544 Beaufort Street Mount Lawley WA 6050

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| Mail: PO Box 1939, West Perth WA 6872  |                  |
| Email: info@chesterfields.com.au   |                  |
| Web: www.chesterfields.com.au  |                  |
| Authorised Representative— <b>Mark Triggs</b>  | AR No. 320576    |
| Email: mtriggs@chesterfields.com.au  | Ph: 0447 070 593 |
| Authorised Representative— <b>Sonia Mogg</b>   | AR No. 1266320   |
| Email: smogg@chesterfields.com.au  | Ph: 08 9486 8226 |
| <b>Our AFS licensee—Chesterfields Wealth Pty Ltd</b>   |                  |
| ABN: 39 609 447 645  |                  |
| AFS Licence No: 482701   |                  |
| Principle place of business address: Level 1, 43 Ventnor Avenue, West Perth WA 6005          |                  |
| Ph: 08 9486 8226   |                  |
| Registered office address: Letizia Palmer, Level 1, 544 Beaufort Street Mount Lawley WA 6050 |                  |
| Mail: PO Box 688 Mount Lawley WA 6929  |                  |
| Email: info@chesterfields.com.au   |                  |

This FSG has been authorised for distribution by the AFS licensee identified above.

## HOW WE PROTECT YOUR PRIVACY?

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We provide your information to the product issuers and service providers (and their representatives) with whom you choose to deal with and our related entities. When we recommend a financial product or service, we will provide their PDS or disclosure document to you which will outline their privacy policy.

We do not trade, rent or sell your information. However, we may use the Internet 'cloud' and external data storage providers or other companies to backup and ad-hoc store our electronic data. Therefore, your information may be disclosed to recipients in overseas countries. We, or our licensee, will not be accountable for any recipient's breach of Australian privacy laws and you will not be able to seek redress under those laws.

If you don't provide us with full information, we can't properly advise or assist you with your financial service's needs. If you request us to provide you with services or monitor your accounts via the internet while you are in the European Union (EU) you will need to provide us with written consent to do so, as you may have different rights while in the EU. For more information about how we comply with the requirements of the Privacy Act and Australian Privacy Principles, to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy by contacting us, via the details listed above.

## ANTI-MONEY LAUNDERING AND COUNTER TERRORISM

As a financial service provider, we and our AFS license have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act 2006 (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents to meet assessment requirements such as your passport or driver's license and other documents, if applicable. We will also retain copies of this information. In connection with providing our services to you, we may disclose the information you have provided to our AFS licensee, other professionals such as financial institutions, insurance providers, superannuation trustees, product issuers and our service providers.

**CLIENT ACKNOWLEDGMENT**

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|------------------------|--|
| <b>CLIENT NAME(S):</b> |  |
| <b>MEETING DATE:</b>   |  |
| <b>ADVISER:</b>        |  |

I / WE ACKNOWLEDGE RECEIPT OF THE FOLLOWING FROM THE ABOVE-MENTIONED ADVISER OF CHESTERFIELDS FINANCIAL SERVICES PTY LTD:

- FINANCIAL SERVICES GUIDE dated 02 January 2020 (version 7.0)

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**CLIENT SIGNATURE**

\_\_\_\_\_  
**DATE**

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**CLIENT SIGNATURE**

\_\_\_\_\_  
**DATE**

**PLEASE RETAIN FOR YOUR REFERENCE AND FOR ANY FUTURE DEALINGS**