



Financial Services & Credit Guide

5 Wealth Management Pty Ltd

Part of the 5 Financial Group

ABN 50 003 640 097

Australian Financial Services Licence (AFSL) and Australian Credit Licence (ACL) No 314889

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1. WHO WE ARE

5 Wealth Management is part of the 5 Financial Group. We are an integrated boutique financial advisory company totally committed to helping you feel clear and confident about your financial life. As well as assisting with wealth accumulation and management, we help ensure you have adequate levels of protection through cash flow management and insurance cover. We can also assist with credit facilities such as home or investment loans. We have associated companies working under the 5 Financial umbrella that provide services such as tax planning and returns, estate planning and other legal matters.

We are not owned by any financial institution and pride ourselves on being fully focused on your best interests in helping you achieve your financial goals and objectives.

We operate from our Head Office in Rhodes and all our advisors are full-time employees, paid by salary and not commission. We work together as a team to ensure we can offer a fully integrated and comprehensive service to our clients. Our associates are fully engaged with our client philosophy - to provide appropriate and consistent advice to secure your financial future.

2. OUR SERVICES

5 Wealth Management is qualified and licensed under its Australian Financial Services Licence and Australian Credit Licence to provide financial advice and assistance in arranging the following wealth accumulation and risk and debt management products:

Products	Examples
Deposit and payment products	Term deposits, savings accounts, offset accounts
Investment, life and risk insurance products	Insurance bonds, life and permanent disability cover, trauma cover, income protection insurance
Managed investment schemes	Interests in management funds, investor directed portfolio services
Investment bonds and debentures	Government and corporate bonds and debentures
Securities	Shares in listed and unlisted companies, ETFs
Standard margin lending facilities	Margin loans for investment purposes
Superannuation	Managed and self-managed superannuation funds
Credit services (where a third party is providing the actual funds)	Home loans, investment loans, consumer leases, short term loans.

3. HOW WE WORK WITH YOU

Most of our clients come to us via referrals or recommendations, some find us through our website and some join us as clients after attending one of our seminars. In all cases, our approach is the same.

1. As a potential client, you are invited to attend **an initial meeting** at our office where we explain our services and our charges, and gather enough information to identify whether we can assist you to achieve your financial goals. This meeting is free of charge and without obligation.
2. If you decide you would like to engage us to provide financial advice and/or credit assistance, you will be asked to sign a **letter of engagement** which outlines the services we will provide and the fees payable for those services. Once we have your authority to proceed, we will start work on your financial strategy and/or recommendations for credit facilities.
3. The first step in the process is a **comprehensive fact find**. Through this, we collect the information needed to ascertain your current personal and financial situation and earnings capacity, your personal and financial requirements and objectives, and your tolerance of risk. Frequently our clients are couples, in which case information for both partners is collected.
4. In order to ensure our advice and assistance are appropriate to your situation, it's necessary to collect and verify a considerable amount of personal information. We take the matter of **client confidentiality and privacy** very seriously and this extends not only to adhering to our Privacy Policy (see Appendix) but also to ensuring that our electronic data storage is well maintained and securely backed up, and that any associated or service companies with whom we work apply the same strict standards of confidentiality.
5. Once we have obtained and verified the necessary information, **we develop your personal financial strategy**, designed to move you from your current position to where you would like to be in a specified time frame, and/or recommendations for any credit facilities required.
6. As soon as your financial strategy and/or credit recommendations have been prepared, you will be invited to our office again for a **personal presentation**. If you have engaged us to prepare a comprehensive financial strategy, this will be presented to you in the form of a detailed Statement of Advice (SoA). If your strategy includes the use of credit facilities, or you have engaged us purely to provide assistance with credit arrangements (e.g. personal or housing loans), you will receive our recommendations in the form of a Credit Proposal Disclosure Statement (CPDS). These documents also include information about service fees for on-going financial advice and monitoring of the suitability and performance of your financial strategy, charges related to entering any credit contract or consumer lease and any payments we are entitled to receive from third parties (e.g. credit providers) if you go ahead with our recommendations.
7. After the presentation of the SoA and/or CPDS, you will have the opportunity to consider whether you wish to proceed with **implementing the financial strategy and/or applying for any recommended credit contract**. Once again, we will obtain your written authority before implementing any recommendations.
8. If you **engage us as your on-going financial advisers**, our service includes monitoring the suitability and performance of the strategy in the light of economic conditions, making recommendations for

adjustments to your portfolio where appropriate, responding to your queries and dealing with administrative matters throughout the year. It also includes an annual face-to-face review meeting, the purpose of which is to consider any changes in your personal circumstances, goals or objectives, as well as the appropriateness of the strategy. You will receive an annual Fee Disclosure Statement, summarizing the service we have provided and the fees you have paid during the previous 12 months, and you will also be asked to confirm in writing whether you wish to continue our appointment as your financial advisers for the next 12 months. You have the option of discontinuing our engagement at any time, at which point our annual service fees and our responsibility for the appropriateness of your financial strategy will cease from that point forwards.

9. If you have engaged us to assist with applying for credit facilities, you may at any time obtain **a copy of the assessment** of why the recommended credit contract is not unsuitable for you, taking account of your financial situation, your capacity to meet the loan obligations, your objectives and the appropriateness and legality of the contract for your requirements.
10. We are active members of our industry association, the Financial Planning Association, and have been recognized as a **“Professional Practice” which means we operate in line with the FPA code of practice and ethics**. In line with the requirements of legislation and ASIC regulatory guides which control the financial services sector, these include putting the client’s interests first, acting with integrity, objectivity, fairness and diligence, maintaining the skills and knowledge to provide professional services competently and protecting the confidentiality of all client information.

4. HOW WE GET PAID

Our charges for financial advice have three elements:

1. An **initial engagement fee** for developing and presenting your personal financial strategy both at a meeting and in writing. This fee will be outlined in a written quote and is likely to fall within the range of \$2,000 - \$20,000, depending upon complexity.
2. An **on-going service fee** which is an annual charge, billed in monthly instalments. This is likely to fall within the range of \$7,000 - \$40,000 per annum, depending upon complexity, and will be quoted in the SoA.
3. Ad hoc **project fees** which may be charged in relation to work which is not related to the initial engagement or on-going service arrangement. The amount of any project fee will be quoted to you in writing and your authority to proceed will be obtained before work commences.
4. We do not charge you any fees for providing credit assistance.
5. We will also disclose in your SoA /CPDS any payments or remuneration we receive from third parties as a result of implementing our recommendations. The following are payments we may receive:
 - i. Where we provide assistance in applying for personal or investment loans, leases or mortgage facilities, we receive an up-front commission of up to 0.85% of the initial sum borrowed from the credit provider. We may also receive an on-going commission of up to 0.35% of the outstanding loan amount in the second and subsequent years. Please see below a list of the credit providers with which we most regularly work.
 - ii. Financial product issuers may provide us with non-monetary benefits from time to time such as conferences, software and training. We do not accept any benefit in kind with a value greater than \$300. Any non-monetary benefit received by us and valued between \$100 and \$300 is recorded in a register which may be inspected by clients at any time.
6. We do not accept or give introduction fees or commissions between the associated companies under the 5 Financial umbrella nor any external parties such as accountants, lawyers or real estate agents.

Credit Providers

The following are the lenders whose credit products we use most regularly. This list is not exclusive – that is, it does not reflect all of the institutions through which we are able to conduct business.

Newcastle Permanent Building Society
PLAN Lending
ING Direct
NAB Broker
Westpac
Adelaide Bank

Note: all fees referred to in this document are subject to GST.

5. WHAT HAPPENS IF YOU'RE NOT SATISFIED

Although we strive to meet and preferably exceed our clients' expectations, there are inevitably occasions where we fail to attain this standard. If you are not satisfied with the service we provide, you are asked to contact us in the first instance by phone, email or in person and tell us about the problem so that we may endeavour to put things right.

If your complaint is of a more serious nature and we are unable to resolve it to your satisfaction within 6 weeks of you notifying us, you have the right to refer the matter to the Financial Ombudsman Service (FOS). Our FOS membership number is 12593.

Financial Ombudsman Service T: 1300 780 808 W: www.fos.org.au E: info@fos.org.au

We maintain professional indemnity insurance as required by our Australian Financial Services and Australian Credit Licences, the Corporations Act and the National Consumer Credit Protection Act. This insurance provides cover for claims made against us and our employees and representatives.

6. ADVISOR PROFILES

Jason Petersen

BA (Hons) Information Systems and Management

G Dip Fin Planning, CERTIFIED FINANCIAL PLANNER (CFP)[®]

Certificate IV (Finance/Mortgage Broking)

Jason is Head of Wealth Management and has been providing financial advice to clients since 2004. He is also a qualified mortgage broker. Jason specializes in giving financial advice and credit assistance in the following areas:

- Wealth Creation
- Retirement Planning
- Debt Management
- Credit Facilities and Consumer Leases
- Corporate Superannuation
- Personal Insurances
- Business Insurances
- Succession Planning
- Self Managed Superannuation
- Direct Equities

Jason is a CERTIFIED FINANCIAL PLANNER[®] (CFP) and holds the following qualifications:

- Bachelor of Arts (Hons) Information Systems and Management
- Graduate Diploma of Financial Planning
- Certificate IV (Finance/Mortgage Broking)

He is a member of the SMSF Professionals Association of Australia (SPAA), Financial Planning Association (FPA), the Association of Financial Advisers (AFA), and Finance Brokers Association of Australia (FBAA).

Gillian Witham

G Dip Finance, BE (Civil), Accredited Aged Care Professional[™]

Gillian is an Adviser and she specialises in giving financial advice in the following areas:

- Wealth Creation
- Retirement Planning
- Aged Care
- Debt Management
- Personal Insurances
- Business Insurances
- Succession Planning
- Direct Equities

Gillian is a Financial Planner and holds the following qualifications:

- Graduate Diploma of Finance
- Accredited Aged Care Professional[™]
- Bachelor of Engineering (Civil)

She is a member of the Financial Planning Association (FPA), and the Association of Financial Advisers (AFA).

Roslyn McNutt
Dip Fin Planning (DFP)

Roslyn is a Client Service Adviser and specialises in giving financial advice in the following areas:

- Wealth Creation
- Retirement Planning
- Debt Management
- Corporate Superannuation
- Personal Insurances
- Business Insurances
- Succession Planning
- Direct Equities

Roslyn is a Financial Planner and holds the following qualifications:

- Diploma Financial Planning (DFP)[®]

She is a member of the Financial Planning Association (FPA).

Rovena Andruskevica
BA Economics
Dip Fin Planning (DFP), Certificate IV (Finance/Mortgage Broking)

Rovena is a Financial Paraplanner and specialises in giving financial advice in the following areas:

- Wealth Creation
- Retirement Planning
- Debt Management
- Corporate Superannuation
- Personal Insurances
- Business Insurances
- Succession Planning
- Direct Equities

Rovena is a Financial Planner and holds the following qualifications:

- Bachelor of Economics
- Diploma of Financial Planning (DFP)[®]
- Certificate IV (Finance/Mortgage Broking)

She is a member of the Financial Planning Association (FPA).

APPENDIX 5 FINANCIAL PRIVACY POLICY

In order to provide relevant and personal financial advisory services, we need to collect detailed information from our clients and prospective clients. If prospective clients do not provide the information we request, we may be unable to ensure our recommendations are appropriate to their needs. Detailed data gathering is required under the terms of our Australian Financial Services and Australian Credit Licences, and in order to comply with the prevention of money laundering and terrorism financing legislation.

We maintain records of clients' personal and financial objectives, financial situation and earnings capacity, current and future financial requirements etc. In addition, file notes are made of all telephone and face-to-face discussions, email communications and recommendations. These records are maintained in a secure electronic CRM system. If clients wish to examine their file, we can make arrangements for this facility to be available.

We uphold strict confidentiality in respect of all client information held by us and insist that the organizations who help us run our business (e.g. IT consultants, CRM hosting) maintain the same high standards.

In providing financial advisory services or credit assistance, we may disclose information to the following parties:

- Product issuers such as insurance companies, superannuation funds, investment fund managers;
- Credit providers such as banks and other lenders;
- Organizations who assist us to meet our legal obligations and run our business, such as lawyers, compliance advisers, accountants, auditors;
- Organizations which provide us with back office services such as para-planning, investment portfolio services, brokerage;
- Clients' advisers such as stockbrokers and taxation advisers; and
- Government bodies, where required by law.