SAL'S WEALTH

Financial Services Guide v2.3

The Financial Adviser House Pty Ltd

Hightower Financial Planning Pty Ltd t/a Sal's Wealth is a Corporate Authorised Representative (ASIC Corporate Authorised Representative 336 466) of The Financial Adviser House Pty Ltd (ABN 32 161 703 822 AFSL 433 439).

We are required by law to provide you with this Financial Services Guide (FSG). It contained important information about the services we offer, how we are paid, any potential conflicts of interest and information about dispute resolution.

Not Independent: The Financial Adviser House Pty Ltd receives some commissions from legacy life insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

Why have I been given a Financial Services Guide?

This guide will help you to decide whether to use our services. Before you use our services, we will explain the following:

- Who your Financial Adviser is and how they can be contacted
- What services and products The Financial Adviser House Pty Ltd authorises your Financial Adviser to provide
- How The Financial Adviser House Pty Ltd, your Financial Adviser and any other relevant parties are paid
- Who to contact if you have a complaint about your Financial Adviser or the services provided

Other important documents that you may be given:

Adviser Profile

An Adviser Profile outlines who your Financial Adviser is, what products and services they are authorised to provide and any specific fees and charges.

Statement of Advice (SoA)

You will receive a SoA for any advice you receive that takes on your personal objectives, financial situation or needs into account. This SoA is an important legal document outlining what your Financial Adviser is recommending and why the particular advice is suitable and appropriate for you. There will be enough detail outlined in the SoA for you to make a decision about whether to act on the advice.

Product Disclosure Statement (PDS)

If a particular financial product is recommended to you (other than direct/listed shares), you will be provided with a PDS. A PDS will also be provided if you instruct your Financial Adviser to transact on your behalf and purchase a financial product without providing personal advice. The PDS contains information about the particular financial product to help you make a decision about whether to act on the advice

Who will be providing you with financial advice? By law, any Financial Adviser who provides financial advice to you or promotes financial products to you, must hold an Australian Financial Services Licence (AFSL) or be authorised by an Australian Financial Services Licensee.

The Financial Adviser House Pty Ltd holds an Australian Financial Services Licence (AFSL number 433 439)and is responsible for any financial advice provided to you.

Your Financial Adviser is an Authorised Representative of The Financial Adviser House Pty Ltd who provides services on their behalf.

What services and products can The Financial Adviser House Pty Ltd provide? Each Financial Adviser under The Financial Adviser House Pty Ltd is qualified and authorised to provide you with personal financial advice that is tailored to your needs, objectives and financial situation.

In order to provide you with appropriate financial advice, you will be asked to provide the following information:

- Your personal circumstances (including health)
- Details of your current financial situation, and
- Other relevant matters that may affect the personal financial advice

You have the right not to disclose all information however; your Financial Adviser may not be able to provide accurate advice that is appropriate to your needs, objectives and financial situation. Please consider this carefully prior to any discussion with your Financial Adviser.

What fees and commissions are paid to The Financial Adviser House Pty Ltd?

What are the costs involved in obtaining advice and to whom are they paid?

A range of fees and commissions may be paid for the advice you receive and the financial products used. These fees and commissions are paid to The Financial Adviser House Pty Ltd as the Licensee and are not paid directly to your Financial Adviser.
The types of payments are outlined below. Before providing any financial advice, your Financial Adviser will discuss these options with you and help you select the most suitable payment method. In all cases, details of payment required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. All fees detailed over page are inclusive of GST (where applicable).

Commissions & Adviser Service Fee

Under this method of payment, The Financial Adviser House Pty Ltd receives a commission directly from the product provider. This commission is based on a percentage of the funds you invest or the premiums you pay. Commissions are not paid directly by you, but are deducted from the investment or premium by the product provider.
These commissions fall into two general categories:

- Initial commission - This is a one off commission paid at the start of an investment or insurance policy. The initial commission on an investment product, including superannuation, can be up to 1.1% (GST inclusive) of the investment amount. The initial commission on an insurance product can be up to 66% (GST inclusive) of the first year's premium.

For example, for an investment of $10,000 in a product with an initial commission of 1.1%, The Financial Adviser House Pty Ltd will receive an upfront commission of $110. For a first year premium *of $1,000 on an insurance product with an initial commission of 66%, The Financial Adviser House Pty Ltd will receive an upfront commission of $660.*

- Ongoing commission - This is paid every year in which the investment or insurance policy is maintained, as part of the product provider's ongoing charges. The ongoing commission on certain products, including superannuation, can be up to 1.1%pa (GST inclusive) of the investment amount. The ongoing commission on insurance products can be up to 22% pa (GST inclusive) of the renewal premium.

For example, for a continuing investment of $10,000 in a product with an ongoing commission of 1.1%, The Financial Adviser House Pty Ltd will receive $110 every year that the investment is maintained. For a renewal premium of $500 on an insurance product with an ongoing commission of 22%, The Financial Adviser House Pty Ltd will receive $110 every year that the insurance policy is maintained.

The Adviser Service Fee is a fee agreed between you and your Financial Adviser for their ongoing advice and service. It is paid to The Financial Adviser House Pty Ltd and it will be at their discretion as to whether they pay part or the entire fee to your Financial Adviser.

Some products offer the option to deduct the Adviser Service Fee from your funds on a periodic basis. If this fee applies to you, it will be fully detailed in your SoA.

Fee for Service

Under this method of payment, there are set fees for each service provided to you.

- You may be charged a fee of $275 per hour for consultation, advice, implementation and review
- There is a fee up to $5,000 for the consultation and preparation of your SoA

GST is included in the above fees. You will be provided with a tax invoice for the service provided and you will need to provide a cheque or money order payable to The Financial Adviser House Pty Ltd in accordance with the invoice. Direct deposit is also available.

Hourly rate direct charges

Your Financial Adviser may charge an hourly rate for financial services provided to you. The current rate is $275 per hour or part thereof. Part or all of the initial commissions received from a product provider may be rebated to you, if this charging option is used. Before going ahead, you will be provided with an estimate of the time that your Financial Adviser will need. Under this fee structure, you will be given a tax invoice for the service provided. Payment is made to The Financial Adviser House Pty Ltd in accordance with the invoice.

Are fees paid for referrals?

If you have been referred to us by someone else, or if we refer you to an external third party, The Financial Adviser House Pty Ltd, Sal's House Pty Ltd or your Financial Adviser may pay them a fee or commission, or may receive a referral fee. The SoA will disclose these referral payments and the amounts paid.

Frequently asked questions

How should my financial advice be provided?

Personal financial advice must be provided to you in writing in the form of a SoA. Your Financial Adviser must ensure they have documented all the relevant information provided by you and has carefully considered your financial needs, goals and objectives.

Who else may be involved? When making recommendations to you, tax, Centrelink and Estate Planning issues can and may be discussed however The Financial Adviser House Pty Ltd are not authorised to provide advice in relation to these areas. If you would like detailed advice, you will be referred to a specialist upon request.

Can I make a financial transaction without receiving personal financial advice? Yes. Your Financial Adviser is allowed to transact on your behalf and purchase a financial product without providing you with personal financial advice. If this is the case, you will be required to sign an Execution Only document, for legal reasons.

Am I required to do everything in person? Generally we do require you to attend the office for all appointments as your signature is required for authorisation. However, in some instances it is possible for special arrangements to be put in place where instructions have been giving by telephone or email.

What personal information is maintained in my personal file? Is this file kept secure? Your Financial Adviser **must** keep a file of your personal information. This file must include details of your personal needs, objectives and financial situation, contact details and records of all financial advice provided to you. The Financial Adviser House Pty Ltd must retain your file in a locked filing system unless they are acting on your behalf. The staff of The Financial Adviser House Pty Ltd must adhere to the Privacy Act.

What can I do if I'm not happy with the service?

If you are not happy with any of the service provided by The Financial Adviser House Pty Ltd, listed below are the steps you need to follow:

- Contact your Financial Adviser and discuss your concern
- If your concern is not satisfactorily resolved within 3 business days, please address The Financial Adviser House Pty Ltd in writing to PO Box 96, Varsity Lakes, QLD 4227.

We will aim to resolve your concern promptly, fairly and within the prescribed time frames (unless otherwise mentioned). If you are still not satisfied, you have the right to refer the matter to the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 78 08 08 or you can view their website details at ww.fos.org.au

If you have any further questions about the financial services The Financial Adviser House Pty Ltd provides, please contact your Financial Adviser. Please retain this document for your reference and any future dealings with The Financial Adviser House Pty Ltd.

Hightower Financial Planning Pty Ltd – ASIC Authorised Representative Number 336 466

Hightower Financial Planning has been established to provide a holistic financial planning service to the public. This is delivered through the collaboration of financial advisers, tax agents and qualified accountants. This mix of skills allows Hightower Financial Planning to deliver comprehensive strategies for our clients.

Areas of personal advice include wealth creation, corporate superannuation, personal superannuation, investment planning, retirement strategies, transition to retirement strategies, debt management, Self-Managed Superannuation Funds (SMSF), personal insurance, business insurance, succession planning, tax-effective investments, securities (shares and managed funds), and portfolio review services.

Andrew Giobbi – ASIC Authorised Representative Number 1244 872

Andrew understands the value of developing a holistic financial plan that allows clients to reach and exceed their goals and achieve financial independence. He is a believer of sharing his financial knowledge to enhance and better people's lives. His belief in continuing education is highlighted with being compliant with the ASIC Regulatory Guide 146 and has completed a bachelor's degree in Commerce, majoring in Financial Planning & Accounting. Further to this he is a mortgage broker specialising in SMSF and property investment.

Email: andy@salshouse.com.au | Website: www.hightowerwealth.com.au

Robert Jonovski – ASIC Authorised Representative Number 000470007

Robert takes a rigorous, evidence-based approach to financial advice, focusing first on protecting capital and managing risk before pursuing growth. He believes that disciplined strategy, deep research and smart use of technology give clients the clarity and confidence they need to make better decisions. Robert has been appointed by The Financial Adviser House Pty Ltd as an authorised representative and his professional qualifications include a Bachelor of Commerce, Advanced Diploma of Financial Planning, Diploma of Financial Planning and DFP5V4 Tax for Financial Accounting.

Email: robert@hightowerwealth.com.au | Website: www.hightowerwealth.com.au

Contact us | Hightower Financial Planning

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