

Financial Services Guide

Version 8 | 13th March 2019



The Wealth Network Pty Ltd

AFSL 403895

ABN 25 150 383 289

Suite 7, Level 7

44 Market Street, Sydney NSW 2000

PART 1 – The Wealth Network

Why am I receiving this document?

You are considering using the services of a financial advice practice which is an authorised representative of The Wealth Network.

This Financial Services Guide (FSG) will help you decide whether to use the services offered. This document comes in two parts.

Part 1 contains information about:

- The Wealth Network
- Fees and charges
- Any conflicts of interest which may impact the services
- Complaints handling
- Your Privacy

Part 2 contains information about

- Your financial advice practice and financial adviser(s)
- The services offered and their cost
- Financial adviser remuneration

The Wealth Network

The Wealth Network Pty Ltd holds an Australian Financial Services Licence (403895) which has been issued by the Australian Securities and Investments Commission (ASIC) and authorises The Wealth Network and its representatives to provide Personal Financial Advice.

The Wealth Network is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its representatives provide.

Fees and Charges

All fees and commissions payable for the service you receive from an authorised representative of The Wealth Network are payable to The Wealth Network and then distributed to the financial advice practice. There are no commissions or fees payable to staff directly for any advice or service delivered.

A Fee Disclosure Statement ("FDS") will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you received and the fees you paid during the period.

A Renewal Notice will be issued every 2 years if you have entered an ongoing fee arrangement. The Renewal Notice will give you the option of renewing the ongoing fee arrangement. If you do not renew your service, the ongoing service and fee will cease.

Staff receive a salary and may receive bonuses and other benefits from time to time. Bonuses and other benefits are subject to factors such as company performance and the performance of the individual employee. However, these bonuses and other benefits are a minority portion of their remuneration and are at no additional cost to you.

Referral Fees

In some situations, your adviser may receive fees or commissions where you are referred to an external party. You will be advised of the referral arrangement whenever you are referred to an external party.

Commissions

Your adviser may receive commissions from some product and service providers. The commission will vary depending on the product or service which is recommended. You will be advised of the expected amount in the statement of Advice (SoA) or Record of Advice (RoA).

Non-Monetary benefits

Advisers may receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits receive above \$300 will be maintained on a register which is available to you on request.

Conflicts of Interest

Potential conflicts of interest may occasionally arise. The Wealth Network maintains a register for these circumstances, which you can view at any time. You will be advised in your SOA or ROA where a conflict of interest may exist and how the conflict will be managed.

Complaints handling

The Wealth Network and its representatives endeavour to provide you with appropriate advice and service at all times. If you are not satisfied with our services, then we encourage you to contact your financial adviser. Your adviser's individual details will be displayed on your Statement of Advice that you received as part of the advice process.

If after speaking your financial adviser, your complaint is not resolved within forty five [business days, please contact:

The Wealth Network:

Phone: 02 9161 1001

Email: admin@wealthnetwork.net.au

Mail: GPO Box 3718 Sydney NSW 2001

We aim to investigate and resolve your complaint with 45 days. If after 45 days, we cannot reach a satisfactory resolution you can refer the matter to the Australian Financial Complaints Authority (AFCA).

Phone: 1800 931 678

Email: info@afca.org.au

Mail: GPO Box 3 Melbourne VIC 3001

Your Privacy

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives. We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund.

If you do not provide us with all the information requested, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where the law requires us to do so, and/or you consent for us to do so.

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our full Privacy Policy is available on our website.



PART 2 – The Financial Planning Practice

Pivot Wealth Pty Ltd

Corporate Authorised Representative Number: 1234035

ABN: 36 606 946 730

A: Level 12, 64 York Street, Sydney NSW 2000

P: 02 8091 6881

E: hello@pivotwealth.com.au

Pivot Wealth is a privately-owned financial planning firm. Pivot Wealth is owned by the advisers providing advice to you. We specialise in helping Young Professionals confidently balance their lifestyle and money.

Your Financial Adviser

Ben Nash	Authorised Representative Number	413316
Raymond Jaramis	Authorised Representative Number	437953

Ben Nash & Raymond Jaramis have been appointed as Authorised Representatives of The Wealth Network. Ben & Raymond act on behalf of The Wealth Network who are responsible for the services they provide.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation advice
- Retirement planning advice
- Cash flow management advice
- Personal risk insurance advice
- Managed investment and direct equity advice
- Asset ownership advice (for tax planning, asset protection and estate planning needs)
- Debt management advice
- Financial Planning and strategy advice

Your adviser can liaise with your other professional advisers. We are not, however, accountants, nor are we tax advisers or lawyers.

The financial advice process

Pivot Wealth recognises that the objectives and personal circumstances of each client are different. When providing advice, we will follow the process outlined below:

- Ask questions to understand your circumstances, objectives and concerns
- Collect and update your data
- Analyse the information you provide us and Investigate the subject matter
- Devise a range of solutions
- Present our findings or recommendations to you and answer your questions
- If we provide advice involving a financial product or service, it will be documented in a Statement of Advice (SoA) which you can take away and read. The SoA will explain the basis for our advice, why the advice is in your best interest, the cost to you of implementing the advice, and any commissions or associations which could have influenced the advice.

- Where we recommend you use a financial product, we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended
- If we provide further advice it may be documented in a SoA or a Record of Advice (RoA) which we retain on file. You can request a copy of the advice document at any time.

At all times you can contact us and ask questions about the advice and financial products recommended. You can provide instructions to us in writing, via phone or via email. Please note you are responsible for ensuring your instructions do however reach us

Services Provided and Fees Charged

Your first phone call with us is complimentary and obligation free. From this discussion we will set out the services we can provide and the cost.

If you are seeking strategic financial planning advice, we will quote you a fee for the completion of this work. The fee will be determined by the scope and complexity of advice provided to you. The fee includes all meetings with you, the time we take to determine our advice, the production of SoA's and the implementation of our advice. If we manage an investment portfolio for you, we may charge you a fee as a percent of the funds we manage for you.

We will agree the fee with you before commencing any work and full details will be provided to you in the SoA. Our fees begin at \$3,300 (Including GST).

Commissions

Pivot Wealth works with new clients on a fee only basis and does not accept any sales commissions. For existing clients or new clients with existing products, commission may be received.

A commission is a payment to Pivot Wealth from a Product Provider which is determined by the Product Provider. Pivot Wealth may receive monthly commission payments for as long as you continue to use the product or service. The commission amounts vary based on the product provider and will be disclosed in full as part of any advice you are provided.

For example, if the premiums are \$1,000 p.a., we will receive approximately \$250 p.a. (25%). These commissions cover the ongoing service to help you with any future insurance queries, assistance or claims.

From 1st January 2019 the upfront commission payable to IDFP for advising on and implementing risk insurance financial products for you can range between 0% and 77% of your annual premium, while on-going commission may range between 0% and 33% of annual premium

Adviser Remuneration

Ben is paid a salary or consulting fee. Ben may be paid a bonus depending on his performance or the performance of the company. Entities owned by Ben own Pivot Wealth and may receive dividends.

Raymond is paid a salary. Raymond may be paid a bonus depending on his performance or the performance of the company.