

Financial Services Guide

Financial Management Solutions Pty Ltd

Financial Management Solutions Pty Ltd, ABN 49 104 906 309 is an Authorised Representative (Authorised Representative number 288494) of The Wealth Emporium Pty Ltd (Australian Financial Service License (AFSL) 552676 (“the Licensee”).

References to “our”, “we”, “us”, “me” and “I” refer to Financial Management Solutions Pty Ltd.

This Financial Services Guide (“Guide”) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how to contact us
- the advice and services we provide
- information about the Licensee
- our fees and how we are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us

Not Independent

We may receive commissions from life insurance products we recommend and non-monetary benefits such as training and educational seminars from product providers. For these reasons, we are not considered independent, impartial, or unbiased.

Our contact details

Long Jetty Office Address	1/501 The Entrance Road, Long Jetty NSW 2261
Gordon Office Address	102, 7-9 Merriwa Street, Gordon NSW 2072
Postal Address	PO Box 6238, Long Jetty NSW 2261
Phone	1300 982 499
Email	admin@fmsgroup.com.au
Website	www.fmsgroup.com.au

Documents you may receive in the financial planning process

We will provide you with several documents as you progress through your financial planning and advice journey. We may provide these documents electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice, it will normally be documented and provided to you in a Statement of Advice (SoA). The SoA contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of our advice.

If we provide further personal advice an SoA may not be required. We will keep a record of any personal advice we provide you for seven years. You may request a copy of such records by contacting us during that period.

If we recommend or arrange a financial product for you, we will provide a Product Disclosure Statement (PDS), or Investor Directed Portfolio Services (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks, as well as the costs you will pay the product provider to manage that product. You should read any warnings in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Our advice and services

We are authorised to provide personal or general financial advice on:

- Wealth Accumulation
- Personal insurance
- Superannuation strategies and retirement planning
- Retirement income streams, including pensions and annuities
- Budget and cash flow management
- Centrelink and other government benefits

We are authorised to provide advice on and arrange the following products:

- Superannuation
- Securities
- Retirement savings accounts
- Managed investment schemes including Investor Directed Portfolio Services (IDPS)
- Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products
- Government Debentures, Stocks or Bonds
- Life Products – Investment life insurance
- Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

Your financial planner may also be authorised to advise on other specialist areas. These are listed in their financial planner profiles.

Transaction services

In limited circumstances, we can arrange financial product transactions for you on your instruction without providing personal advice.

Instructing us

You can give us instructions by telephone, mail, email, or other methods, as agreed with your financial planner.

Privacy Collection Statement

We are committed to protecting your privacy and outline below how we maintain the privacy of the information we collect about you.

As part of the advice journey, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to analyse your needs, objectives and financial situation, so our recommendations may not be appropriate or suitable for you.

We are also required to implement client identification processes under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006. We will need you to present identification documents such as passports and driver's licenses to meet our obligations.

We keep your personal information confidential and only use it in accordance with the Financial Management Solutions Pty Ltd Privacy Policy. Some of the ways we may use this information are set out below:

- We and the Licensee may use this information to provide financial services to you;
- We may disclose your information to other financial planners, brokers and those who are authorised by the Licensee to review clients' needs and circumstances from time to time, including other companies within the Group;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us and the Group to provide financial services to you. A list of countries where these service providers are located can be found in the Privacy Policy;
 - We or one of our compliance service providers may be disclosing your personal information to approved external service providers located in the Philippines and India for the purpose of paraplanning and admin or Salesforce coding and development process. Our compliance providers utilise Salesforce to provide their services to us. Salesforce is a cloud-based customer relationship management (CRM) software solution which is used to build workflow processes and registers.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (you can opt-out at any time); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

We and the Licensee will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information we or the Licensee holds about you at any time to correct or update it as set out in the Privacy Policy which also contains information about how to make a privacy complaint. For a copy of the Privacy Policy visit www.fmsgroup.com.au or you can contact us.

Confidence in the quality of our advice

If at any time are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your financial planner and tell them about your complaint.
- Alternatively, you can contact the Licensee at:
 - **Phone** 02 4348 1100
 - **Email** contact@thewealthemporium.com.au
 - **Online at** www.thewealthemporium.com.au

- o **In writing to:**
The Wealth Emporium Pty Ltd
PO Box 6238
Long Jetty NSW 2261 Australia

They will try to resolve your complaint quickly and fairly. They will provide you with a decision about your complaint within 30 days of us receiving it.

We note that in some circumstances, it may not be possible for us to completely resolve a complaint within this timeframe. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response after 30 days, you may escalate your complaint to one of the following External Dispute Resolution Schemes.

Any issues about financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3, Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue about your personal information	The Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001 1300 363 992 www.oaic.gov.au enquiries@oaic.gov.au

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your financial planner. The Licensee is also covered by professional indemnity insurance, and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance also covers claims arising from the actions of former employees or representatives of the Licensee, even where subsequent to these actions, they have ceased to be employed by or act for the Licensee.

About the Licensee

The Wealth Emporium Pty Ltd; ABN 97 667 400 517

Australian Financial Services Licensee Licence No: 552676

Registered office is at 1/501 The Entrance Road, Long Jetty NSW 2261 Australia.

The Licensee:

- has approved the distribution of this Guide
- has authorised us to provide advice and other services as described in this Guide.
- is responsible for the service and advice provided.

About The Wealth Emporium

The Licensee is a privately owned company. We can provide advice on products and services from a wide range of financial product and service providers.

If we recommend a product issued by a third party product issuer, they will benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

The Licensee maintains an APSL, from a diversified selection of approved Australian and International fund providers, including companies related to the Licensee. These have been researched by external research houses as well as our in-house research team. The Licensee regularly reviews products and services to ensure they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products on the APSL. However, if appropriate for your needs, we may, subject to the Licensee's approval, recommend other products.

Our fees

We will discuss and agree the actual fees with you before we proceed and where relevant the fees and commissions will be disclosed in the advice document provided to you. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on a combination of a set dollar amount, or a percentage-based fee. Our agreed advice and service fees may include charges for one off or regular fees. We may also receive initial or ongoing commissions from certain product providers.

Licensee fees

All permissible fees and commissions will be paid directly to the Licensee. It will then pass on the amounts due to us through its payment system.

Other costs

Other costs may apply in the process of providing our advice and services to you. We will agree all additional costs with you prior to incurring them.

The following table outlines the range of fees we charge and should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice. All fees and charges include GST.

Fee type and description	
Initial or ad hoc fees	
Initial appointment fee	from \$330 (may be rebated)
Single strategy advice	from \$3,300
Comprehensive advice	from \$5,500
Implementation fee	from \$1,650
Complex or additional work	from \$330 (hourly rate)
Transaction without advice	from \$220 (hourly rate)
Ongoing advice and advice fees	
You can elect to enter into an ongoing advice and services agreement as part of your financial planning strategy. The fee can vary depending on the complexity and level of services required. Details of the services and fees will be set out within the agreement.	Range from \$3,300 to \$22,000
Commissions	
Insurance	
Initial commissions for new policies implemented from 1 January 2020.	Up to 66% of the first year's premium
We may receive commissions on increases or additions to existing policies.	Up to 130%.
Ongoing commissions For example: On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would receive an ongoing commission of up to \$330 pa.	Up to 33% of the insurance premium each following year.

Other benefits we may receive

In addition to the payments explained above we may receive other monetary and non-monetary benefits, support services or recognition from the Licensee to help us grow our business. These are not additional costs to you. They could include training, badging rights, technology and technology support, marketing, financing, events or other recognition we are eligible for. We may receive benefits from product issuers that may include non-monetary benefits that are valued at less than \$300. We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

From time to time the Licensee may facilitate us to be trained and educated by product issuers on their products.

Personal and professional development

The Licensee provides personal and professional development opportunities such as education and professional development programs, offered annually to qualifying practices.

Placement fees

From time to time the Licensee may receive fees from brokers or product issuers for arranging client participation in Initial Public Offerings (IPOs) of financial products. The fee, which is generally a percentage of the fee paid to the broker, varies from offer to offer and by the level of participation by the Licensee. We may share in this fee based on the level of participation by our clients.

Other business interests and relationships

In addition to providing the services listed in this Guide, we have a relationship with Financial Management Solutions Accountancy Services which provides SMSF & tax services and Financial Management Solutions Estate Planning which provides estate planning services.

We control a percentage of the equity interests in the business providing the services listed above.

As a result, we will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

Authorised Representatives and/or staff employed in our business may hold shares in companies that produce financial products or are listed securities that we may recommend. We have determined that any individual holding is so small so as to not be capable of influencing our recommendation.

Financial Planner and Credit Adviser Profiles

About Christine Hornery

Being passionate about what I do is a given, I always come to work ready to make a positive change in someone's life. I am dedicated in helping people find financial freedom.

Each client is unique, we don't have a one size fits all. I like to get to know my clients in the initial meeting and then consider how I can help, whether it is through simple or comprehensive strategies.

Family is everything to me, and to have them work with me every day is great. I am a mother to four and a Nanna to thirteen. I enjoy travelling, cooking, shopping, networking and planning events for my friends and family.

I was awarded the 2012 Female Excellence in Advice Awards sponsored by AFA & TAL Life Limited.

Experience	Financial Planner/CEO at FMS since 2004 with obtaining the following experiences; <ul style="list-style-type: none"> • Certified Financial Planner • Authorised Mortgage Consultant • Self Managed Super Fund Specialist • Fellow, Chartered Financial Practitioner • Accredited Aged Care Professional
Phone	1300 982 499
Authorised representative number	248848

Qualifications (Finance related)
Diploma of Financial Planning
Advanced Diploma of Financial Services (Financial Planning)
Certificate IV in Finance and Mortgage Broking
Diploma of Finance and Mortgage Broking Management
Graduate Diploma in Financial Planning
Master of Financial Planning

Professional memberships
FAAA – Financial Advice Association Australia
MFAA - Mortgage & Finance Association of Australia
SMSF Association
Society of Trust & Estate Planning (STEP)
Succession, Asset Protection & Estate Planning Advisers Association (SAPEPAA)
IPA - Institute of Public Accountants
The Tax Institute

Professional designations
CFP - Certified Financial Planner (FPA)
SSA - SMSF Specialist Accreditation
FChFP - Fellow Chartered Financial Practitioner
Accredited Aged Care Professional
Trust, Estate Planning Practitioner
SAPEPAA – Certified Adviser
Authorised Mortgage Consultant

The advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Self-managed super funds
- Aged Care

How I am paid

I receive a salary and dividends from our practice.

About Katie Withers

My greatest accomplishment is my family, after that is my work. I love building ongoing relationships with strangers who become our valuable clients.

I have worked with FMS for over 15 years, I enjoy studying to further my knowledge and assist me in my chosen career of financial planning. I'm very passionate about helping our clients achieve their goals, I believe my attention to detail shows in my work and I take pride in completing each task effectively and efficiently.

On weekends you can find me at a local cafe enjoying a coffee with my husband and children, walking along the lake or bush-walking, relaxing at the beach or shopping.

Experience	I have worked with FMS since 2008 in an Administration and Executive Assistance's role. I completed my Graduate Diploma in Financial Planning in May 2020. I am currently working towards the completion of my Masters in Financial Planning.
Phone	1300 982 499
Authorised representative number	1269402

Qualifications (Finance related)
Diploma of Financial Planning
Graduate Diploma in Financial Planning
Diploma of Finance and Mortgage Broking Management

Professional memberships
FAAA – Financial Advice Association Australia
SMSF Association
MFAA - Mortgage & Finance Association of Australia

Professional designations
Accredited Aged Care Professional
SMSF Specialist Adviser

The advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section.

In addition to the areas listed in that section, I can also advise on:

- Self-managed super funds
- Aged Care

How I am paid

I receive a salary and may receive bonuses from our practice.

About Nathan Byrn

My hard work and determination is what gives my clients peace of mind that they're on the right path. When I meet with my clients I give them the sense of ownership over their future, we work together to reach their desired goals and objectives.

I am enthusiastic when delivering my tailored strategies to my clients, knowing that it gives them the opportunity to better their future for themselves and their family.

I am married and a father to four boys; I enjoy spending time with my family. I have been involved in many sporting activities over the years, including soccer, cricket and more.

Experience	I have been a Financial Planner since 2011 and have specific interest in helping clients protect their assets and giving clients peace of mind.
Phone	1300 982 499
Authorised representative number	403487

Qualifications (Finance related)
Diploma of Financial Planning

Professional memberships
FAAA – Financial Advice Association Australia

The advice and services I can provide

I am authorised to advise on all of the services listed in the Our advice and services section of this guide.

In addition to the areas listed in that section, I can also advise on:

- Self-managed super funds

How I am paid

I receive a salary and may receive bonuses from our practice.

About Karyn Downie

I have worked in the financial services industry for over 30 years and as a financial planner since 2006. I love building long term relationships with my clients. Helping them through their journey to achieve their goals gives me great pleasure and satisfaction.

Outside of work, you will find me spending time with my partner and our “furkids”. I am passionate about animal rescue and have previously volunteered at our local pounds, which I am looking forward to resuming. I also enjoy needlecraft, reading and relaxing near the water.

Experience	I have been a Financial Planner since 2006. I specialise in Retirement Planning, Centrelink and Aged Care. I also specialise in arranging Funeral Bonds.
Phone	1300 982 499
Authorised representative number	302492

Qualifications (Finance related)
Diploma of Financial Planning
Diploma of Financial Services (Financial Planning)
Graduate Diploma in Financial Planning

Professional memberships
FAAA – Financial Advice Association Australia
Aged Care Steps

Professional designations
Accredited Aged Care Professional TM – Aged Care Steps
Aged Care Specialist (ACS) – FAAA
FChFP - Fellow Chartered Financial Practitioner

The advice and services I can provide

In addition to the services listed in the Our advice and services section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

In addition to the areas listed in that section, I can also advise on:

- Aged Care

How I am paid

I receive a salary and may receive bonuses from our practice.