Licensee:

Independent Wealth Management Pty Ltd
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Authorised Representative:

Phil Layton (ASIC - 279561)
Anthony M Walker (ASIC - 279563)
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Joseph A Walsh (ASIC - 227347)
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Charlene Thompson (ASIC - 1242582)

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Authorised for distribution by Independent Wealth Management Pty Ltd
Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we* offer. It contains information about:

- Independent Wealth Management (IWM)
- IWM & your Financial Adviser
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you.
- A Product Disclosure Statement (PDS) which explains the products we have recommended.

* In this document 'we’ refers to IWM and your Financial Adviser.

Your Financial Adviser

The people listed below are Authorised Representatives of independent Wealth Management:

- Phil Layton – (Director)
- Anthony Walker – (Director)
- Kristen Sheehan
- Lynda Griffith
- Joseph Walsh
- Charlene Thompson

They act on behalf of Independent Wealth Management, who is responsible for the services that they provide.

What services do we provide?

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

- Superannuation and SMSF
- Retirement planning
- Portfolio management
- Personal risk insurance
- Managed investments
- Securities (direct shares)

Independent Wealth Management

Independent Wealth Management Pty Ltd holds an Australian Financial Services Licence (493459) which has been issued by the Australian Securities and Investments Commission (ASIC).

Independent Wealth Management 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.
The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

What is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all issues.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and investment products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times, you are able to contact us and ask questions about our advice and the products we have recommended.

You can provide instructions to us in writing, via phone or via email/mail. Please note you are responsible for ensuring your instructions do however reach us.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to Independent Wealth Management Ltd as the licensee.

Plan Preparation Fee
The Plan Preparation fee includes all meetings with you, the time we take to determine our advice and the production of the SoA.

The Plan Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you prior to preparing the advice.

Plan Implementation Fee
If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Service Fee – Annual Engagement Agreement.
Once your investments are established we will typically provide you with a “Client Annual Engagement Agreement” outlining the advice services we offer you.

The annual fee agreement will depend on what service we have agreed to provide to you. The fee will be a flat dollar amount plus GST and is generally paid monthly in arrears.

The services and fees will be set out in the SoA or RoA that we provide to you.

Reduced Input Tax Credit (RITC)
Goods and Services Tax (GST) is charged on the above fees, however, a partial rebate of GST applies. This rebate is known as Reduced Input Tax Credit (RITC). RITC is passed on to you in the form of a reduced charge and you should refer to the relevant Product Disclosure Statement.
Adviser Remuneration

All Advisers are either an owner or employee of Independent Wealth Management.

Owners of the business are remunerated through salaries and the profits of the practice.

Employees are paid a salary. They may also receive a performance bonus which is based on a number of factors including the revenue of the practice.

Conflicts of Interest

There are no conflicts of interest. Independent Wealth Management Pty Ltd meets the ASIC definition of - Independent.

No commission or incentives are received from third parties.

Making a Complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Australian Financial Complainants Authority (AFCA) of which we are a member. This service is provided to you free of charge.

Australian Financial Complaints Authority (AFCA)
GPO Box 3, Melbourne VIC 3001
Phone: 1800 931 678
Email: info@afca.org.au
Website www.afca.org.au

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 of the information that we request, 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
- 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.