



Financial Services Guide

Licensee:

Independent Wealth Management Pty Ltd

AFSL: 493459

ABN: 93 614 560 511

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Authorised Representatives:

Anthony M Walker (ASIC - 279563)

Lynda M Griffith (ASIC – 416845)

Joseph A Walsh (ASIC - 227347)

David A Bird (ASIC – 279559)

William G Stevenson (ASIC - 1313230)

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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 and your Financial Adviser
- The services we offer and their cost
- Any conflicts of interest which may impact the services we provide
- 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.*

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.

Your Financial Adviser

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

- Anthony M Walker – (Director/Responsible Manager/Adviser)
- Lynda M Griffith – (Responsible Manager/Adviser)
- Joseph A Walsh (Adviser)
- David A Bird (Adviser)
- William G Stevenson (Provisional Adviser)

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

All IWM Advisers are deemed tax (financial) advisers.

What services do we provide?

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

- Basic and non-basic deposit products
- Superannuation and SMSF
- Retirement savings accounts
- Retirement planning
- Personal risk insurance
- Life insurance products
- Managed investments
- Securities (direct shares and Exchange Traded Funds)

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 Pty 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. This fee may range from \$1,500 to \$5,000 plus GST.

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

IWM does not charge a fee for the implementation of advice provided as a consequence of it's Financial Planning process. IWM does not receive commission or placement fees of any kind.

Service Fee – Ongoing Client Service Agreement

Once your investments are established, we will typically provide you with an “Ongoing Client Service Agreement” outlining the advice services we offer you.

The annual service and fee agreement will depend on what service we have agreed to provide to you. The fee will be a flat dollar amount and may be between \$4,000 and \$20,000 per annum 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.

Should you require work to be completed which is outside the scope of your Ongoing Client Service Agreement, a quote will be provided to you based on the following hourly rates:

- Adviser - \$500 per hour plus GST
- Associate - \$250 per hour plus GST

Adviser Remuneration

All Private Client Advisers and Technical Advisers (Authorised Representatives) are either an owner or an 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 personal and business key performance delivery factors, not sales targets.

Conflicts of Interest

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

No commission, incentives, or volume-based payments are received from any product provider or any other third parties.

IWM works for you.

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 after 30 days of lodging your complaint, you can refer it to the Australian Financial Complaints 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

At IWM we are committed to protecting your privacy. We use your personal information to understand your financial situation, formulate our professional advice, make recommendations about your financial affairs, report to you on your investments, invoice you for our services and keep you informed about your products and our services.

If you ask us to provide you with personal financial advice, under the following Australian laws, we may be authorised or required to collect your personal information:

- Corporations Act 2001;
- Australian Securities and Investments Commission Act 2001;
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006;
- Taxation Administration Act;
- Superannuation Guarantee (Administration) Act 1992; and
- Superannuation (Unclaimed Money and Lost Members) Act 1999.

From time to time, other acts may require or authorise us to collect your personal information.

If you do not provide us with some or all of the information we request, we may not be able to advise you or provide appropriate financial advice.

We may provide your personal information to:

- organisations (who are bound by strict confidentiality) to whom we outsource certain functions, such as our auditors. In these circumstances, information will only be used for our purposes;
- other professionals such as solicitors, accountants and stockbrokers when a referral is required or you consent for us to do so;
- third parties when required to do so by law, e.g. legislation or Court Order.

Your Privacy (Continued)..

We do not trade, rent or sell your information.

From time to time, we may use your contact details to send you offers, updates, articles, newsletters or other information about products and services that we believe will be of interest to you. We may also send you regular updates by email or by post. We will always give you the option of electing not to receive these communications and you can unsubscribe at any time by notifying us that you wish to unsubscribe.

Our Privacy Policy contains more information about how to access and correct the information we hold about you and how to make a privacy related complaint, including how we will deal with it. Ask us for a copy by contacting us on (07) 5636 3800 or visiting our website <https://www.iwmaus.com.au>.

Professional Memberships & Associations:

- FAAA - Financial Advice Association Australia.
 - IWM is a FAAA Professional Practice.
- AFCA - Australian Financial Complaints Authority.
- AUSTRAC – Australian Transaction Reports and Analysis Centre.