



Freedom Wealth Services Pty Ltd
ABN 75 621 412 646
Australian Financial Services Licensee
AFSL 502934
Level 8, 179 Queen Street
MELBOURNE VIC 3000
Telephone 1300 843 400

FINANCIAL SERVICES GUIDE

Freedom Wealth Services

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Version Number 4.1

Freedom Wealth Services ACN 75 621 412 646 is an Australian Financial Services Licensee (AFSL No. 502934). Our contact details are as follows:

Our office contact details

Address	Level 8, 179 Queens St Melbourne, VIC 3000
Phone	1300 843 400
Fax	03 9020 7326
Email	admin@freedomwealthservices.com.au

We appoint Authorised Representatives to act on our behalf for the provision of authorised financial services.

This Financial Services Guide (**FSG**) is provided by:

- **Brett Newbound** Authorised Representative No. 000409907

The distribution of this FSG is authorised by the Licensee.

Not Independent

The Licensee is not “independent”, “impartial” or “unbiased” in relation to the personal advice it provides. The Licensee is not permitted to use those or similar terms in accordance with section 923A of the Corporations Act.

The Licensee is not independent because it is paid commissions by life insurers for life insurance policies arranged by the Licensee. Please refer to the sections on Fees in this FSG for further information on commissions the Licensee may receive.

Purpose of FSG

This FSG will inform you of our services and fees, to assist you when deciding whether to use those services. This FSG includes information about:

- the financial services and products we provide;
- the advice and documents you may receive;
- your privacy and how we collect your personal information;
- what to do if you have a complaint;
- the significant relationships and associations we have;
- the remuneration and other benefits that may be received by us or other relevant persons in connection to the financial services we provide to you; and
- fees and charges for our services.

Financial services we provide

Freedom Wealth Services authorises its representatives to provide financial services including financial product advice (general and personal advice) and deal in financial products including:

- basic deposit products;
- non-basic deposit products;
- non-cash payment products;
- derivatives;
- managed investment schemes, including Investor Directed Portfolio Services (IDPS);
- government debentures, stocks or bonds;
- securities;
- superannuation;
- standard margin lending facilities;
- retirement savings accounts;
- investment life insurance products, including funeral bonds, endowment policies, allocated pensions and annuities; and
- life risk insurance products, including term life, total and permanent disability, trauma and income protection.

In addition, we provide a suite of professional services to help structure such matters as Self-Managed Super Funds (SMSF), Trusts and Wills.

Approved Product List (APL)

Our Authorised Representatives can only provide advice on financial products that are on our APL, a copy of which is available upon request. The APL includes a range of investment/insurance/superannuation products for our Authorised Representatives to choose from. The products we provide on the APL have been selected by Morningstar, Lonsec and professional brokerage companies based on extensive research on a range of factors including performance, costs and risks.

Documents you may receive

In addition to this FSG, you will receive other important documents. Please refer to the following definitions for a description of the documents you are likely to receive:

Statement of Advice (SOA)

If you request that we provide you with personal financial advice, we will provide you with a SOA. We must give the SOA to you the first time we provide you with personal advice about each type of financial product or where there has been a significant change in your circumstances.

We must give you the SOA before we provide any services recommended in the SOA. We are under a legal obligation to ensure that the advice and recommendations we provide to you are in your best interests.

The SOA will include the following information:

- the nature of the advice given and the grounds for our recommendations;
- information about fees and commissions that may be received for the advice; and
- any associations, relationships or interests that may influence the advice we provide.

Where the personal financial product advice relates to a basic deposit product, non-cash payment facility or travellers cheques, an SOA will not be provided.

Record of Advice (ROA)

We may also record our advice through preparing a record of advice in some circumstances instead of providing you with another SOA. If you have not

been provided with the ROA, you may request a copy of it free of charge at any time within seven years after the advice was provided to you, by contacting us.

Client Service Agreement

The Client Service Agreement will be tailored to your specific requirements and outlines the benefits, services and support provided by Freedom Wealth Services for you. It will provide an indication of our fees and costs associated with providing and implementing our advice.

Annual Fee Disclosure Statement (FDS)

If we enter into an ongoing fee arrangement with you, we will provide you with an annual Fee Disclosure Statement. The FDS contains information in connection with ongoing fees paid and the services you received and were entitled to receive in the previous 12 months. The FDS also contains information about the services you are entitled to receive and an estimate of fees to be paid in the next 12 months.

The FDS will be provided by us every 12 months.

Product Disclosure Statement (PDS)

If we make a recommendation on certain financial products (other than securities) or arrange the issue of a financial product, you will receive a PDS. The PDS outlines the key features, significant benefits, risks and fees associated with the financial product.

How can you provide us with instructions?

You can give us instructions in writing, by phone, email or any other means that we agree with you from time to time.

Who do we act for?

Authorised Representatives provide financial services on behalf of the Licensee.

Fees and charges

We will charge you a fee for personal advice and dealing services we provide to you.

All fees are **inclusive** of GST.

One-off fees

We may charge a one-off fee for providing and implementing a discrete piece of advice, or processing a transaction for you. That fee will either be:

- a fixed fee; or
- an hourly rate; or
- calculated as a percentage of funds under management/advice.

Our fixed fee for personal advice is generally in the range of \$2,200 to \$22,000, depending on the amount of work required. We will provide an explanation of how we calculate the fee before we provide advice to you.

Our fixed fee for processing a transaction (i.e., no advice) for you between \$1,320 and \$2,640.

Our hourly rate is \$220 per hour for administration assistant support and \$880 per hour for financial adviser support, and the total fee payable for our work will be based on the number of hours work done. We will provide an estimate of the number of hours and the total fee payable before we provide advice to you.

We charge up to 5.50% of the total balance of your superannuation or investment account. We will provide an estimate of the fee before we provide advice to you.

if our advice is solely in relation to life insurance products, we may receive commissions directly from the insurance provider rather than charge a fee as described above. In the case of these payments we are remunerated for our life insurance advice by commissions paid by life insurers.

Ongoing fees

If you enter into an ongoing service arrangement with us, we will charge you a yearly fee based on the services you are entitled to receive.

Our annual fee is a fixed fee of up to \$22,000 per year **OR** calculated at up to 3.30% of your superannuation or investment balance per year paid in monthly instalments from your superannuation or investment cash account.

Fee disclosure

Details of these fees and benefits will be provided to you in an engagement letter or services agreement before we provide advice, and will be included in the SOA or ROA provided to you.

If you enter into an ongoing service arrangement with us, you will also receive an annual fee disclosure statement.

Please contact us if you require any further information about how we or our Authorised Representatives charge and receive fees.

Remuneration, commissions and other benefits

We do not receive commissions on investments through new superannuation, managed funds or retirement products from product issuers or re-sellers. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing our advice. The following is a guide of the commissions we may receive:

Insurance (including those held with superannuation) - If you decide to buy a life risk insurance product that has been recommended by us, an upfront commission of between 0 – 60% of the first year's annual premium may be received and then an ongoing annual commission of between 0 – 20% of the annual premium. For an example, for an insurance product with an annual premium of \$2,000, where the issuer pays an upfront commission of 60% and an annual ongoing commission of 10%, we will receive \$1,200 upfront and \$200 ongoing per annum.

Investment products (including superannuation, retirement income stream products and managed investment products) – if you hold an existing investment with us, an upfront commission of between 0 – 4% of the initial investment may be received and then an ongoing annual commission of between 0 – 1.10% of the annual balance each year. For an example, for an investment product with a balance of \$100,000, where the product pays an upfront commission of 4% and an annual ongoing commission of 1.10%, we will receive \$4,000 upfront and \$1,100 ongoing per annum.

Our Authorised Representatives are paid a salary which does not change depending on the amount of financial services they have provided.

Associations

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you.

No such associations or relationships exist. If such associations or relationships do come into existence, we will disclose them to you in writing.

Provisional Financial Advisers

Our Authorised Representatives may supervise a provisional financial adviser completing his or her professional year. If a provisional financial adviser works on your advice, his or her supervisor will inform you in writing of matters relating to the provisional financial adviser in accordance with the Corporations Act 2001 (Cth).

A provisional financial adviser's supervisor is responsible for any personal advice provided by the provisional financial adviser to you.

Complaints

We are fully committed to providing quality financial services.

If you have a complaint about the services we provide to you, please follow the step outlined below. Our dispute resolution system is free of charge. We are a member of the Australian Financial Complaints Authority (AFCA) complaints resolution scheme.

Step 1

Contact the Complaint Officer and provide the details of your complaint. Our contact details are:

Freedom Wealth Services on 1300 843 400.

We will endeavour to acknowledge receipt of your complaint within one business day (or as soon as practicable).

We will endeavour to resolve your complaint quickly and fairly, within 30 days of receipt of your initial complaint. In some circumstances, for example where the complaint involves particularly complex issues, it may take longer than 30 days to resolve a complaint. If we determine that it will take us longer than 30 days to resolve a complaint, we will write to you explaining the delay.

We will provide a written response informing you of the final outcome of your complaint and your rights to escalate the complaint if you are not satisfied with our final decision.

Step 2

If you are not satisfied with our final response to your complaint, or we have not resolved your complaint within 30 days, you may lodge your

complaint with AFCA (provided that the complaint is within AFCA's terms of reference). AFCA is an independent complaints resolution body which is available to you free of charge.

Please note that AFCA will not initiate its process until we have had prior opportunity to respond to your complaint.

Online	www.afca.org.au
Mail	AFCA GPO Box 3 Melbourne VIC 3001
Phone	1800 931 678
Fax	03 9613 6399
Email	info@afca.org.au

Compensation arrangements

We hold professional indemnity insurance in respect of our financial services which complies with the *Corporations Act 2001* (Cth). The professional indemnity insurance covers all of the financial services you are provided, even if they were provided by a person who is no longer our Authorised Representative.

Privacy

Australian Privacy Principles apply to how we collect and use personal information. The information you provide to us for the purposes of obtaining financial product advice must only be used to:

- fully understand your financial planning needs;
- provide you with information, products or services that you might reasonably expect or request;
- manage rights under any laws applying to the services provided; and
- conduct research and marketing which includes direct marketing (although you have the right to specifically instruct us not to use your personal information for these purposes).

For details of how we collect and use your personal information, please refer to our privacy policy which is available by request.

Further Information

If you have any further queries about our financial services, please do not hesitate to contact us.

Contact us

Name	Freedom Wealth Services
Address	Level 8, 179 Queen St, Melbourne, VIC 3000
Phone	1300 843 400
Fax	03 9020 7326
Email	admin@freedomwealthservices.com.au

I have received this Financial Services Guide

I confirm that my adviser from Freedom Wealth Services has given me a copy of the Freedom Wealth Service Financial Services Guide dated 12 May 2022.

Print customer name

Customer signature

Print customer name

Customer signature

Date: 12 May 2022

Freedom Wealth Services adviser signature