

## FINANCIAL SERVICES GUIDE

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This Financial Services Guide (FSG) is an important document which we are required to give you under the conditions of our Australian Financial Services (AFS) Licence. It provides you with information about Wybenga Financial Pty Limited to assist in your decision to use the financial services we provide. This FSG explains the services and types of products we can offer you. It also explains how we (and other related persons) are remunerated for these services, and includes details of our internal and external complaints handling procedures and how you can access them.

The distribution of this Financial Services Guide is approved by Wybenga Financial Pty Limited.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), Statement of Advice (SOA) and/or a Record of Advice (ROA).

To invest in any of our recommended financial products you must complete the application form attached to the relevant PDS. The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice we will initially provide you with an SOA. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

On an ongoing basis, an ROA will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your SOA and/or ROA at any time.

Your adviser does not have authority to advise on products that are not approved by Wybenga Financial Pty Limited.

## Not independent

The Corporations Act states that if a licensee or its advisers receives commissions from product issuers they cannot claim to be independent, impartial or unbiased. Wybenga Financial Pty Limited receives commissions from life insurance companies, therefore neither Wybenga Financial Pty Limited nor its financial advisers are independent, impartial or unbiased.

## OUR SERVICES

We provide advice on and arrange transactions on the following products and services:

- Wealth Management
- Investment Planning
- Retirement Planning
- Basic Deposit Products
- Life Insurance Products
- Securities
- Fixed Interest Deposits
- Superannuation
- Retirement Savings Accounts
- Managed Investment
- Government Debentures,
- Gearing strategies
- Schemes
- Stock or Bonds

## INFORMATION WE NEED FROM YOU

We expect that you will provide us with accurate information that we request so that we have a reasonable basis on which to provide you with advice and to that which is in your best interests.

We strive to give our clients the most appropriate advice and the right products in order to meet their individual objectives, financial situation and needs. We also must ask our clients to provide personal information to their adviser, either in writing or verbally – this may involve a quite detailed process of both qualitative and quantitative data collection. We ask clients to ensure that their adviser becomes aware of any changes that may be relevant when advice is given in the future.

## WHAT INFORMATION DO WE RETAIN ABOUT CLIENTS?

We maintain a record of your personal profile which may contain details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, together with summaries of meetings and transactions. All these records are our property and must be retained for production to the regulatory authorities upon their request. If you wish to examine our file, please ask us and we will make arrangements for you to do so.

## WHAT ARE THE POSSIBLE CONSEQUENCES OF NOT PROVIDING THIS INFORMATION?

You are of course at liberty to decline to provide some or all of this information. In this case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

## REFERRAL AND EXCHANGE OF PERSONAL INFORMATION WITH OTHER PARTIES

- (1) Wybenga Financial Pty Limited is owned by Wybenga Group Pty Limited. Wybenga & Partners Pty Ltd is also owned by Wybenga Group Pty Limited.

Our clients may also be clients of Wybenga & Partners Pty Ltd in respect of the accounting services provided by that company. Where this is the case, at times we may need to access information held by Wybenga & Partners Pty Limited or discuss particular accounting and tax implications of a proposed strategy with that company.

Similarly, if we recommend the establishment of a self-managed superannuation fund and you choose Wybenga & Partners Pty Ltd as the accountants for the fund, we will need to pass information to them to allow them to carry out their services.

- (2) In the course of formulating life insurance advice we may contact insurance companies to obtain a premium quote or to confirm whether that company will insure you. In such circumstances some your personal information will have to be provided to the insurance company. The insurers must keep this information confidential and secure.

Other than in respect of (1) and (2) above, or if legally required to do so, we will not pass your personal information to any other third party without your consent to do so.

Wybenga Financial Pty Limited will adhere to the Australian Privacy Principles in respect of holding, using or disclosing a client's personal information.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as a passport or a driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

If you have concerns with information being shared as detailed above, please make your adviser aware of this.

## PERSONAL FINANCIAL ADVICE

Personal financial advice is advice which relates specifically to you and your financial goals and circumstances and is tailored accordingly.

Our Representatives may discuss and consider tax, social security and estate planning matters when formulating recommendations. However, they are not professionals in this area and we therefore recommend that you also seek the services of industry professionals if these issues are relevant.

If we have insufficient detail about your financial circumstances, we will be unable to provide personal financial advice but may be able to provide some general advice.

## RESPONSIBILITY FOR ADVICE GIVEN

Wybenga Financial Pty Limited is responsible for the advice provided to you by our financial advisers.

## WHAT ARE THE RISKS?

All investments have varying degrees of risk and varying rates of return. With most investments, the higher the potential returns the higher the level of risk. We will explain to you any significant risks of investments and strategies that we recommend to you. If you are unsure of the potential effects of these risks, you should ask us for further clarification.

## BUYING AND SELLING INVESTMENTS

You may specify how you would like to give us instructions; for example, by telephone, fax or email, but in all cases we must receive a written confirmation of these instructions.

## REMUNERATION & BENEFITS FOR OUR SERVICES

### FEES

To assist you in making an informed decision we will discuss with you and agree on any fees payable before or at the time of preparing any written advice. The Corporations Act requires us to fully

disclose all fees and charges in an SOA, so if you are in doubt please ask us to explain. Our fee structure is as follows;

- (1) To prepare our recommendations, provide a Statement of Advice and implement our recommendations we charge an advice fee in the range of \$3000 - \$6000. The actual cost is determined by the complexity of the advice required.
- (2) We also charge an Annual Portfolio Management Fee. This fee is for our ongoing management of your portfolio including phone calls and meetings with you etc.

The fee is based on the amount you have invested and the complexity of your financial affairs (we do not include the value of any real estate in your portfolio in calculating this fee).

The fee scale is;

- Minimum \$5,000 up to the amount invested of \$1M Plus
- .50 % of the amount invested from \$1M up to \$2M Plus
- .60% of the amount invested in excess of \$2M

Examples of the Annual Portfolio Management fee are:

- Portfolio value of \$1M.  
 $\$1M \times .50\% = \$5,000$  per annum
- Portfolio value of \$2.5M.  
 $\$2M \times .50\% = \$10,000$   
Plus  
 $\$500,000 \times .60\% = \$3000$   
Total fee = \$13,000 per annum

Your adviser is a Director and an employee of Wybenga Financial Pty Limited. Their remuneration is a salary and possible directors fees and dividends. They are not paid a percentage of fees or commissions paid to Wybenga Financial Pty Limited.

## COMMISSIONS

If you accept our insurance recommendations the issuers of life insurance products may pay Wybenga Financial Pty Limited an initial commission and an ongoing commission. This commission can vary depending on the product and insurance company and the year you take out the insurance.

The following table explains the maximum commission percentages Wybenga Financial Pty Limited will be paid each year:

Date the Policy is taken out	Maximum Initial Percentage of Premium	Maximum Ongoing Percentage of Premium
1 January 2020 onwards	60%	20%

For example; If your first year's premium was \$500 and the initial commission was 60% Wybenga Financial Pty Limited will receive \$300.

If your premium for the second and subsequent years was \$500 and the ongoing commission was 20% Wybenga Financial Pty Limited will receive \$100 per annum.

## REFERRALS

We do not pay a fee or commissions to persons who introduce or refer you to us.

## OTHER FINANCIAL BENEFITS

Wybenga Financial Pty Limited may receive monetary and non-monetary benefits from various product providers for training purposes.

## SOFT DOLLAR BENEFITS / OR ALTERNATIVE REMUNERATION

Wybenga Financial Pty Limited and its representatives may from time to time receive non-monetary benefits with a cash value less than \$300. Details of benefits between \$100 and \$300 will be maintained on a register. These benefits will normally be a one off and will not be received from a product provider on a regular basis.

## OUR ASSOCIATIONS

Wybenga Financial Pty Limited is owned by Wybenga Group Pty Limited. Wybenga & Partners Pty Ltd is also owned by Wybenga Group Pty Limited.

We may recommend the services of Wybenga & Partners Pty Limited if, for example, you accept our recommendation to establish a self-managed super fund and you require the services of an

SMSF accountant or you generally require the services of an accounting practice. You are not required to engage Wybenga & Partners Pty Limited because of any recommendation your adviser makes.

Wybenga Financial Pty Limited is not paid any referral fee and does not receive any part of the fees paid to Wybenga & Partners Pty Limited.

## CONFLICTS OF INTEREST

Mss Tess Uncle, Dianne Bechara and Messrs Adam Roberts, Roger Potter and Chris Wybenga are Directors of Wybenga Financial Pty Limited and Wybenga & Partners Pty Ltd. In addition they are all shareholders and Directors of Wybenga Group Pty Limited which is the ultimate holding company of Wybenga Financial Pty Limited and Wybenga & Partners Pty Limited. As such they are entitled to directors fees and dividends.

## OUR COMPENSATION ARRANGEMENTS

Wybenga Financial Pty Limited maintains Professional Indemnity insurance in accordance with s.912b of the Corporations Act 2001.

In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Wybenga Financial Pty Limited and our representatives and other representatives and employees in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will continue to provide such coverage for any representative, other representative or employee who has ceased work with us, for work done whilst engaged with us.

## IF YOU HAVE A COMPLAINT

We are all aware that circumstances may arise where a client wishes to express an opinion, seek clarification of an issue or simply inform us of expectations which were not met. Our Directors will take client complaints as a serious reflection on our standard of service and will attempt to personally resolve all issues. Where necessary a written reply or explanation will be provided to any client.

The steps to lodge a complaint are:

1. Contact your adviser and tell your adviser about your complaint.
2. We will try and resolve your complaint quickly and fairly. Your complaint will be acknowledged within 24 hours of receipt.

3. We will formally respond to your complaint, including our determination, within 30 days of receipt.
4. If your complaint is not satisfactorily resolved within 5 days, please contact Mr Roger Potter on (02) 9300 3000 or put your complaint in writing and send it to us at PO Box R896, Royal Exchange, Sydney, NSW, 1225.
5. If the complaint can't be resolved to your satisfaction you have the right to refer the matter to the following authorities.
  - Wybenga Financial Pty Limited will be a member of The Australian Financial Complaints Authority (AFCA).  
AFCA can be contacted on 1800 931 678 ([www.afca.org.au](http://www.afca.org.au))

The Australian Securities & Investments Commission (ASIC) also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.