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# financial Services guide

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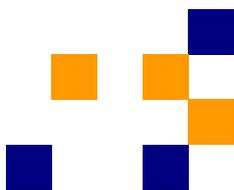
a guide to our relationship  
with you and others



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australian financial services number: 284901

version 2.1  
dated 24<sup>th</sup> October 2018



## What is the purpose of this Financial Services Guide?

This Financial Services Guide (FSG) is an important document, and it is designed to help you understand Andrew Rowan Wealth Management and the services we offer as well as to assist you in deciding whether or not to use our services.

This FSG contains important information about;

- who we are.
- how we can be contacted.
- what financial services we can provide to you.
- what documents you may receive from us.
- how we are remunerated.
- any potential conflicts of interest we might have.
- our privacy policy.
- our internal and external complaints handling procedures and how you can access them.
- the compensation arrangements we have in place.

### Other documents you may receive from us.

If you choose to use our services you may also receive any of the following other documents from us.

#### 1. Statement of Advice (SOA)

You are entitled to receive a Statement of Advice when we provide you with personal advice that takes into account your financial objectives, financial circumstances, needs and requirements.

The SOA is provided the first time we provide advice to you and whenever we provide further advice and your circumstances, (or our advice) significantly change.

The Statement of Advice will contain the following information;

- ↳ the advice given.
- ↳ the basis on which the advice and recommendations are given.
- ↳ information on how we will be paid for the advice.
- ↳ any relationships or associations that we may have that might have influenced our advice.
- ↳ any other information that may be relevant to the advice provided.

#### 2. Record of Advice (ROA)

Once we have provided you with a Statement of Advice any further advice we provide may be in the form of a Record of Advice (ROA) which we may simply keep on file.

A Record of Advice may be provided where any subsequent advice does not greatly differ from your original advice, and your personal circumstances have not significantly changed from the time of your original SOA.

Where any further advice warrants another SOA, this will be provided to you.

You have the right to request a copy of the ROA (if you have not previously been provided with one) within 7 years of that further advice being given.

#### 3. Product Disclosure Statement (PDS)

In the event that we make a recommendation for you to purchase a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement (PDS) which is issued by the product issuer and contains information about the benefits, risks, and other features of the product that will help you make an informed decision about the product.

The PDS will also contain information relating to fees and charges charged by the provider as well as commissions (if any) payable to financial advisers.

The distribution of this FSG (ver 2.0) was authorised by Andrew Rowan Wealth Management on 10<sup>th</sup> September 2014. Key information is set out in answer and questions on the following pages.



### Who is Andrew Rowan Wealth Management?

Andrew Rowan Wealth Management is the trading name of Dunbar House Financial Services Pty Ltd, ABN 28 079 653 768 and is the holder of an Australian Financial Services Licence No.: 284901.

Dunbar House Financial Services Pty Ltd. is wholly owned by Andrew Rowan.

Street Address: 1311 Sturt Street, Ballarat.

Postal address: P.O. Box 187W, Ballarat, 3350.

Phone: (03) 5331 6550

e-mail: [info@arwm.com.au](mailto:info@arwm.com.au)

Website: [www.arwm.com.au](http://www.arwm.com.au)

### Who is my adviser?

Your adviser is Andrew Rowan. Andrew has completed the Diploma of Financial Planning Dip FP and is a Certified Financial Planner CFP. Andrew Rowan is a member of the Financial Planning Association (FPA).

Andrew Rowan has had 21 years' experience as a Senior Financial Planner, and has run his own Financial Planning Practice since that time.

He spent 9 years as a Proper Authority Holder, and the past 12 years as a Director of a Licensee Company (Security Dealers License and Australian Financial Services License Holder).

### What kinds of financial services are you authorised to provide?

Andrew Rowan Wealth Management is licensed to Provide Financial Product advice and to Deal in a Financial Product.

To achieve your goals and objectives we are authorised to provide advice on and deal in the following financial products;

- managed funds;
- shares;
- property;
- superannuation;
- account based pensions;
- immediate annuities;
- complying pensions;
- investor directed portfolio services (wrap accounts)

- deposit type products
- life insurance type products and;
- debt (credit type products).

We are able to provide advice in the following areas;

- personal budgeting and cash flow management;
- wealth creation and investment management;
- debt management (including gearing);
- pre-and post retirement planning;
- personal risk management;
- self managed superannuation advice;
- salary packaging;
- tax planning (with tax specialists);
- estate planning (with legal specialists); and
- centrelink planning and advice.

Recommendations for financial products are made on a personal basis after taking into account your financial goals and objectives and your attitude to investment risk.

In addition we are able to offer you an ongoing financial planning service.

### Do any relationships or associations exist which might influence you in providing me with the financial services?

Andrew Rowan Wealth Management does not have any association or relationship with the issuers of financial products that might be reasonably expected to be capable of influencing Andrew Rowan Wealth Management in the advice that we provide, or the products that we recommend to you.

### What information should I provide to receive personal advice?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us any personal information, if you do not wish to.

However, if you do not, we are required to warn you about the possible consequences of us not having your full personal information, because the advice you receive may not be appropriate to your needs, objectives and financial situation.



### What information do you maintain on my file and can I examine my file?

We maintain a record of your personal profile, which includes details of your objectives, financial situations and needs.

We also maintain records of any recommendations we make to you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

A copy of our privacy policy is enclosed for your information. If you wish to examine your file, you should ask us and we will arrange for you to do so.

### Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, fax, or other means.

In all cases we must receive written confirmation of these instructions before we act on them.

If we provide you with execution related phone advice, you may request a record of the execution related phone advice, at the time or up to 90 days after providing the advice.

### How will I pay for the service?

Your first meeting with us is both cost and obligation free.

Andrew Rowan Wealth Management operates on a “fee for service basis”, in respect to any advice provided to you and for ongoing services.

Before engaging in any work for you, we will provide a written proposal to you which sets out the nature and scope of the advice and/or service, including our fees.

Fees are based upon your individual circumstances, and in setting your fee we take into account;

- the time we spend developing our advice (your strategy) and,
- the time spent in providing our ongoing service, and the professional skill and responsibility involved.

### Advice Fees

1. **Initial Planning Fee:** for the completion of a Statement of Advice, and the implementation of that advice. This fee is based on the complexity and scope of the advice we provide.

Our minimum fee in this regard is \$2,750 (inclusive of gst).

2. **Ongoing Fees:** are based on the type of service we provide to you, and pricing is based on our estimate of future ongoing requirements.

Any ongoing fees, together with the scope and nature of our ongoing service are fully disclosed to you in the initial proposal, and again when we provide a Statement of Advice to you.

For example, if you decide to enrol in our full ongoing service program, a minimum fee of \$2,200 per annum (inclusive of GST) applies.

Before engaging in any service, we offer we will provide you with a firm pricing quote prior to our engagement.

You are not required to engage in our ongoing service if you do not wish to do so.

### Commissions

1. **Investments:** As a fee for service advice firm, we **do not** accept any payment by way of commissions (directly or indirectly) from product providers.

In the unlikely circumstances where commissions are paid for the placement of investments, then any commissions we receive **will be fully rebated** to you.

2. **Personal Risk Insurance:** We may be entitled to receive commissions (upfront and ongoing) on any Personal Risk Insurance Products you purchase from us.

Commissions are paid to us by the product provider and not a direct cost to you.

Any commissions that we may be entitled to receive are fully disclosed to you in the Statement of Advice, when we make those recommendations.



**Alternative remuneration and soft dollar benefits.**

Andrew Rowan Wealth Management **does not** accept any soft dollar benefits (i.e gifts, enticements, travel, event tickets) from financial product providers, unless the benefit is directly related to training.

**Who do you act for when you provide financial services to me?**

Where advice in relation to Life Insurance products is given, Andrew Rowan Wealth Management acts as a Life Broker and can deal with the following Life Insurance Companies; AMP Life Ltd, Asteron Life, BT Life, Clearview Life, Macquarie Life, MLC Life Ltd, OnePath, and TAL

In the provision of advice in relation to Life Insurance business, we act as agent for **you**, and **not** for the Life Companies.

**What should I know about any risks of the financial products or strategies you recommend to me?**

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

In general terms there are risks inherent with investing and these risks depend on the nature of the investment. In investment terms risk is usually defined as either the risk that a portfolio does not achieve that rate of return you need to achieve your objectives in the long-term, or the risk that you could lose some or all of your money (or capital).

Every effort is made to ensure that investment solutions are matched to each client’s individual needs and objectives, and risk tolerance levels.

**What compensation arrangements do you have in place?**

It is a requirement of the Corporations Act, that Australian Financial Service Licensees must have arrangements in place for compensating retail clients for losses they suffer as a result of a breach of the Corporations Act, or Corporations Regulations by the Licensee or one of its Representatives, or Authorised Representatives.

In meeting this obligation, Andrew Rowan Wealth Management holds Professional Indemnity insurance

cover for the activities conducted under our Australian Financial Services Licence.

We believe that our professional indemnity insurance cover satisfies the requirements of s. 912B of the Corporations Act 2001 (as amended).

In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Andrew Rowan Wealth Management and our representatives, in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will continue to provide such coverage for any representative who has ceased employment with Andrew Rowan Wealth Management for work done while engaged with us.

**What should I do if I have a complaint?**

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients.

If you have any complaint about the service provided to you, you should take the following steps;

1. Contact Andrew Rowan, Managing Director of Andrew Rowan and Wealth Management on (03) 5331 6550, or in writing to PO Box 187W, Ballarat West, 3350.

We will try and resolve your complaint quickly and fairly.

2. If we cannot reach a satisfactory resolution you can raise your concerns with the Australian Financial Complaints Authority (AFCA) on 1800 931 678, or by post at GPO Box 3, Melbourne, Vic. 3001.

We are members of AFCA’s Complaints Resolution Service, this is a free service to you.

3. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint or

If you have any further questions about the financial services of Andrew Rowan Wealth Management, please contact us on (03) 5331 6550.

Please retain this document for your future reference and any future dealings with Andrew Rowan Wealth Management.



Your privacy is important, and Andrew Rowan Wealth Management is committed to protecting any personal information you give us.

This policy explains what information we collect from you, how we collect and use that information, and how your privacy is safeguarded.

#### information we collect

As financial planners we are subject to certain legislative and regulatory requirements which necessitate us obtaining and holding detailed information which personally identifies you and/or contains information or an opinion about you ("personal information").

In addition, our ability to provide you with a comprehensive financial planning and accounting advice service is dependent on us obtaining certain personal information about you, including;

employment details and employment history, details of your financial needs and objectives, details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover and superannuation, details of your investment preferences and aversion or tolerance to risk, family commitments and social security eligibility.

Depending on the scope of advice and services entered into, we may also hold information about your state of health, medical history, bank account details, Tax File Numbers, associations and memberships, estate planning wishes and other sensitive information.

#### consequences of not providing the information.

Failure to provide the personal information referred to above may expose you to higher risks in respect of the recommendations made to you, and may affect the adequacy or appropriateness of advice we give to you.

We are required by the Corporations Act, and Rules of Professional Conduct of the Financial Planning Association of Australia (FPA) to collect sufficient information to ensure appropriate advice and service can be given in respect of recommendations made to you.

Therefore, if you elect not to provide us with the personal information referred to above, we may elect to terminate our retainer with you, if we believe we are unable to provide you with a complete service.

#### how we collect information from you

We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us.

Generally collection of your personal information will be effected either in a client questionnaire, face to face interviews, or over the telephone.

We will only collect, maintain and use Personal Information about you if it is necessary for us to adequately provide to you the services you have requested including;

- the preparation of your financial plan;
- the provision of financial planning advice to you;
- making securities and investment recommendations;
- reviewing your financial plan;
- reviewing securities and investment recommendations.

#### how we use your personal information

We will not use or disclose Personal Information collected by us for any purpose other than, the purposes for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure, or where you have consented to such disclosure.

In addition, we may be required to disclose Personal Information where the National Privacy Principles authorise use or disclosure where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.

We are required under the Rules of Professional Conduct of the FPA to make certain information available for inspection on request to ensure ongoing compliance with mandatory professional standards. This may involve the disclosure of your personal information.



We are also obliged pursuant to the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investments Commission.

We may disclose your Personal Information to superannuation fund trustees, insurance providers, and product issuers for giving effect to your financial plan and the recommendations made by us.

We may use the personal information collected from you for providing you with direct marketing material such as articles that may be of interest to you, however you may request not to receive such information and we will give effect to that request.

1. Please allow 2 weeks for your request to be actioned.

In order to ensure that you receive a personal and tailored service, your Personal Information will be available to our employees in the normal course of their employment.

It is a condition of employment, that employees adhere to this privacy policy. If you have any concerns in this regard, you should contact us by any of the methods detailed below.

Your Tax File Number (TFN) is governed by special legislation and is protected when you provide it to us.

#### **how we store your personal information.**

We hold your personal information in either your client file, in a scanned file held electronically and in our computer database.

All computer-based information is protected through passwords on each computer. Data is backed up each evening and stored securely off site.

All paper files are stored in lockable cabinets which are locked out of hours.

We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure.

At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential.

In the event you cease to be a client of this organisation, any personal information which we hold about you will be maintained in a secure off site storage facility for a period of 7 years in order to comply with

legislative and professional requirements, following which time the information will be destroyed.

#### **access and correction to your personal information.**

You may at any time, by contacting us by any of the methods detailed below, request access to your personal information and we will provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held.

We will, prior to providing access in accordance with this policy, require you to provide evidence of your identity.

In certain circumstances, Andrew Rowan Wealth Management may be unable to provide access to your personal information; if so, we will explain why.

We will endeavour to ensure that, at all times, the personal information about you which we hold is up to date and accurate.

In the event that you become aware, or believe, that any Personal Information which we hold about you is inaccurate, incomplete or outdated, you may contact us and provide to us evidence of the inaccuracy or incompleteness or out datedness and we will, take all reasonable steps to correct the information.

#### **complaints about your privacy.**

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact us by any of the methods detailed below and request that your complaint be directed to the Privacy Officer.

Your complaint will be considered and responded to within 7 days. It is our intention to use our best endeavours to resolve any complaint to your satisfaction; however, if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

#### **contacting andrew rowan wealth management.**

To update your information, remove your name from our mailing list, access your information or if you have an inquiry or complaint, please contact us on (03) 5331 6550 or write to Andrew Rowan Wealth Management at PO Box 187W, Ballarat West, 3350.

