

andrewrowan wealth management

Financial Services Guide

A guide to our relationship with you and others

Version 3 | May 2022



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 changes.

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 has been prepared and provided with the authority of Andrew Rowan Wealth Management.

Key information is set out in answer and questions on the following pages.

Not Independent


Andrew Rowan Wealth Management receives commissions from life insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

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.

 1311 Sturt Street Ballarat VIC 3350

 Ph: 5331 6550

 info@arwm.com.au

 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)
- 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, email or other means.

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

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)
- 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 up to \$11,000 (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, fees range from \$2,200 up to \$22,000 per annum (inclusive of GST) depending on the complexity of the advice.

If our initial ongoing fees fall outside these ranges and 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.

If we charge our advice fees from either a superannuation or an investment account we will also seek your consent to deduct fees from that account.

Commissions

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

1. **Personal Risk Insurance:** We may be entitled to receive commissions (upfront and ongoing) on any Personal Risk Insurance Products we recommend you.

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

We may receive up to 66% of the first year's premiums for new policies implemented, and up to 22% for each following year. For example, on any insurance policies implemented, if your premium was \$1,000, we would receive an initial commission of up to \$660 and an ongoing commission of up to \$220 per annum.

We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

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

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.

You may be referred to an external specialist to receive further advice. We do not receive any referral fees or commission for introducing you to the specialist. You are free to engage your own preferred professionals.

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?

In providing advice and other services described in this FSG, we act on behalf of Andrew Rowan Wealth Management who is responsible for the services we provide.

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 within 30 days 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.

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.

ANDREW ROWAN WEALTH MANAGEMENT PTY LTD

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