



Financial Services Guide

Version 2.0 May 2024

Understanding the advice process
and our relationship with you



WHAT IS A FINANCIAL SERVICES GUIDE & ADVISER PROFILE?

This **Financial Services Guide** (FSG) explains the financial services and advice provided by Adrians Wealth Management Pty Ltd and your Financial Adviser (Adviser), who is an authorised representative of Adrians Wealth Management Pty Ltd. The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties, and potential conflicts of interests, and how we manage complaints.

This FSG should be read in conjunction with the **Adviser Profile**. The Adviser Profile contains important information about your Adviser, including their relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid, and the fees that you may be charged. If you have not received an Adviser Profile, please ask your Adviser for a copy, or contact us directly.

The financial services we refer to in the FSG are provided by:

ADRIANS WEALTH MANAGEMENT PTY LTD

AFS License No. 522841 | ABN 13 640 216 539

Registered Address: 60 Baxter Street, Fortitude Valley QLD 4006

Postal Address: GPO Box 1050, Brisbane QLD 4001

Telephone: (07) 3891 6266

Website: www.adriansgroup.com.au

Email: info@adriansgroup.com.au

Please take the time to review both the FSG and Adviser Profile before engaging our services.

NOT INDEPENDENT

While Adrians is a privately owned business owned by our partners, Adrians may receive commissions associated with the issue of some life insurance products we recommend, and we may also receive some non-monetary benefits from product providers.

For these reasons, we do not represent ourselves as independent, impartial, or unbiased. Please refer to the 'Remuneration' section for more information.

WHAT SERVICES DO WE OFFER?

Cashflow and Debt Management Advice

- Setting budgets and monitoring cashflow
- Strategies to accelerate debt repayment, restructuring and managing debts
- Salary packaging advice

Investment Advice

- Portfolio construction and management
- Advice on shares and managed investments
- Investing via trusts and company structures
- Wealth creation strategies for higher income earners
- Gearing strategies (if appropriate)

Superannuation Advice

- Strategic advice regarding superannuation
- Contribution (getting money into super) strategies
- Self-managed superannuation, structural, investment and legislative advice

Retirement Planning Advice

- Retirement lifestyle planning
- Superannuation pensions & lifetime income streams
- Maximising Centrelink entitlements

Wealth Protection Advice and Estate Planning

- Life, TPD, Trauma and Income Protection advice
- Business succession planning, including Buy/Sell and Key Person arrangements
- Estate planning and asset protection advice

Strategies for Business Owners

- Advice strategies specific to business owners
- Ongoing consulting regarding business issues
- Exit strategy advice, including preparing for sale and tax concessions/considerations

Other Services

- Advice regarding redundancy packages
- Dealing with inheritances
- Dealing with disability payouts tax effectively
- Strategies for philanthropy and charitable giving
- Lifestyle planning and consulting on important financial decisions

WHAT IS OUR ADVICE PROCESS AND THE DOCUMENTS YOU MAY RECEIVE?

Your adviser's role is to guide you through the advice process. This includes the following steps:



Initial Consultation

This is an opportunity to meet with your financial adviser and make a decision as to whether you'd like to engage us to provide advice. The first meeting usually takes around 60 minutes, and there is no charge for this initial meeting.

In this meeting your adviser will work with you to define and comprehensively understand your financial goals, objectives, and current position. They will also gather any relevant information that is required to be able to provide you with appropriate advice.

Your Adviser will generally collect relevant information within a **Fact Find** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances, and superannuation. It is important that you provide accurate information and keep your Adviser informed of any changes to your relevant circumstances. Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. A **Risk Profile** may be used to document and agree upon your level of risk tolerance.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing laws.



Strategy and Personal Advice

After obtaining relevant information and your consent to proceed, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is typically developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in a **Statement of Advice**. The Statement of Advice will include, amongst other things, the basis of the advice, an explanation of the strategies and products recommended, and relevant disclosures including costs of the advice and products. The Statement of Advice includes an authority to proceed section where you can consent to proceed with the recommendations.

Where a financial product has been recommended, you will generally be provided with a copy of the relevant **Product Disclosure Statement (PDS)**. The PDS includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).



Implementation

Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant **Product Application Form**. This may be online, or paper based.

Where the recommendations include the purchase of an insurance policy, you may also need to complete a **Confidential Health Questionnaire**. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

GENERAL ADVICE

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions.

FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts, or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, a Statement of Advice may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

You may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for a fee over a specific term (not greater than 12 months). You may be required to sign a **Consent Form** where the fee is deducted from superannuation.

Alternatively, an **Ongoing Fee Arrangement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Where you have entered an ongoing fee arrangement for a period of greater than 12-months, you will receive a Fee Disclosure Statement (FDS) annually.

The FDS will detail services and fees paid for the previous 12-month period, the services offered, and the estimated fees for the next 12-months. To ensure the ongoing fee arrangement continues, you will be required to confirm in writing annually. Confirmation may also include the requirement to sign a Consent Form that is provided to your relevant investment or superannuation provider.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

HOW CAN YOU GIVE US INSTRUCTIONS?

Your Adviser may accept your instructions by phone, text message, letter, or email. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.



HOW ARE WE PAID?

Your adviser is employed by Adrians Private Wealth Pty Ltd | ABN 35 619 714 377, Corporate Authorised Representative (No. 1257272) of Adrians Wealth Management Pty Ltd.

As fiduciaries, we look to present fees that we believe are fair and represent value. Our aim is to put our clients in a better financial position over the long term 'net of fees' paid.

Your Adviser

The cost of providing financial advice or service to you will depend on the nature and complexity of the advice, financial product and/or the service provided. Adrians Private Wealth is remunerated by:

- Advice and service fees paid by you
- Commissions paid by insurance providers

Please refer to the Adviser Profile for more detailed estimates and ranges of fees and commissions.

All fees and commissions are initially paid to Adrians Wealth Management Pty Ltd before being distributed to Adrians Private Wealth.

Your Adviser may also receive non-monetary benefits which include benefits of less than \$300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to the financial products being recommended.

Any referral arrangements or related party arrangements your Adviser has in place will be disclosed in the Adviser Profile and your Statement of Advice.

Please refer to the Adviser Profile for more details on the specific benefits, interests, and associations for your financial adviser.

Related Parties

Adrians Wealth Management Pty Ltd and Adrians Private Wealth Pty Ltd are 100% owned by Adrians Capital Pty Ltd. Neither Adrians Capital Pty Ltd nor any of its associated entities receive or pay any form of financial reward for any referral we may receive or provide to associated or third parties. Adrians Capital Pty Ltd is majority owned by the Partners of the firm.

IBWM Pty Ltd, an entity in the Ironbark Asset Management group of Companies has a minority interest in Adrians Capital Pty Ltd. IBWM Pty Ltd and its associated companies provide trustee and responsible entity services, asset management products and provide strategic advice and governance solutions to firms in which they have a strategic interest.

Note that we manage any potential conflicts that may arise from these arrangements by, among other things, ensuring any Ironbark-related products must meet the same qualifying criteria as any other product to be included on our Approved Product List.

IBWM Pty Ltd does not have any representation on Adrians investment committee or compliance committee. We can provide advice on products and services from a wide range of financial product and service providers.

If we recommend a product issued by an associated or third-party product issuer, they will benefit from our recommendation by receiving product, administration, and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or Investor Directed Portfolio Service (IDPS) guide. For example, we distribute Granum Separately Managed Account (SMA) portfolios; these are issued by Ironbark Asset Management Ltd and administered by HUB24.

COMPLAINTS

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Complaints Manager to discuss your complaint.

Phone: (07) 3891 6266

Email: licensee@adriansgroup.com.au

Mail: Complaints Manager
Adrians Wealth Management Pty Ltd
GPO Box 1050
Brisbane QLD 4001

2. We will acknowledge receipt of a complaint within one (1) business day. Where this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you within thirty (30) days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. If additional time is required, we will advise you in writing.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Phone: 1800 931 678 (free call)

Online: www.afca.org.au

Email: info@afca.org.au

Mail: GPO Box 3
Melbourne VIC 3001

Professional Associate Complaints Process

As members of the Financial Advice Association of Australia (FAAA) the advisers are bound by the FAAA's Code of Professional Practice. In addition to the complaints handling procedures already set out, you may also lodge a complaint with the FAAA by contacting them at professionalstandards@faaa.asn.au or 1300 337 301.

Compensation Arrangements

Adrians Wealth Management holds Professional Indemnity Insurance which includes cover for the work done by Adrians Wealth Management, its representatives, and employees.

Adrians Wealth Management believes its Professional Indemnity Insurance complies with the requirements of the section 912B of the Corporations Act 2001.

PRIVACY

Your Adviser is required to maintain documentation and records of any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may not be able to provide you with the advice you require.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

We may engage third party service providers to assist in the provision of products or services. Some services may require disclosure of personal information to service providers outside Australia, including Philippines. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents.

Adrians Wealth Management Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please refer to our Privacy Policy here www.adriansgroup.com.au.

FURTHER QUESTIONS?

If you have any further questions about the financial services Adrians provides, please contact your adviser, or the Licensee directly on (07) 3891 6266.

Please retain this document for your reference and any future dealings with Adrians.