

Part 1 Financial Services Guide

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About this guide

This Financial Services Guide (FSG) explains the financial services provided by Northern Plateau Wealth Management Pty Ltd (NPWM) and your adviser (who is authorised through NPWM). It is designed to help you make a fully informed decision about whether you want to use our services.

Please take time to read this guide carefully. Sound financial advice is based on open communication. Understanding our services and our fees is the cornerstone of this communication. It is also important that you know who authorises your adviser, the nature of their associations and relationships and what to do if you have a complaint. If you have further questions, or if there is anything that isn't clear, please talk to your adviser or contact us.

This guide must be accompanied by an Adviser Profile which outlines your adviser's skills, qualifications and the services they are authorised to provide.

About us

Angelo Veschetti established NPWM in his endeavor to return to self-licensing. NPWM advisers offer professional financial advice strategies to enable you to live your ideal life without the pressures associated with financial concern.

Angelo is the sole owner and director of Veschetti Crompton Financial Advisers (VCFA), licensed by NPWM, which began in August 2014 when Angelo bought James Crompton's firm, which he'd been successfully operating in our community since 1989. We are the only local specialist financial planning firm in Atherton and choose not to dabble in anything else. We have a coaching style designed to increase your probability of financial success, whatever that looks like for you.

The comprehensive and personalised services we offer include strategic planning, ongoing coaching, superannuation review and establishment, portfolio design and management, life insurance, income protection insurance, self managed super fund advice and management, estate planning, business succession planning and aged care assistance.

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Suite 3, 154 Robert Street, Atherton, QLD, 4883
Phone: 07 4091 4877
Email: admin@vcfa.com.au
Website: www.veschetti-crompton.com.au

Products and services we provide

Our advisers provide a range of financial services including investing, superannuation, retirement and insurance. Specific information about the services your adviser is authorised to provide, and their qualifications are contained in the attached Adviser Profile.

Important documents you can expect to receive

When your adviser provides financial advice for the first time, you will generally be given a Statement of Advice (SoA). The SoA sets out your personal advice, the basis on which it is given, the cost of the advice, and information about any associations or relationships that could influence the advice.

If you require further advice later, providing your circumstances have not changed significantly since your previous SoA, your adviser may be able to provide the further advice verbally or via a shorter Record of Advice (RoA). If you are given verbal advice, your adviser will document the discussion and a copy of this record can be made available to you on request. If you are given further advice and your circumstances have changes significantly since your previous SoA, you will, by law, generally need to be given another SoA.

Lack of Independence

We receive commission on life insurance products as explained in this FSG under the heading 'How we are paid'. For these reasons, we do not refer to ourselves or our advice as independent, impartial or unbiased.

We do not otherwise accept remuneration from financial product providers, and we do not pay or receive any referral fees.

Why we exist

We exist to empower you to make confident financial decisions to live your ideal life without financial burden. We provide the methodology, structures, and support to give you the highest probability of achieving your visions and goals.

To help you make an informed decision about a financial product, you will generally be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances, there is no requirement to provide a PDS (including, for example, where you already have one).

If you enter into a Fixed Term Agreement of up to 12 months with your adviser, you will be provided with a Client Service Agreement that sets out the services to be provided in the period and the associated fees.

If you enter into an Ongoing Service Agreement with your adviser for a period of greater than 12 months, a Fee Disclosure Statement (FDS) will be issued to you. The FDS will contain information about the services you are entitled to, any services you have received over the previous period and the fees you paid during the previous period. The FDS also includes information about the fees to be charged and services to be provided for the coming year and seeks your consent to renew our ongoing service.

If you ask your adviser to undertake a transaction without receiving advice from that adviser, you may be given a letter confirming your instructions and disclosing any costs payable by you in relation to that transaction.

Our Approved Products List

NPWM maintains an approved products and services list (APL) from various approved Australian and International providers.

NPWM periodically reviews these products to ensure they are competitive with similar products that address similar client needs and objectives. These products are researched using external research houses, as well as our in-house research team. Generally, the products we recommend are on the APL, however, if it is appropriate for your needs, we may, subject to NPWM approval, recommend other products.

You can obtain a copy of the APL on request.

Your adviser will first source from the APL before providing any recommendations. This means any product or service your adviser recommends has been thoroughly researched. They will only recommend a product or service after considering its appropriateness in relation to your individual objectives, financial situation, needs and best interest. Where your strategy requires products and services other than those on the APL to act in your best interest, the research team will be consulted, and we will seek to find an alternative solution.

Important relationships and other benefits

In addition to the related companies listed above (under the heading 'Our Approved Products List') you should also be aware of the following relationships and benefits that we may receive. Any payments noted below are not an additional cost to you and will only be made to the extent permitted by law.

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Any other arrangements you need to be aware of will set out in the Adviser Profile attached to this document. Arrangements that are relevant to the advice being provided to you will also be disclosed in your written advice.

Providing us with instructions

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions via telephone, mail or email using the contact details provided in this Guide. We can only accept instructions via email once you have signed an authority form.

If the information provided is incomplete or inaccurate, the advice or services we provide may not be appropriate. We may also decide it to be in your best interest not to act.

If at any time you wish to terminate your relationship with us, please contact us using the details provided in this Guide.

Associated business

Your adviser does not have associations with other related businesses, such as an accountancy firm.

Other payments

We keep a full register of any benefits received by advisers between \$100 to \$300. By law, your adviser is not permitted to receive benefits greater than \$300 per year from a product issuer. In addition, NPWM keeps a register of any other non-monetary benefits your adviser may receive in relation to education, training, technology support or software that is relevant to the provision of financial advice. If you would like a copy of either register, please ask your adviser and one will be made available to you.

How we and your advisers are paid

We receive remuneration from:

- Advice and service fees paid by you (fee for service)
- Commissions from insurance providers
- Other payments and benefits as outlined above under the heading 'Important relationships and other benefits'

As the licensee, NPWM collects all fees and commissions which are paid on to your adviser's practice, Veschetti Crompton Financial Advisers. Of the amount received by Veschetti Crompton Financial Advisers from NPWM, your adviser is paid a salary and may receive bonuses.

Advice and service fees paid by you

Your initial appointment may be complimentary unless agreed otherwise. Before providing personal advice, your adviser will agree the fees and payment options with you. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare your personal financial advice. Fees and commissions that are relevant to the advice being provided will also be disclosed in the written advice provided to you.

The types of fees you may be asked to pay can include:

Statement of Advice (SoA)

A once-off statement of advice fee is charged to cover the cost of our expert advice and includes researching, developing, and preparing your advice document. This fee is typically direct debited from your agreed account after the advice is provided. This fee is a flat fee provided via a quote and may be up to \$5,500.

Adviser Service Fee

The adviser service fee represents the cost of providing our annual professional services to you. A summary of the services which you receive for this fee is contained in the Client Service Agreement which is for a 12-month period. This fee is a flat fee provided via a quote and will typically be less than \$6,600 pa.

This fee is typically paid quarterly but may be paid monthly or annually and will be negotiated with you before advice is given and depends on the complexity of the advice and the agreed level of service being provided. This fee is typically paid in arrears and direct debited from your agreed account when we begin implementation. You only pay an adviser service fee if you agree to a Client Service Agreement and then, only until it expires.

Commissions from insurance providers

Insurance providers may pay us commissions if your adviser recommends insurance products to you. Commissions are based on a percentage of your insurance premium. On all commission arrangements where the commission in the first year is greater than that payable in later years, the maximum upfront (year 1) commission is 66% and the maximum ongoing (years 2+) commission is 22% (inclusive of GST).

Where upfront and ongoing commissions are the same, there is no legislated maximum however product providers generally pay up to 33%.

For insurance products purchased prior to 1 January 2018, we may continue to be paid commissions in the same manner as what would have previously been advised to you at the time of obtaining the product(s).

If you have a complaint

If you have a complaint about financial services provided to you, you can also raise your complaint at any time by contacting us.

We will investigate and endeavor to resolve your complaint promptly and fairly. If your complaint has not been resolved to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA is an external dispute resolution scheme that provides fair and independent financial services complaint resolution that is free to consumers. AFCA's contact details are:

Email: info@afca.org.au
Website: www.afca.org.au

In writing to:

Australian Financial Complaints Authority
GPO Box 3,
Melbourne VIC 3001

Phone: 1800 931 678

The Australian Securities and Investment Commission (ASIC) has an information line 1300 300 630 which you may use to obtain information about your rights, and to make a complaint. For more information, please visit their website www.asic.gov.au.

Professional indemnity insurance

NPWM is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. Our insurance arrangements cover claims made against us as the licensee and both our current and former authorised representatives.

Our privacy policy

We are committed to maintaining the privacy and security of your personal information.

Your personal information will be collected for the primary purpose of providing you with the services described in this FSG. If you do not provide the personal information requested, we may be unable to provide you with the financial services you have requested.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as your passport or driver's licence. We will also retain copies of this information.

In connection with providing our services to you, we may disclose information about you to our Authorised Representatives and to other professionals, insurance providers, superannuation trustees, product issuers, auditors and our service providers. It is generally unlikely that we will disclose your personal information to overseas recipients.

However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with Australian privacy law. Should your adviser utilise an overseas service provider, these arrangements will be detailed in their Adviser Profile. Your personal information will be handled in accordance with our Privacy Policy which outlines how we collect, use, store and disclose your personal information. For more information, including how to access or correct your personal information, or how to complain about a breach of the Australian Privacy Principles, please read our Privacy Policy which can be accessed on our website www.veschetti-crompton.com.au or by contacting us on 07 4091 4877 or by writing to:

Privacy Officer
NPWM Pty Ltd
PO Box 658, Atherton, QLD, 4883

Information maintained in your file

Your adviser will retain the following personal information on your client file:

- 1 A record of what you tell your adviser about your objectives, financial situation and needs to enable your adviser to give you personal advice.
- 2 A copy of all personal advice provided to you. This includes the SoA or RoA provided to you when you initially received personal advice, as well as any subsequent advice, and
- 3 Other records relating to the provision of financial services and advice given to you.

Ask your adviser if you would like to examine your client file. You can request a copy of any advice document either by phone or in writing. Please allow seven working days to process your request.

If your adviser leaves our licence and starts providing financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place.