Retire Healthy Pty Ltd

Financial Services Guide

Retire Healthy Pty Ltd
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It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your financial adviser.

Why am I receiving this document?

This Financial Services Guide (FSG) for your Retire Healthy financial adviser outlines the financial planning services provided by your financial adviser through Retire Healthy. It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- Retire Healthy and your financial adviser,
- the services offered,
- how financial advice is documented,
- how your financial adviser, Retire Healthy and other relevant persons are remunerated in relation to the services, and
- how we deal with your complaints if you are not satisfied with the services provided.

This FSG incorporates details of the Adviser Profile, which gives you more details about your financial adviser. Together these documents form the complete FSG for your Retire Healthy financial adviser. When your financial adviser provides you with financial planning services you may also receive:

- a Statement of Advice (SoA) which contains information about the advice provided to you to help you decide whether to act on the advice.
- a Product Disclosure Statement (PDS) which provides information about a product to help you decide whether to purchase that product.

Who is Retire Healthy?

Retire Healthy Pty Ltd holds an Australian Financial Services Licence (#348972) issued by the Australian Securities and Investments Commission (ASIC). Your financial adviser acts on behalf of Retire Healthy when providing those financial services they are authorised to provide under Retire Healthy's licence, as set out in the Adviser Profile. Your financial adviser will provide these Financial Services to you as an authorised representative of Retire Healthy and Retire Healthy is responsible for these Financial Services.

Range of financial planning services

Your financial adviser is able to provide you with access to a broad range of Financial Services. The Adviser Profile includes more information about the financial planning services provided by your financial adviser. While your financial adviser has flexibility in the service they provide to you, Retire Healthy remains responsible for the quality of advice provided by your financial adviser under Retire Healthy's licence. Your financial adviser has completed external assessments and they must complete an annual training program to maintain their knowledge. They are also subject to regular reviews from experienced Compliance professionals who assess the quality of their advice. Retire Healthy ensures your financial adviser:

- is only authorised to provide services to you where he/she has the appropriate qualifications,
- stays up to date with relevant industry and legal changes to maintain their qualifications, and
- is monitored and supervised to ensure they comply with the requirements of the law.

Protecting you and your assets

Retire Healthy does not allow your financial adviser to:

- act as a trustee for you or operate a trust account on your behalf.
- ask you to sign documents which have not been fully addressed or completed.
- hold funds or have access to withdraw funds on your behalf.

What you will receive when provided with a financial service

When your financial adviser provides you with personal advice as part of a Financial Service, your financial adviser will:

- work with you to understand your needs, objectives and personal circumstances,
- explain to you the scope of advice being provided and importantly what is not being provided,
- provide you with an SoA which is a record of their recommendations to you and explains the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice, and
- provide you with a PDS containing information about each product recommended to help you to make an informed decision about whether to purchase that product.

When will you receive an SoA?

Your financial adviser may meet with you several times to discuss possible options before finalising their recommendations. Once they have finalised their advice they will explain their recommendations to you and document it for you in an SoA. You should only implement advice after taking the time to read and understand the SoA.

You may not receive an SoA in the following circumstances:

- General advice – such as advice provided in seminars and through newsletters, which does not consider your personal circumstances.
- Further advice – if you previously received advice recorded in an SoA, any further advice which is not significantly different to the initial advice will be recorded in a Record of Further Advice which you can request from your financial adviser.

Your financial adviser may provide other services independently of Retire Healthy

Your financial adviser may provide services other than financial planning services. While your adviser may provide these services you should understand that they are not provided under the licence held by Retire Healthy and Retire Healthy does not train, support or supervise your financial adviser in providing these services. Examples of the services which Retire Healthy is **not** responsible for include:

- real estate and direct property advice,
- taxation services, such as completion of tax returns,
- accounting and audit services,
- legal services,
- mortgage broking services, and
- administration and compliance of self-managed superannuation funds.

Remuneration and benefits relating to Financial Services

Fees, commissions and incentives

You will find more detailed information about your particular financial adviser's fees, commissions and incentives in the Adviser Profile, and specific details in each SoA you receive. You can ask your financial adviser for details about fees, commissions and incentives at any time.

What fees are charged for initial advice?

Your financial adviser may charge a plan preparation fee for the initial advice they provide and for preparing a SoA. The amount charged may be based on the scope and complexity of advice provided to you and/or the value of the funds you invest (or the insurance premium you pay). Your financial adviser will agree the plan preparation fee with you before starting work on your financial plan. This fee is usually payable in full when you receive your SoA. Your financial adviser may also charge a plan implementation fee where you decide to implement the advice. The plan implementation fee may be based on the value of the funds you invest and/or the complexity and time taken to implement the recommendations. This fee will be recorded in the SoA.

What fees are charged for subsequent services?

Your financial adviser can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances. If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive and/or the value of your account balance (or insurance premiums). Your financial adviser will discuss and agree the amount of the fee with you and record it in your SoA. This fee may be deducted from your account each month or be payable directly to your financial adviser. Your financial adviser may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services. A further fee may be charged for each additional contribution you make to your account. The amount of this fee may be based on the value of the funds you invest and will be agreed with you and disclosed in your SoA.

Does my financial adviser receive commissions from product providers?

In addition to the fees above, your financial adviser may also receive commissions from product providers. An upfront commission is a one-off payment paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay). This is paid at the time you purchase the investment or insurance. Ongoing commissions are monthly payments paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay). These are paid to your financial adviser each month for as long as you hold the product and until you appoint another financial adviser. Where upfront and ongoing commissions are payable, your financial adviser will disclose the specific amount in an SoA when you receive personal advice.

Does Retire Healthy charge any fees?

Retire Healthy will not charge you any additional fees. However it will receive income from your adviser to reimburse its expenses.

What other benefits do Retire Healthy and my financial adviser receive from product providers?

Some product providers pay a licensee commission to Retire Healthy based on the total funds invested in their products, or insurance premiums paid for their insurance products, through Retire Healthy. Retire Healthy then passes on a share of the licensee commission they receive to your financial adviser. This rate will vary depending on the total value of the licensee commissions that your financial adviser generates for Retire Healthy. The amount will be disclosed in an SoA when you receive personal advice. Benefits (if any) that are greater than $300 in value are recorded in a Register which meets the requirements of the Financial Planning Association Code of Practice on alternative forms of remuneration. The Retire Healthy Register is publicly available and Retire Healthy can provide a copy to you at your request.

Further details on remuneration and benefits relation to Financial Services

When your financial adviser provides personal advice on specific financial products they will disclose certain details of remuneration (including commission) or other benefits that they receive, or that Retire Healthy or another associated person receives as a result of that advice. If the Remuneration or Benefits can be calculated at the time you receive personal advice, these amounts will be disclosed at that time, or as soon as practicable after that time. If the Remuneration or Benefits cannot be calculated at the time you receive personal advice, your financial adviser will disclose how these amounts will be calculated instead. These details will only be disclosed when personal advice is given if the Remuneration or Benefits are reasonable capable of influencing your financial adviser in providing the advice.

Other information

The law requires Retire Healthy to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Retire Healthy or its representatives. Retire Healthy has professional indemnity insurance that satisfy these requirements. Retire Healthy and your financial adviser endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible. If you have a complaint about the service provided to you:

1. Contact your financial adviser about your complaint.
2. If your complaint is not resolved to your satisfaction within five days, contact:
   Complaints Officer at Retire Healthy on 07 35009200
   or
   Put your complaint in writing and send it to:
   Complaints Officer
   Retire Healthy
   PO Box 152
   Bald Hills Q 4036
   Retire Healthy will aim to resolve your complaint quickly and fairly.
3. If the complaint is not resolved to your satisfaction and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to FOS. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

Privacy statement

Your Financial Adviser maintains a record of your personal information and any recommendations made to you. If you do not want to disclose your personal details, you have the right not to do so. If you wish to examine your file, you should ask your Financial Adviser. No fee will be charged for an access request but Retire Healthy may charge you the reasonable costs of giving you any information you have requested. Your Financial Adviser may provide you with marketing material prepared by Retire Healthy, or a range of other financial services providers. If you do not want to receive this material, please contact your Financial Adviser. Your financial adviser and Retire Healthy may use your personal information and disclose personal information about you to:

- to industry bodies, Retire Healthy employees, agents, contractors or external service providers that provide financial, administrative or other services in connection with the financial planning services provided to you or your investments or financial arrangements. External service providers may include data processors, consultants, business partners, product providers and mail houses.
- Where the law requires us to do so.
- If you consent

Retire Healthy's privacy policy explains Retire Healthy's policies on the management of personal information. You can access the policy from Retire Healthy on request.

Advisor Profile - Colin Kessels

This Adviser Profile is part of the Financial Services Guide (FSG) for your Retire Healthy financial advisor.

Are you authorised to provide Financial Services?

Yes. I am authorised representative of Retire Healthy. My ASIC authorised representative identification number is 246014.

What areas are you authorised to advise on?

I am authorised by Retire Healthy to provide Financial Services under Retire Healthy's licence including advice on the following financial products:

- Managed Investments
- Superannuation
- Personal Insurance
- Shares
- Self Managed Superannuation Funds – Establishment & Investment Advice only. (including advice to establish an SMSF) Your fund administrator will source the trust deed and administer the ongoing compliance for your Fund.

In addition to the services listed in the first part of the FSG, are there any services you are not authorized by Retire Healthy to provide?

I am not authorised to provide advice, services or products in the area of Mortgage Broking.

What are your educational qualifications and experience?

I have over 20 years experience in the financial services industry and have been specifically involved in financial planning since the 30th March 1998. I have the following qualifications:

- Bachelor of Commerce (University of Queensland)
- Chartered Accountant (CA),
- Certified Financial Planner (CFP)
- Masters of Business Administration Professional (QUT).
- Justice of the Peace (Qual)

How am I Paid?

Our usual fees and the stages used in the financial planning process are as follows:

Stage One - Introductory Discussion:

Our first discussion, which generally runs for around 15 minutes, is complimentary. It provides an opportunity for you to raise any questions about my background, education, experience and services that can be provided to you by Retire Wealthy Financial Planning. It is a time for us to focus on what you and conversely what we are looking for with regards to an ongoing financial planning relationship.

Stage Two - Outcomes Meeting:

This meeting considers your specific circumstances and the outcomes that you desire. After this meeting we will provide a fee range to prepare a written record of our strategy recommendations (if required). A fee of $220 - $440 (inc gst) is payable at the conclusion of this meeting.

Stage Three - Statement of Advice – Strategy Paper:

The fee for a Statement of Advice – Strategy Paper can range anywhere from $1,100 upwards (inc gst). The fee depends on our preparation time, value of our intellectual capital and savings to you. A fee range will be provided to you after the above outcomes meeting. This fee is payable on presentation or receipt of the Statement of Advice – Strategy Paper.

Stage Four - Statement of Advice – Implementation:

An entry fee may be payable at the time of implementation of funds. This can be billed either as a fee (which you pay directly to us) or collected and paid by the relevant product issuer. As a guide for amounts over $500,000 this fee can range anywhere from 0.275% to 1.1% (inc gst).

Stage Five - Ongoing Servicing Fees

Ongoing fees/commissions are also payable and these are paid each month by the financial product providers for the duration of your holding in that investment. For clients who want ongoing service but do not have any investments a negotiated monthly fee is payable.

NOTE: Full details of all fees and commissions for Financial Services will be provided to you in a Statement of Advice and Product Disclosure Statements at the time of receiving any recommendation.

Do you receive referrals from other parties? If so, what benefit do they receive from these referrals?

The person who has referred you to me may receive a payment of up to 20% of the total initial received by me if you accept my services. This will be paid from the initial fees disclosed above and will not be an additional cost to you.

My Contact Details

I am located in the Retire Wealthy Building at 2089 Gympie Rd Bald Hills Q 4036. My contact number is 35009200 and my email address is colin@retirewealthy.com.au. I conduct my financial planning activities under the registered name of Retire Wealthy Financial Planning.

Date of completion of Profile

This profile is current from the 1st October 2010.