

## FINANCIAL SERVICES GUIDE

(PART 1)

Our Financial Services Guide ("FSG") is designed to give you certain basic information to assist you in deciding whether to use any of our services.

Where you engage us to provide personal advice to you (i.e., advice that considers your objectives, financial situation and needs), then we will provide this advice to you in a written report referred to as a Statement of Advice ('SOA'). The SOA will contain the advice, the basis on which it is given and information about fees we will receive.

If we provide further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous SOA, then we will record this advice and you may request a copy of the record at any time up to 7 years from the date we gave the further advice to you. You can request this by contacting us in writing, email, or telephone.

In the event we make a recommendation to you to acquire a financial product or use an administration service such as a 'Wrap account' then you will be provided the relevant Product Disclosure Statement ('PDS') containing information about the service/product. This will enable you to make an informed decision in relation to the acquisition of the service/product.

### Who is providing and responsible for the financial advice service I receive?

**Insight Private Wealth Pty Limited ('IPW')**  
ABN: 45 149 176 938 AFSL: 401070

Address: Level 17, 123 Pitt Street,  
Sydney NSW 2000  
Phone: 02 8211 0505  
Website: [www.insightprivatewealth.com.au](http://www.insightprivatewealth.com.au)

### Are you independent?

As IPW's parent company may receive insurance commission or brokerage, directly or indirectly via businesses it owns, the law prevents us using words such as 'independent'.

While we cannot (by law) call ourselves independent, we will always put your interests first when we provide you with any advice. So, you can be assured that:

- IPW does not receive any commission or brokerage payments. Nor do we participate in any reward programs, conferences, or sponsorship from external product providers. We only ever receive the fee that you agree to pay us for the agreed professional service and advice we provide to you.
- IPW is not controlled by external superannuation, investment, or other product providers, nor do we have any equity interest in any product issuer that could influence us in the provision of financial advice and services to you.

### What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

IPW offers clients a personalised ongoing financial advisory service. This includes working with clients to manage changes in their personal situation and objectives, the economy, legislation, investment markets, etc. We can offer you the following services:

Financial Planning Strategies  
Retirement Planning Structuring and Advice  
Investment Advice  
Life Insurance Advice  
Superannuation Strategy Advice  
Wealth Accumulation Strategies  
Tax Advice

IPW is licensed to provide advice and assist with the implement of transactions in the following financial products:

Superannuation and Retirement Income Streams  
Direct Shares and Securities  
Deposit & Payment Products  
Government Debentures, Stocks & Bonds  
Investment Life Insurance Products  
Life Risk Insurance Products  
Managed Investment Schemes, including IDPS  
MDA Services  
Retirement Savings Account Products  
Derivatives

### How much will I pay for IPW's advice and service?

We believe that any fee we charge is a fair remuneration for our time, skill and expertise, and the service we offer. We will discuss and agree on all fees before you incur any cost.

Where payable, our fee for 'once-off' services will be invoiced and paid by you directly, and may generally include:

Initial Consultation fee	\$550
SOA Preparation fee	\$4,000 - \$7,500 (but may be more depending on complexity)

Our fee for ongoing service, review and management of our clients' situation is calculated and charged monthly to each client account generally using the below tiered percentage rates:

Account Balance	Tiered Rate	Fee Calculation
\$0 - \$300,000	1.32%	1.32% on balance up to \$300,000
\$300,001 - \$750,000	1.21%	\$3,960 + 1.21% on balance above \$300,000
\$750,001 - \$1.5M	1.10%	\$9,405 + 1.10% on balance above \$750,000
\$1.5M - \$5M	0.55%	\$17,655 + 0.55% on balance above \$1.5M
\$5M +	0.44%	\$36,905 + 0.44% on balance above \$5M

*Example: Let's assume that an individual investment account has a balance of \$500,000 throughout the year. IPW would charge an ongoing advice and service fee on this account of \$6,380 p.a. (i.e. 1.276%)*

Note, as employees of IPW, all financial advisers are paid a set salary and bonus, that may include a share of revenue / profit from IPW. No commission is ever received or paid on any recommendations provided to clients, so you should feel confident that our advice is professional and objective, and always in your best interest.

### **Will you provide me advice that is suitable to my needs and financial circumstances?**

**Yes.** But to do so we need to find out your individual objectives, financial situation and needs before we recommend any service or financial products to you.

You have the right not to divulge this information to us if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

### **What should I know about the 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 before implementing the advice.

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

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made 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 Collection Statement is enclosed for your information. A copy of the complete Privacy Policy is available at your request.

If you wish to examine your file, simply make a request to IPW in writing and allow fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance.

### **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. However, in all instances, we prefer a written/email instruction other than in unusual circumstances.

### **Are you covered by Professional Indemnity Insurance?**

**Yes.** IPW currently has Professional Indemnity Insurance in line with legislative requirements. This includes coverage for claims in relation to the conduct of current advisers and advisers who are no longer authorised by IPW (but who were at the time of any relevant claim). If you would like further information, please contact IPW.

### **Who can I complain to if I have a complaint about the provision of the financial services to me?**

You have the right to complain and having us deal with your complaint is a free service.

Our Complaint Handling Policy details the steps you should take to have your complaint dealt with quickly and fairly. You can download this policy from our website or request a copy of this from our office, and we will send it to you by your preferred means.

Initially, you should:

1. Contact your financial adviser or the IPW member of staff that provided the service to you and discuss your complaint with them. You can do this via telephone, email or by visiting our office. Alternatively, you can discuss your complaint with our Complaint Resolution Manager who can be contacted as follows:

By Phone: 02 8211 0505  
By Email: [sstillone@insightprivatewealth.com.au](mailto:sstillone@insightprivatewealth.com.au)  
By Mail: **Notice of Complaint**  
Complaint Resolutions Manager  
Insight Private Wealth  
Level 17, 123 Pitt Street,  
SYDNEY NSW 2000

2. If your complaint has not satisfactorily resolved within 30 calendar days of receipt, then you have the right to lodge your complaint with the Australian Financial Complaints Authority (AFCA), of which IPW is a member. AFCA offers dispute resolution services free of charge and you can contact them as follows:

By Phone: 1800 931 678  
By Email: [info@afca.org.au](mailto:info@afca.org.au)  
By Mail: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Online: [Online complaint form \(afca.org.au\)](https://www.afca.org.au)

## FINANCIAL SERVICES GUIDE (PART 2)

### Adviser Profile

This Adviser Profile should be read together with Part 1 of the Insight Private Wealth Pty Limited ('IPW') Financial Services Guide ('FSG').

The adviser is a Representative of IPW and so this Profile sets out the details of the Representative, the services and products they may provide and details of the remuneration IPW and the Representative may receive.

#### Adviser Representative:

Salvatore (Sam) Stillone (ASIC Register No. 001000391)

#### Contact Details:

Level 17, Angel Place  
123 Pitt Street, Sydney NSW 2000  
Phone: (02) 8211 0505  
Mobile: 0410 556 696  
E-mail: [SStillone@insightprivatewealth.com.au](mailto:SStillone@insightprivatewealth.com.au)

#### Professional Qualifications:

Bachelor of Commerce (Accounting & Economics)  
Chartered Accountant – Financial Planning Specialist  
Certified Financial Planner  
Registered Tax Agent

#### Associations:

Chartered Accountants Australia & NZ (CAANZ)  
Financial Advice Association Australia (FAAA)  
Tax Practitioners Board

#### Directorships:

Sam is a Director of IPW and of a number of other private companies.

#### Authorisations:

Sam is authorised by IPW to provide personal advice, general advice and deal in the following:

- Superannuation and Retirement Income Streams
- Direct Shares and Securities
- Deposit & Payment Products
- Government Debentures, Stocks & Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- MDA Services
- Retirement Savings Account Products
- Derivatives

#### Our Process:

##### 1. Initial Meeting -

Determine your financial situation, assess your goals and determine what you would like to achieve. If we determine we are unable to assist you there is no charge or obligation to complete the additional two meetings.

##### 2. Presentation of Recommendations -

Present our Statement of Advice to you. This written report will detail our recommendations to you for your consideration. We will discuss the report, the strategy and any investment or product recommendations, and will provide you with available research and relevant product disclosure statements relating to our specific recommendations. We will also provide education for any complex concepts and answer any questions you may have.

##### 3. Review -

You will then be able to take the report with you to review and consider. We will make ourselves available to then discuss with you any questions, alterations, or clarification you may require.

##### 4. Implementation -

If you are then happy to proceed, we will assist you with the implementation of our recommendations where we have agreed to do so in advance. This may include assistance with the preparation of paperwork and lodgement of investments (where applicable) on your behalf.

##### 5. Ongoing Review Service -

IPW offers clients an ongoing review service. We will discuss this with you if we believe this is relevant give your personal situation and need for ongoing support.

#### Fees & Charges:

All fees and charges will be explained to you and detailed within your Statement of Advice. Please refer to Part 1 of our FSG for a guide on the fees you may pay.

#### Remuneration:

All fees payable relating to advice you receive from Sam will be paid to IPW.

Sam is salaried employee of IPW and may also receive Directors fees, bonuses, revenue and / or profit share via dividends, distributions and other payments.

#### Benefits:

Sam may receive other benefits such as attendance at professional development programs. A public register is held by IPW outlining the particulars of any benefits received.

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#### Adviser Representative:

Graham Bernard Yon (ASIC Register No. 000438507)

#### Contact Details:

Level 17, Angel Place  
123 Pitt Street, Sydney NSW 2000  
Phone: (02) 8211 0505  
E-mail: [GYon@insightprivatewealth.com.au](mailto:GYon@insightprivatewealth.com.au)

#### Professional Qualifications:

Bachelor of Business (Applied Finance)  
Advanced Diploma of Financial Planning  
Self-Managed Super Funds  
Certified Financial Planner

#### Associations:

Financial Advice Association Australia (FAAA)

#### Authorisations:

Graham is authorised by IPW to provide personal advice, general advice and deal in the following:

- Superannuation and Retirement Income Streams
- Direct Shares and Securities
- Deposit & Payment Products
- Government Debentures, Stocks & Bonds
- Investment Life Insurance Products
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#### Remuneration:

All fees payable relating to advice you receive from Graham will be paid to IPW.

Graham is a salaried employee of IPW and may also receive a bonus, a share of revenue and / or profit share from IPW.

#### Benefits:

Graham may receive other benefits such as attendance at professional development programs. A public register is held by IPW outlining the particulars of any benefits received.

## PRIVACY COLLECTION STATEMENT

The privacy of your personal information is important to us.

### 1. We will ask you many questions. Why is so much information required?

We collect your personal information to enable us to provide you with the service and products that are appropriate to your needs. Under the following Australian law we may be authorised or required to collect your personal information:

- Corporations Act 2001,
- Australian Securities and Investment Commissions Act 2001,
- Anti Money Laundering and Counter Terrorism Financing Act,
- Taxation Administration Act 1953,
- Superannuation Guarantee (Administration) Act 1992 and
- Superannuation (Unclaimed Money and lost members) Act 1999

This will include those acts, and associated regulations, as they are amended. Additionally, from time-to-time other acts may also require or authorise us to collect your personal information.

We are required to collect sufficient information to identify a person's needs, objectives and financial circumstances so that we can provide appropriate financial advice.

We will gather the information by asking you numerous questions about you and possibly your family. We will record this information. We endeavour to retain accurate, complete and up to date personal information about you so we will also ask you to review the information from time to time.

If the information you provide to us is incomplete or inaccurate this will impact on our analysis of your requirements and may result in advice that is not appropriate to your needs and circumstances. If this does occur you will need to make your own assessment concerning the appropriateness of our advice.

At times, we may also collect personal information from someone other than yourself and you may not be aware that we collect or have collected this information.

### 2. Access and correction

You may (subject to permitted exceptions) access and update your information by contacting us. You may access the personal information we retain and request corrections. This right of access is subject

to some exceptions allowed by law. We will give you reasons if we deny access though we will endeavour to always ensure that the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependent to a large degree on the information you provide, and you should advise us if there are any errors in your personal information.

### 3. Providing personal information

We may provide personal information to:

- Organisations (who are bound by strict confidentiality) to whom we outsource certain functions such as our auditors. In these circumstances, information will only be used for our purposes;
- Other professionals such as solicitors, accountants, and stockbrokers when a referral is required;
- Entities based overseas (see below for details);
- Third parties when required to do so by law, e.g., legislation or Court Order.

### 4. Overseas disclosure

Sometimes we need to provide personal information to or get personal information about you from persons located overseas. For example, we may outsource a function involved in the financial planning business to someone based overseas. Nevertheless, we will always disclose and collect your personal information in accordance with Privacy Principles.

### 5. Identifiers

Although in certain circumstances we are required to collect Government identifiers such as tax file numbers, Medicare number or pension card number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

### 6. Dealing with us anonymously or using a pseudonym

The nature of the provision of financial services does not lend itself to treating clients with anonymity. All transactions require personal information about the individual for whom the transaction is being completed. However, in some instances we may be able to provide information or a service anonymously or to you under a pseudonym, for example enquiries about products from a potential client.



You can deal with us anonymously where it is lawful and practicable to do so.

## **7. Marketing Practices**

Every now and then we might let you know, via mail, e-mail, SMS, telephone or online, about news, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. At any time, you can contact us to update your marketing preferences.

## **8. Sensitive Information**

Without your consent, for example where information is provided by you for insurance and or risk purposes, we will not collect sensitive information about you. Exceptions to this include where the information is required by law, or for the establishment, exercise, or defence of a legal claim.

## **9. Privacy Complaints**

If you believe your privacy has been breached or have a privacy complaint, you should write to us by email at:

[sstillone@insightprivatewealth.com.au](mailto:sstillone@insightprivatewealth.com.au)

or via mail sent to:

Attention: Privacy Officer  
Insight Private Wealth Pty Limited  
Level 17, Angel Place  
123 Pitt Street, Sydney NSW 2000

If Insight Private Wealth Pty Limited does not satisfactorily address your complaint you can escalate it to the Office of Australian Information Commissioner.

## **10. Our Privacy Policy**

We have a more detailed Privacy Policy. If you would like a copy of the Privacy Policy in full, please ask and we will gladly provide this to you.