



**GFM**  
Wealth Advisory

# Financial Services Guide

SMSF Specialists

Investment Management

Financial Planning

Accounting

## Purpose and content

This Financial Services Guide (FSG) provides important information to help you decide if you want to use our financial services described. It includes details of:

- The financial services and products we are authorised to offer
- Our fees
- Financial planner(s) who may be appointed to assist you with financial services
- How we are paid, and any interests, associations, relationships or potential conflicts of interest that could affect our advice
- Our internal and external dispute resolution procedures and how to access them
- Our privacy policy

We recommend you read this FSG carefully and contact us if you have any questions or require any clarification.

### What other documents will I receive?

If you decide to obtain personal advice from us we will provide our initial advice and any significant subsequent advice to you in a written report called a Statement of Advice (SoA). Your SoA will set out our advice, the basis on which it is given, our fees and/or commissions, as well as information about any associations, relationships or potential conflicts of interest that could affect our advice. It is important to note that we can only provide personal financial advice after making enquiries, and after giving consideration to your current financial situation and future requirements.

If you receive additional ongoing financial advice from us and a SoA isn't provided to you, we will record details of that advice in a Record of Advice document. You can request a copy of any relevant Record of Advice documents within seven years of receiving the advice from us. You should also note that if we recommend a particular financial product to you (other than securities), we will provide a Product Disclosure Statement containing information about the particular product in order to help you make an informed decision.

## About us

The FSG has been produced by Gilham Financial Management Pty Ltd, ABN 69 006 679 394, (Trading as 'GFM Wealth Advisory', 'we', 'us', and 'our').

### GFM Wealth Advisory:

- Is responsible for the financial services provided to you by us and our financial planners
- Will act on your behalf, in your best interests and has authorised the distribution of this FSG
- Holds an Australian Financial Services Licence (No.229401) issued by the Australian Securities and Investments Commission

### You can contact us by:

**Telephone:** (03) 9809 1221  
**Fax:** (03) 9809 2055  
**Email:** enquiry@gfmwealth.com.au  
**Mail:** GFM Wealth Advisory  
190 Through Road, Camberwell VIC 3124

## Proceed with confidence

Our experienced and dedicated financial planners offer highly personalised financial advice, develop tailored financial solutions for your objectives and circumstances, and provide ongoing service to you as required.

As a client, your financial planner will provide you with all the advice, information and resources you need to feel involved and in control of your finances. Your financial planner will regularly meet with you to stay up to date with your personal circumstances and affairs, and also to adjust their ongoing recommendations so they can take advantage of emerging opportunities created by the ever-changing

environments of taxation, superannuation, investment markets and government regulations.

Our financial planners are dedicated to your cause in all they do, and work personally with you to achieve the best outcomes for your financial circumstances and retirement needs.

## Our products and services

We offer you the flexibility and convenience of accessing high-quality financial advice and services to help you generate and maintain wealth over time.

### Authorised services offered or arranged by us include:

- Regular review of your financial planning strategies and objectives
- Superannuation Advice
- SMSF establishment, administration and investment advice
- Advice on investment objectives and goals
- Portfolio construction and portfolio reviews
- Administration of, and reporting on, your investments
- Advice on wealth creation strategies and cash flow management issues
- Retirement planning advice
- Life Insurance Advice
- Centrelink Planning and Advice
- Age Care Planning and Advice

### We are authorised to advise and deal in relation to the following financial products:

- Deposit and payment products
- Government Debentures, stocks or bonds
- Investment Life Insurance and Life Risk Products
- Managed Investments
- Securities
- Standard Margin Lending Facilities
- Superannuation and Retirement Savings Accounts

Internal databases are maintained detailing the investments that are recommended by GFM Wealth Advisory. This does not constitute portfolio monitoring. Portfolios are reviewed periodically.

## Our advice

### Who will be my financial planner?

Please see the attached profile for your financial planner's details, qualifications and experience.

### Who is responsible for the financial services provided?

GFM Wealth Advisory is responsible for the financial services provided to you. It is important to note we are not directed in any way by any Financial Institution.

### Do any relationships or associations exist that might influence our advice?

GFM Wealth Advisory, directors or employees nor any related bodies corporate have any relationships or association with any product issuer that could be expected to influence us in the provision of the financial services. All shares in the licensee are privately owned, and no fund manager, bank or other financial institution has any financial investment or interest in our company.

### How will you prepare and provide me with suitable advice?

We examine your financial position and create a structured plan designed to achieve your financial goals in life over defined timeframes. We do this by helping you to identify and prioritise your goals, developing realistic strategies and helping you to assess the merits of each alternative - making any changes you require to the strategies. A regular review will ensure that your strategy remains consistent with your goals and objectives as they change over time.

## Are there any limitations to your advice?

We only advise and deal in products and services that are listed on our Approved Product List. This list, which is continually reviewed and updated, is the result of research of a wide range of financial products, and administration arrangements, of leading financial product issuers. From this process we select the best and most appropriate for the majority of our clients. For more information on our Approved Products, please speak to your financial planner.

As there may be other products and services that could also be suitable, you should observe any warnings and consider any significant risks contained in our advice prior to implementing any of our recommendations - as any investment decision carries with it a degree of risk – either the risk of capital loss or the risk of the expected benefits not being obtained. We also recommend that you seek independent legal and tax advice about our recommendations and confirm any entitlement to government benefits with the relevant department.

## What information should I provide to receive personalised advice?

You need to provide us with details of your personal objectives, financial situation and any other relevant information, so that we can offer you the most appropriate advice possible. Naturally, you may choose not to provide this information, or limit the scope of the advice provided by us. However, if you don't provide us with complete or accurate information, it is important to be aware of the risk that the advice you then receive may not be appropriate to your needs, objectives and financial situation.

Similarly, if you do not obtain financial advice from us, however you instruct us to apply for or acquire a financial product on your behalf, without this advice, we will not fully take account of your needs, objectives and financial situation in acquiring for or applying for these financial products and there is a risk the financial products you select will not meet these needs and objectives.

## How can I give you instructions?

You can give us instructions by telephone, fax, email or other means as agreed with us. Some financial products have their own rules about how to give instructions. Please refer to the Product Disclosure Statement of the relevant product for those details.

## Our remuneration

Your financial planner receives a salary from GFM Wealth Advisory. Your financial planner's remuneration may include a share of dividends from GFM Wealth Advisory where they hold shares in the company. If any other remuneration is payable (and not disclosed here), we will provide information about how that amount is calculated when we give you our advice in the written SoA.

## How will I pay for the services provided?

Your initial meeting with GFM Wealth Advisory is free of cost and obligation.

Before we provide any services we will agree with you how we get paid. Fees may comprise one, or a combination of, the following:

- A fee based on the value of the funds you invest;
- A fee based on the time we spend developing or implementing your plan;
- An agreed fee-for-service;
- Brokerage for securities transactions through the ASX;
- Commission paid to us by life insurance product issuers, for so long as you hold the product

We will provide details to you about our fees and any payments made to us when we provide our advice to you. We will also explain the fees associated with a particular product or service we recommend.

You have the right to request further information about the remuneration we receive, so if there is anything that is unclear or if you require more information about the service levels we offer, please contact your financial planner.

We will explain to you how you can pay for the financial services you require, however, we are unable to accept cash.

Typical example of fees	
Preparation of an Initial Statement of Advice for our recommendations	From \$1,100: The actual amount will depend on the time involved & complexity of the advice required to fully analyse your financial circumstance and make recommendations
Implementation fee for our recommendations	From: \$1,100: The actual implementation fee will depend on a number of factors that includes the time involved and complexity of the financial services required to implement our recommendations.  Please note: <ul style="list-style-type: none"><li>• For a Self-Managed Superannuation Fund (SMSF), the minimum establishment fee is \$3,300</li><li>• For a Family Trust. the minimum establishment fee is \$1,650</li></ul>
Ongoing administration and investment management fee	For the ongoing management and administration of your portfolio, the maximum fees are as follows: <ul style="list-style-type: none"><li>• 1.210% p.a. Amounts up to \$500,000</li><li>• 1.045% p.a. Amounts between \$500,000 and \$1 million</li><li>• 0.880% p.a. Amounts between \$1 million and \$2 million</li><li>• 0.715% p.a. Amounts between \$2 million and \$3 million</li><li>• 0.550% p.a. Amounts above \$3 million</li></ul> Example: James & Monique invest \$250,000 and the ongoing fee is 1.21% p.a. (e.g. \$3,025 p.a.)  Please note that for the ongoing portfolio management and administration of a SMSF, a minimum fee of \$2,750 p.a. applies.  Please note that for the ongoing portfolio management and administration of a Private Investment Portfolio, a minimum fee of \$1,100 p.a. applies.  Example: James & Monique invest \$80,000 and the ongoing fee is 1.21% p.a. (e.g. \$968 p.a but a fee of \$1,100 p.a is charged.)
Share transactions	We transact all direct share market trades via an online broking facility. Brokerage is charged at a minimum rate of 0.11% of the value of the shares plus a \$10 administrative fee, with a minimum brokerage payment of \$30.00.

<p>Commission for Life Risk Insurance Products</p>	<p>An initial commission of up to 88% of the first year's annual premium and then ongoing commission of up to 22% of the annual premium paid.</p> <p>Example: James purchases life insurance with an annual premium of \$2,000. If we are paid 88% of the first years premium we will receive \$1760 and if we were paid 22% ongoing commission we receive \$440 pa.</p> <p>Please Note from 1 January 2019 an initial commission of up to 77% of the first year's annual premium and then ongoing commission of up to 22% applies and from 1 January 2020 an initial commission of up to 66% of the first year's annual premium and then ongoing commission of up to 22% of the annual premium paid applies.</p>
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**Special notes:**

- For the ongoing management and administration of a property within a SMSF, a fee of \$825 is charged if a loan is attached to the property in the SMSF.

**What other benefits does GFM Wealth Advisory receive?**

Should we or a financial planner receive other benefits from product issuers (including payments toward professional development), except for minor benefits of less than \$300 in value, the benefit will be noted in a register. Should you wish to see this register, please contact us.

**Professional Indemnity Insurance**

GFM Wealth Advisory has professional indemnity insurance in place covering the conduct of all current and former employees. These arrangements comply with section 912B of the Corporations Act.

**If you have a complaint**

We are committed to providing our clients with the highest standards of client service. This involves being completely transparent in the way in which we charge for our services, and being proactive and forthcoming with important information which we believe may assist you with decision-making during our relationship with you. Should you feel less than completely satisfied with the service you receive, it is important to notify us immediately to have the issue raised and resolved.

**You should take the following steps.**

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact the compliance manager:

**The Compliance Manager**  
 GFM Wealth Advisory  
 190 Through Road  
 Camberwell VIC 3124  
 Telephone: (03) 9809 1221

We shall endeavour to resolve your complaint quickly and fairly. If the complaint is not resolved to your satisfaction, you have the option of referring your complaint to the Australian Financial Complaints Authority (AFCA), GPO Box 3, Melbourne VIC 3001. AFCA's email address is info@afca.org.au or telephone 1800 931 678 (free call). If the complaint involves ethical conduct, you also have the option of raising your concern in writing with the Financial Planning Association of Australia Limited (FPA). The FPA can be contacted at: PO Box 109, Collins Street West, Melbourne, VIC 8007. For further information about your rights you can contact the Australian Securities and Investments Commission on their Infoline at 1300 300 630.

**Privacy**

GFM Wealth Advisory understands the importance of protecting your personal and sensitive information, and is required to comply with the Privacy Act 1988 and the Australian Privacy Principles (APP) introduced on 12 March 2014 to replace the National Privacy Principles (NPP) that had commenced on 21 December 2001.

Following is a summary of relevant parts of GFM Wealth Advisory's Privacy Policy. A copy of the full Privacy Policy is available at [www.gfmwealth.com.au/Privacy](http://www.gfmwealth.com.au/Privacy)

**Why does GFM Wealth Advisory collect personal and sensitive information from you?**

- GFM Wealth Advisory needs this information for it to be able to:
- Provide you with advice about your financial affairs
  - Notify you in the future about changes in the law that may impact your current or future superannuation and financial arrangements
  - Communicate with you about any upcoming services or seminars that you may find of interest.

**What information do you maintain in my file and can I access it?**

We maintain details of your identity and other personal information, as well as a record of the advice given to you. We are committed to protecting your personal information and will only disclose it as required by law; or if you consent.

Should you wish to examine the personal information maintained in your file, please ask us and we shall make arrangements for you to do so. Your personal information is held in the strictest confidence in accordance with our privacy policy.

This Financial Services Guide is current as at 1 July 2019.

