



iNDEPENDENT
WEALTH
Partners

Financial Services Guide

Independent Wealth Services Pty Ltd

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Authorised Representatives:

Independent Wealth Partners Pty Ltd (ASIC No.434092)

Cameron Howlett (ASIC No. 308442)

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Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we* offer. It contains information about:

- Independent Wealth Services & Independent Wealth Partners Pty Ltd
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we have recommended.

* In this document 'we' refers to Independent Wealth Partners and Cameron Howlett

Independent Wealth Services

Independent Wealth Services holds an Australian Financial Services Licence (512433) which has been issued by the Australian Securities and Investments Commission (ASIC).

As a licensee we are required to comply with the obligations of the Corporations Act and the conditions of our licence.

This includes the need to have compensation arrangements in place with a Professional Indemnity insurer.

Independent Wealth Partners and Your Financial Adviser

Independent Wealth Partners and Cameron Howlett have been appointed as Authorised Representatives of Independent Wealth Services.

We act on behalf of Independent Wealth Services who is responsible for the services that we provide.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF advice
- Personal insurance advice

- Managed investment advice
- Securities advice
- Retirement planning advice
- Portfolio review services

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

What is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all issues.

When we first provide advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For managed funds and insurance recommendations, we will also provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about the advice and investments recommended.

You can provide instructions to us in writing, via phone or via email/fax. Please note you are responsible for ensuring your instructions do however reach us.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice.

Fees

All fees are payable to Independent Wealth Services and passed through to Independent Wealth Partners Pty Ltd.

Cameron is paid a salary by Independent Wealth Partners Pty Ltd. and shares in the profits of the business.

Plan Preparation Fee

The Plan Preparation fee includes all meetings with you, the time we take to determine our advice and the production of the SoA. The Plan Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you at our first meeting.

Plan Implementation Fee

If you decide to proceed with our advice we will charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

This fee may be combined into a single Plan Preparation Fee

Ongoing Services Fees

We have a strong belief that the value of Financial Planning is in the on-going relationship with our clients.

Ongoing fees will depend on what ongoing service we provide to you. Typically this is a fixed dollar fee which is outlined in the SOA, ROA or engagement letter.

One-off Advice Fees

In limited circumstances, we may charge a fee based on an hourly rate. This rate will be discussed with you prior to engagement.

Commissions

Insurance Commissions

We do not retain commissions in any form from any providers whatsoever, some insurance providers do pay commissions, but in the instance that they are paid to us we rebate/refund that commission to you. The concept behind this is to ensure that we meet the definition of being independent under s923 of the Corporations act.

Licensee Commission

Some product providers may pay an additional licensee commission. This is based on the total funds invested in their products or the total insurance premiums for their policies across our entire client base. As per our policy on any commissions paid to us, we ensure that these are rebated back to you as our client and we do not keep any of these commissions.

Other Benefits

We may also receive additional benefits by way of sponsorship of educations seminars, conference or training days. Details of any benefits received above \$300 will be maintained on a register which is available to you on request.

Referral Fees and Commissions

We do NOT receive fees or commissions where we refer you to external parties.

Making a Complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact us.

Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678 or review their website - <https://www.afca.org.au/> . This service is provided to you free of charge.

Your Privacy

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our full Privacy Policy is available on request.