

1 APRIL 2022



Health & Finance  
I N T E G R A T E D

# FINANCIAL SERVICES GUIDE

ABLE FINANCIAL SERVICES  
AS LICENSEE FOR  
HEALTH & FINANCE  
INTEGRATED

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# PURPOSE OF THIS FINANCIAL SERVICES GUIDE

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include,

- who we are,
- how we can be contacted,
- what services we are authorised to provide to you,
- how we (and any other relevant parties) are remunerated,
- details of any potential conflicts of interest, and
- details of our internal and external dispute resolution procedures, along with how you can access them.

## WHO WILL BE PROVIDING THE SERVICE TO ME?

Licensee: Able Financial Services Pty Ltd (Able FS)  
ABN: 27 646 319 164  
Australian Financial Services Licence Number: 530596  
Address: Shop 6, 23 Hassall Street, Parramatta NSW 2150  
Tel No: 1300 10 44 99

### Lack of Independence

Our firm is not independent, impartial or unbiased because we may receive commissions from life insurance products already in place or when you request we do so. Under the law, this means we do not meet the strict definition of independence.

Able FS is responsible for the advice that is provided to you by its Authorised Representatives. Health & Finance Integrated is a Corporate Authorised Representative (CAR) of Able Financial Services.

## WHO DO YOU ACT FOR WHEN YOU PROVIDE FINANCIAL SERVICES FOR ME?

Health & Finance Integrated acts for you and Able Financial Services Pty Ltd is responsible for the financial services provided to you.

## HOW YOU CAN PROVIDE INSTRUCTIONS TO YOUR FINANCIAL ADVISER

You may specify how you would like to give us instructions, for example by telephone, in writing, or email. If we execute your transactional instructions in instances where you have declined the offer of personal advice, you will be required to sign a letter confirming the instruction was execution-only.

However, for your own protection you should never:

- sign any blank forms or documents;
- nominate a financial adviser to receive statements or records where you do not also receive a copy; or
- appoint a financial adviser generally to act as your agent or authorised signatory.

# FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE AND TYPES OF PRODUCTS THOSE SERVICES RELATE TO

## GENERAL

- Wealth Accumulation
- Superannuation
- Retirement Planning
- Wealth Protection including insurance
- Tax Strategies
- Debt Management
- Cashflow Management

## SPECIALISED

- Superannuation Claims (incapacity)
- Medical Retirement Planning
- Trustee Support Services
- Estate Administration and Planning
- Centrelink (DSP, Carer, Aged Pension)
- Expert Witness Reports (Trustee & Guardian, Divorce)
- Special Disability Trusts & Protective trusts
- Claims handling and assessment of liability under an insurance contract.

## PORTFOLIO MONITORING

Internal databases are maintained detailing client's investments that were recommended by us. This does not constitute portfolio monitoring. Portfolios are reviewed on an agreed frequency and at least annually, subject to the client's discretion.

## ADVISER PROFILE

William Johns is an authorised representative (317216) and is a Certified Financial Planner (CFP), with 15 years of experience in Financial Planning. He holds:

- Master in Disability Studies (Flinders University, Faculty of Health Sciences)
- Bachelor of Business (Applied Finance)
- Full Membership: Trusts & Estates Practitioner (Society of Trusts & Estate Practitioners, London)
- Certified Financial Planner (Financial Planning Association of Australia)
- SMSF Accreditation (Kaplan)
- Certificate IV in Finance & Mortgage Broking (Kaplan)

## TYPES OF FINANCIAL PRODUCTS WE CAN DEAL IN

- Basic deposit and payment products;
- Government debentures, stocks or bonds;
- Interests in Managed Investment Schemes, including Investor Directed Portfolio Services;
- Retirement Savings Accounts;
- Superannuation products
- Self-Managed Superannuation Funds;
- Securities (direct shares);
- Standard margin lending facilities;
- Life insurance and risk products.
- Insurance Claims Handling and Settlement Services

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## ADVISER PROFILE

Paul Conte is an authorised representative (1238904) and is a Financial Planner, with 5 years of experience in Financial Planning and 8 years of Corporate Accounting (Insolvency) and Fund Manager Accounting experience.

He holds:

- Bachelor of Commerce (Accounting)
- Advanced Dip. of Financial Planning (Kaplan)
- SMSF Accreditation (Kaplan)
- Margin Lending Accreditation (Kaplan)

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# ADVICE PROCESS

## **DEFINING THE SCOPE OF ENGAGEMENT**

Your financial planner should explain the process they will follow, find out your needs and make sure they can meet them. We will confirm to you whether we are the right professionals to meet your objectives, and any costs and fees.

## **IDENTIFYING YOUR GOALS**

You work with your financial planner to identify your short and long term financial goals – this stage serves as a foundation for developing your plan.

## **ASSESSING YOUR FINANCIAL SITUATION**

Your financial planner will take a good look at your position – your assets, liabilities, insurance coverage and investment or tax strategies.

## **PREPARING YOUR FINANCIAL PLAN (Statement of Advice)**

Your financial planner recommends suitable strategies, products and services, and answers any questions you have.

## **IMPLEMENTING THE RECOMMENDATIONS**

Once you're ready to go ahead, your financial plan will be put into action. Where appropriate, your financial planner may work with specialist professionals, such as an accountant or solicitor.

## **REVIEWING THE PLAN (Record of Advice)**

Your circumstances, lifestyle and financial goals are likely to change over time, so it's important that your financial plan is regularly reviewed, to make sure you keep on track.

## WHAT DOCUMENTS WE ISSUE YOU

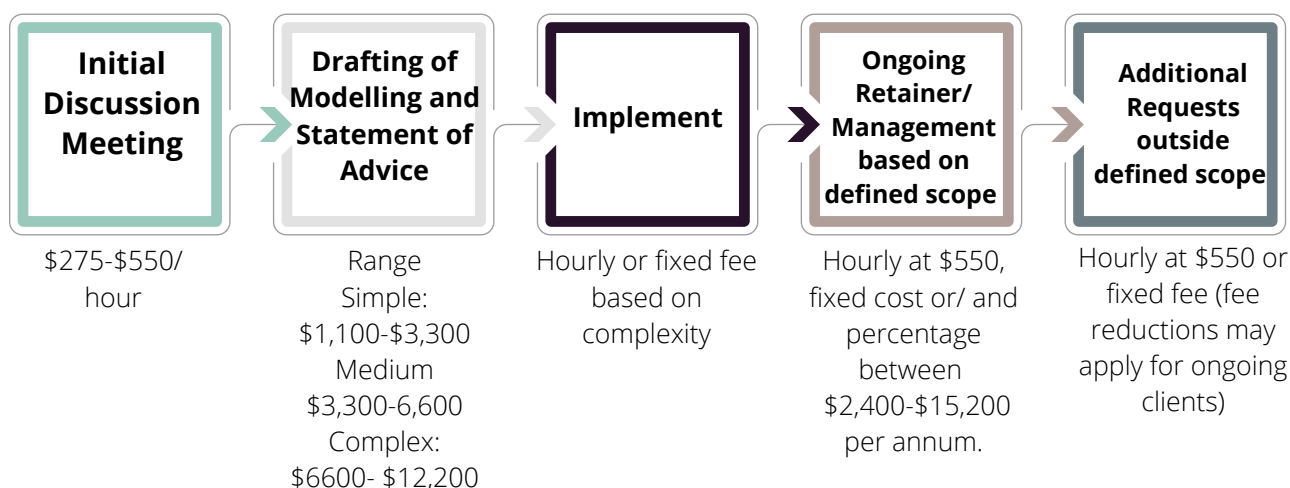
**Statement of Advice:** Communicates our advice, product recommendations (if any), reasoning and analysis and how they meet your goals and objectives and fees payable to us, as well as fees charged by providers we recommend.

**Record of Advice:** A document usually issued by us as soon as practical after a review of your situation that communicates our advice, product recommendation (if any), investment changes and commentary on progress. If no changes are recommended, we may record this to be the case and write to you confirming this outcome. We usually undertake a review at least annually depending on your service level and needs.

We retain your records for up to 7 years. Please write to us requesting the information.

# FEES THAT YOU PAY FOR THE FINANCIAL SERVICES WE PROVIDE

We are paid by you when you engage with us. Prior to working with us, you will be given a **Scope and an Estimation for you to approve**. Generally, we are paid either hourly, fixed fee or retainer or a combination based on your needs and the complexity and value of the advice. You will be issued with a Statement of Advice when required



## Initial Discussion Meeting:

To give both parties peace of mind, a 45 minute discovery meeting is offered and is charged at \$275 (\$550 for extended or if General Advice is provided). Should you choose to engage as a client, the fee is rebated against the cost of further work we quote you.

## Drafting, Modelling & Statement of Advice

Fees are charged for my initial advice and the preparation of an SoA. Fees are based on the complexity of the advice provided.

You will be sent an invoice and payment is required within 14 days from the invoice date. Please note that my initial advice fees still apply regardless whether you choose to implement the advice or not.

## Implementation fees:

If you proceed with the advice given and additional work is required for implementing that advice, we may charge to cover the costs associated with implementing the recommendations in your SoA.

The fee is calculated on an hourly rate or \$195 per hour to \$550 per hour depending on the seniority of the staff.

## Execution-only service or ad hoc advice fees:

Fees for execution-only services and ad hoc advice may be charged at an hourly rate in the range of \$195 and \$660 per hour depending on the complexity of the work involved.

An estimate of the time required will be provided and agreed upon prior to commencing the work.

## Ongoing Support and Advice Fees

Once your financial plan is implemented, you may choose to participate in an ongoing review service.

SERVICES	Essential (under \$250,000)	Advanced	Private Client
Review(s)	One Per Annum	Limited	Unlimited
Portfolio Monitoring	Yes	Yes	Advanced
At call meetings and priority support	Discounted Hourly	Discounted Hourly	Included
Investment, Super and Taxation Planning	Yes	Yes	Advanced Modelling
Financial Goal Setting	Yes	Yes	Yes
Family Governance, Trusts & Succession	Hourly	Hourly	See below.
Centrelink Assistance	Discounted Hourly	Discounted Hourly	Discounted Hourly
Monthly	\$275	\$350	\$550
<b>Base Fee (Annual Commitment)</b>	<b>\$2,400</b>	<b>\$4,200</b>	<b>\$6,600</b>

Fees for ongoing services and reviews are all based on an annual fee, ranging from a base of \$2,400 to \$6,600 plus complexity charges.

The agreed ongoing service will comprise review meetings (with the frequency and number of reviews per annum agreed with you) and other ancillary services.

Please note:

- Assets over \$400,000 will incur a higher risk charge (complexity) of \$250 for every \$50,000 (rounded to nearest \$50,000) over the \$400,000 threshold excl. GST.
- Couples may incur an additional charge of \$990 per annum (excl. GST).
- Trustee Assist Service: \$660 (excl. GST) per annum (e.g. Special Disability Trust, Family Trust, Self-Managed Super Fund)
- In a couple situation, the fee charged to that member will be reflective of their proportion of the work.
- Family discounts may apply (maximum 10%) for multi-generational families.

## HOW YOUR ADVISER IS REMUNERATED

Your adviser is paid a salary and bonuses by Health & Finance Integrated. Reasonable expenses may also be paid such as business related travel, education and professional memberships..

## HOW HEALTH & FINANCE IS REMUNERATED

Health & Finance Integrated is paid when you agree to pay fees for services you agree to. We do not accept commissions from product providers with the exception of life insurance where you may nominate we do. However, in some occasions, we will receive commissions for products already in place. We may rebate those to you in full or offset against other fees; at our discretion. We do not receive referral fees.

## OTHER REMUNERATION INFORMATION

Able Financial Services may receive assistance from Platform Operators or Product Issuers for training sessions. It may also receive 'small one off' benefits and these will be recorded in a Register of Benefits which you may request to view.

We do not accept other remuneration for referrals we make or receive.

## OTHER REMUNERATION INFORMATION

Able Financial Services charges its representatives a fixed monthly fee of up to 10% of the revenue generated by Health & Finance Integrated (subject to change without notice) to cover the services and activities of the Licence. This fee is deducted from the fees you pay to us before they are passed onto the CAR

## HOW TO MAKE A COMPLAINT

We aim to provide quality advice and services at all times. If for any reason you are not satisfied with our services, Please follow the steps outlined:

**1** Call us on 1300 10 44 99 or write to  
manager@ablefs.com.au  
Able Financial Services  
Shop 6, 23 Hassall Street.  
Parramatta NSW 2150

**2** If we are unable to resolve the complaint to your satisfaction, you may refer the complaint to the Australian Financial Complaints Authority (AFCA).

AFCA provides a fair and independent financial services complaint resolution service that is at no cost to you. You can lodge your complaint with AFCA online, by email or by phoning them.

Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678

You can also make a complaint to the Australian Securities and Investments Commission (ASIC) by contacting their information line on 1300 300 630 or use their service to find out more about your rights.

We hold Professional Indemnity insurance for the services provided by our representatives.



# HOW WE CARE FOR YOUR DATA

The privacy of your personal information is important to us.

1. Your representative will ask you many questions. Why is so much information required?

We collect your personal information to enable us to provide you with the products and services that are appropriate to your needs. Under the following Australian laws 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
- as those acts are amended and any associated regulations. From time to time other acts may 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 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 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 will endeavour to ensure that at all times 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 numbers or pension card numbers, 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 customers 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, 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.