

# Financial Services Guide

Date: 13<sup>th</sup> April 2019

Version 1.4

Our Financial Services Guide (FSG) provides information about our services, how our representatives are remunerated, and your rights as a client, including our complaints system.

It is important that you read this Financial Services Guide (FSG). It contains information that will help you decide whether to use any of the financial services offered by us, as described in this guide, including:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee Communitas Wealth Pty Ltd (Communitas)
- our fees and how we, your adviser and Communitas, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Communitas

## Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

As part of the process of understanding your needs, we may provide you with summary documents outlining your goals and priorities. These are not advice documents and should not be relied upon to make financial decisions.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA). The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

## About our practice

We understand that everyone's needs and goals are different. Whether you are looking for financial advice to help achieve your long term goals or facing a life changing event, we are here to help you choose the right path.

Wealth Collective Pty Ltd (ABN 95 624 612 684) trading as Pekada – corporate authorised representative (CAR) number 1263725 to provide financial services on behalf of Communitas Wealth Pty Ltd (ABN 21 620 514 945) Australian Financial Services Licence (AFSL) number 500551

### Our details:



### Office locations:

- Suites 3-5, Level 2, 78 Main Street, GREENSBOROUGH, VIC 3088
- Suite 3.17, 838 Collins Street, DOCKLANDS, VIC 3008

Phone: 1300 735 232

Email: [clientservices@pekada.com.au](mailto:clientservices@pekada.com.au)

Website: [www.pekada.com.au](http://www.pekada.com.au)

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none"><li>• Investments strategies (strategic asset allocation and goals based investing)</li><li>• Budget and cash flow management</li><li>• Debt management (including borrowing for personal and investment purposes)</li><li>• Salary packaging</li><li>• Superannuation strategies and retirement planning</li><li>• Personal insurance</li><li>• Estate planning</li><li>• Centrelink and other government benefits</li><li>• Ongoing advice and services, including regular portfolio reviews</li><li>• Aged care</li></ul>	<ul style="list-style-type: none"><li>• Superannuation, including retirement savings accounts</li><li>• Self-managed superannuation funds (SMSF)</li><li>• Borrowing within your SMSF</li><li>• Employer superannuation</li><li>• Managed investments</li><li>• Investor directed portfolio services (for example, administration platforms)</li><li>• Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)</li><li>• Standard margin loans</li><li>• Retirement income streams, including pensions and annuities</li><li>• Personal and group Insurance (life cover, disability, income protection and trauma)</li><li>• Life investment products including whole of life, endowment and bonds</li><li>• Securities (including listed securities and debt securities)</li><li>• Exchange traded funds and Listed investment companies</li><li>• Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.</li><li>• Various structured products, instalment warrants over managed funds and protected equity loans</li><li>• Limited selection of investment guarantees</li></ul>

Communitas maintains an approved products and services list, which includes a diversified selection of approved Australian and International fund managers. These have been researched by external research houses as well as our in-house research team.

Communitas periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Communitas' approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Rhiannon Kanoniuk and Pete Pennicott are authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

## Transaction services

If you do not require advice, we can also arrange for you to apply for limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which we will document in writing. You can ask us for a copy of this documentation at any time.

## Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

## Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

## Our fees

### Advice costs

The fees charged for our advice may be based on a combination of:

- A set dollar amount; or
- A percentage of the funds that you invest.

### Initial advice

This covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The agreement sets out what our initial advice covers and how much it costs. The initial advice fee will also be disclosed in your SoA.

### Advice implementation

This is the cost to implement the recommended strategies and products and is based on a set dollar amount.

It is usually disclosed in your initial advice agreement and it will also be disclosed in your SoA.

### Ongoing advice

An ongoing advice agreement will set out our support packages including the advice and services we will provide, the frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated.

The fee covers the cost to review the strategies and the products recommended in your SoA. It may be charged as a set dollar amount or a percentage of your investments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

### Additional advice

For all other advice, an additional advice fee, based on a set dollar amount, may be payable.

### Insurance

For advice in relation to insurance, we receive payments from the insurance provider, which are factored into the annual premium. These may range from:

- 0% to 88% of the first year's insurance premium paid, and/or
- An ongoing payment of between 0% and 22% per annum of the following years' premium.

### **Payment methods**

We offer you the following payment options for payment of our advice fees:

- Direct debit (credit card or debit card) and bank deposit.
- Deduction from your investment

All fees and commissions will be paid directly to Communitas as the licensee. They retain an amount (a licensee fee) to cover their licensee costs and the balance is passed on to us. The amount is determined annually, based on a number of factors, including our business revenue and the number of advisers in the practice.

### **Other costs**

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

### **Other benefits we may receive**

The following is a list of benefits we may receive other than those explained above. These are not additional costs to you. These benefits may be monetary or things like training, events or incentives we are eligible for.

In addition to the payments we may receive for our advice and services, we may receive other support services. These can include financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, and business performance.

We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

### **Placement fees**

From time to time Communitas will receive fees from brokers or product issuers for arranging client participation in Initial Public Offerings (IPOs) of securities (such as shares and rights issues). The fee, which is generally a percentage of the fee paid to the broker, varies from offer to offer and by the level of participation by Communitas. We may share in this fee based on the level of participation by our clients.

## Relationships and associations

It is important that you are aware of the relationships that Communitas has with providers of financial services and products as they could be seen to influence the advice you receive.

### About our licensee

# communitas wealth<sup>o</sup>

Communitas Wealth Pty Ltd  
ABN 21 620 514 945  
Australian Financial Services Licensee: 500551

## Our referral arrangements

You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. If the value of a referral fee is not known to us until we provide you with advice, this will be disclosed in your Statement of Advice if applicable.

### Payments to other professionals

We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your Statement of Advice if applicable.

### Distribution of fees

Our advice costs and payments from other professionals are received by Communitas as the Licensee. Please refer to your adviser profile for more information about how your adviser is paid.

### Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Communitas Complaints on [clientservices@pekada.com.au](mailto:clientservices@pekada.com.au), or put your complaint in writing and send it to:

Attention: Complaints Manager  
PO BOX 250  
Greensborough VIC 3088

- Communitas Complaints will try to resolve your complaint quickly and fairly.
- If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Any issues relating to financial advice, investments, superannuation or insurance matters	<b>Australian Financial Complaints Authority (AFCA)</b> GPO Box 3 Melbourne VIC 3001  1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a> <a href="mailto:info@afca.org.au">info@afca.org.au</a>
Any issue relating to your personal information	<b>The Privacy Commissioner</b> GPO Box 5218 Sydney NSW 2001  1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights. You can also contact the **Financial Planning Association (FPA)** at <http://www.fpa.asn.au> to make a complaint (please note that the FPA cannot award compensation).

### Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Communitas is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Communitas, even where subsequent to these actions they have ceased to be employed by or act for Communitas.

## Your privacy

Your privacy is important to us. Below we outline how we maintain the privacy of the information we collect about you. Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Communitas may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Communitas to review customers' needs and circumstances from time to time,
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Communitas in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Communitas Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Communitas Privacy Policy); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Communitas will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Communitas holds about you at any time to correct or update it as set out in the Communitas Privacy Policy. The Communitas Privacy Policy also contains information about how to make a complaint about a breach of the Australian

### Privacy Principles.

For a copy of Communitas' Privacy Policy visit [www.communitaswealth.com.au/privacy](http://www.communitaswealth.com.au/privacy) or you can contact us.

### Appointing a new financial adviser

Another financial adviser may be appointed to you if your adviser leaves Communitas or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Communitas will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

## Advice we can provide

### Our financial planning process

We treat each client as an individual and our advice process allows us to tailor a plan that best meets your goals.

#### Identify your goals

We help you identify your financial and lifestyle goals. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We help you to identify the range of issues that need to be addressed to meet your goals. You may choose to address some or all goals and issues.

#### Consider the opportunities and risks

We assess your current situation and investigate a range of strategies and financial product options for you to reach your goals.

#### Bridging the gap

Based on discussions with you and the research conducted by us, we will devise a strategy to bridge the gap between where you are now and where you want to be.

#### Bring your plan to life

We work closely with you to implement your financial strategy. We help you complete any necessary paperwork and we're available to attend meetings with your accountant, solicitor and general insurer so your strategy is implemented efficiently.

#### Staying on track

With time, your circumstances will change and your financial plan will need to be adjusted. We design an ongoing service program to ensure your plan stays on track to meet your goals.

Sometimes life takes us in unplanned directions. When you need a little extra help, just ask us for additional advice. We are there to help you – whatever the occasion.

## Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Communitas maintains an approved products and services list, which includes a diversified selection of approved Australian and International fund managers. These have been researched by external research houses as well as our in-house research team.

Communitas periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Communitas' approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

## Authorised Advisers

### **Pete Pennicott (AR Number 438998) and Rhiannon Kanoniuk (AR Number 443520) – Principal Advisers**

Pete and Rhiannon both hold a Masters of Commerce (Financial Planning) and Bachelor of Commerce (Accounting/Financial Planning). They are both members of the SMSF Association, with Pete holding the designation of SMSF Specialist Adviser.

Pete and Rhiannon are authorised to provide financial strategy and product advice, and to deal in a financial product by arranging for a financial for a financial product to be acquired, disposed of or varied, specifically:

- Life Insurance
- Investment Products
- Life Insurance Risk Products
- Superannuation and Rollovers
- Managed Investment Schemes
- Retirement Planning
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning
- Debt Reduction Strategies
- Self Managed Superannuation Funds
- Standard Margin Lending Facility

Rhiannon and Pete are equity holders in Wealth Collective t/as Pekada, and may receive capital and profit related benefits

### **Zac Masters (AR Number 472125) – Financial Adviser**

Zac holds a Bachelor of Business (Financial Planning) and is a member of the AFA.

Zac is authorised to provide financial strategy and product advice, and to deal in a financial product by arranging for a financial for a financial product to be acquired, disposed of or varied, specifically:

- Life Insurance
- Investment Products
- Life Insurance Risk Products
- Superannuation and Rollovers
- Managed Investment Schemes
- Retirement Planning
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning
- Debt Reduction Strategies

Zac is an employed adviser of the Wealth Collective Pty Ltd t/as Pekada, is paid a salary and participates in an incentive scheme which is partly measured on revenue contribution to the business.

### **Mardy Lim (AR Number 1267380) – Associate Financial Adviser**

Mardy holds a Bachelor of Business and Commerce (Accounting, Finance and Macroeconomics) and Diploma of Advanced Financial Planning.

Mardy is authorised to provide financial strategy and product advice, and to deal in a financial product by arranging for a financial for a financial product to be acquired, disposed of or varied, specifically:

- Life Insurance
- Investment Products
- Life Insurance Risk Products
- Superannuation and Rollovers
- Managed Investment Schemes
- Retirement Planning
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning
- Debt Reduction Strategies

Mardy is an employed adviser of the Wealth Collective Pty Ltd t/as Pekada, is paid a salary and participates in an incentive scheme which is partly measured on revenue contribution to the business.