

# FINANCIAL SERVICES GUIDE

## PART TWO ADVISER DETAILS

Financial Success (SA) Pty Ltd  
ABN/ACN: 87 105 603 058

Financial Wisdom Limited  
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Australian Financial Services Licence No. 231138

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## **Information about this Financial Services Guide**

This is Part Two of the Financial Wisdom Limited Financial Services Guide (FSG), which is divided into two parts. Part One and Part Two must be read together.

Your financial adviser ('Adviser,' 'I', 'we' or 'my') is an Authorised Representative of Financial Wisdom and provides services on behalf of Financial Wisdom.

Part One – General details provides information about:

- Financial Wisdom, their relationship with your Adviser and other entities.
- Other documents you may receive.
- Financial services and products we provide.
- Collecting your personal information and providing instructions.
- What you can do if you are not satisfied with our services.

Part Two – Adviser details provides information about:

- Who your Adviser is and how they can be contacted.
- Financial services and products your Adviser is authorised to provide.
- Fees or other costs your Adviser may charge.
- How Financial Wisdom, your Adviser and any other relevant parties are remunerated.

## Part Two - Adviser Details

### 1. Your Adviser and how you can contact them

I am an Authorised Representative of Financial Wisdom and can be contacted using the following details:

**Name:** Financial Success (SA) Pty Ltd

**ABN/ACN:** 87 105 603 058

**ASIC adviser identification number:** 000235520

**Address:** PO Box 7197, Hutt Street, Adelaide SA 5000

**Telephone:** 08 8223 6880

**E-mail:** denise@financialsuccesssa.com.au

**Website:** www.agedcarefinancialspecialist.com.au

The following individuals are authorised by Financial Wisdom to provide personal financial advice through Financial Success (SA) Pty Ltd:

#### Denise Kipling

ASIC Adviser identification number: 235861

I am a specialist in Aged Care Advice, although I still maintain my expertise in providing financial advice to pre & post retirees. My specialisation is focussed around **helping families to make the right decisions** when they have loved ones seeking permanent care or receiving home care services. I believe in providing a reliable service, with a friendly, professional, down to earth approach to all my clients. I strive to deliver the best high quality, comprehensive advice in the most simple, 'easy to understand' terms.

### 2. Financial services and product types your Adviser can provide

I am authorised to provide personal financial advice, general financial advice, and transact on your behalf (dealing) in relation to the following types of financial products:

- Securities
- Managed investment schemes
- Investment and funeral bonds
- Deposit products
- Government debentures, stocks and bonds
- Personal and business risk insurance
- Superannuation
- Margin loans
- Retirement Savings Accounts

#### Limits on the advice that can be provided

It is important to note that I cannot provide advice on the following:

- General insurance
- Derivatives
- Foreign exchange

In addition, if I identify that you require specialist advice on a particular product or service, such as estate planning, I may refer you to a specialist who can help.

I am registered with the Tax Practitioners Board as a Registered Tax (Financial) Adviser. Based on the information collected from you, my advice considers the tax consequences that relate directly to the financial advice being provided. However I am not a Registered Tax Agent and consequently this advice does not include an assessment of your overall tax position. As such, I strongly recommend you review this advice with a Registered Tax Agent.

### Securities

If I identify that you require securities advice, I may refer you to CommSec Advisory for personal advice on direct share investments or existing portfolios. Financial Wisdom and I may receive a fee as a result of this referral. Any referral fee that is received will be disclosed in your SoA.

Alternatively, I may seek portfolio research advice from CommSec Adviser Services and incorporate this research into the advice that they provide to you. The cost of this advice will be incorporated into the total advice fee and detailed in your SoA.

### 3. Referrals

You do not have to consult any professional that I may refer you to. You may want to consult a professional you have an existing relationship with, or choose another. The professional you choose to consult is responsible for the advice they provide to you. Financial Wisdom and I may receive a fee or other benefit as a result of that referral. We may also receive a referral fee or other benefit from the business that is transacted on your behalf.

### 4. Fees and other costs that may apply to you

A range of fees and other costs may be payable to Financial Wisdom for the advice you receive and the financial products used.

Outlined below are the types of payments that you may be charged. Before I provide you with any financial advice, I will discuss these options with you and help you select the best payment method for you.

Where we are aware that you have used borrowed funds (i.e. funds that are either secured or unsecured) to invest through us, we will charge you a flat dollar advice fee.

In all cases, details of payments required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. You will be provided with a tax invoice for any services provided and payment is generally made to Financial Wisdom in accordance with the terms of the invoice and is payable by cheque or money order.

These amounts, where they can be determined, will be documented in your SoA. If at the time you receive your SoA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead.

#### Fee for Service

Under this payment method, there are set fees payable for each service provided to you.

Those services and fees include:

- Initial Consultation – from \$350 (plus GST)
- Financial Advice (including formal written advice) – from \$550 (plus GST) depending on the level of complexity of your situation, and the advice provided. A cancellation fee of \$550 (plus GST) applies once the preparation of the written advice is commenced. On completion of the written advice and presentation to you, the full agreed fee is payable.
- Implementation – from \$350 (plus GST)
- Ongoing Service – from \$550 (plus GST) per year, depending on your package.

All fees will be quoted to you before the commencement of any work. Once the service is completed, you will be provided with a tax invoice, and required to make payment with 7 days. Cheques and money orders are acceptable, and

in some circumstances (with your authority) we can deduct the fee from your investment.

### **Hourly Rate Direct Charges**

I may charge an hourly rate for financial services. The current rate is \$350 (plus GST) per hour or part thereof. Part or all of the initial commissions received from a product provider may be rebated to you if this charging option is used.

Before going ahead, I will provide you an estimate of the time that I may need.

### **Revenue, Adviser Service fees and Commissions**

#### **Revenue**

Financial Wisdom may receive payments from certain product providers whose products I recommend. These payments are based on the level of investments by Financial Wisdom clients in those products or level of insurance premiums applicable.

#### **Adviser Service Fee**

The Adviser Service Fee is a fee that you and I agree on for the ongoing advice and service that I am to provide, and is payable to Financial Wisdom. Financial Wisdom may pass all or part of that fee on to me. Some products offer the option to deduct the Adviser Service Fee from your funds on a periodic basis.

#### Direct Share Investments

I may charge you a fee over and above the brokerage fee charged by CommSec Adviser Services for trading shares. A management fee based on the value of your direct share investment may also be charged. These fees are optional and have no minimum or maximum.

#### **Commissions**

Financial Wisdom may receive initial or ongoing commission payments when you invest in a product or commence an insurance policy through me. Under this arrangement, Financial Wisdom may receive commission payments directly from product providers.

An initial commission is a one-off payment made upon entry to a financial product and an ongoing commission is paid each year for which a financial product is maintained.

Commission payments are based on a percentage of the funds you invest or the insurance premiums you pay. They are not paid directly by you and are instead deducted from the investment, superannuation, loan or insurance premium by the product provider and paid to Financial Wisdom.

#### Investment and superannuation products

The initial commission that Financial Wisdom may receive on an investment or superannuation product can be up to 5.50% of the investment amount.

The ongoing commission that Financial Wisdom may receive can be up to 1.10% per annum of the investment amount.

Financial Wisdom only receives initial or ongoing commission payments on investment or superannuation products, where they are entitled to receive these payments through existing arrangements with product providers.

#### Life insurance products

*Additional cover added to an existing product which was issued before 1 January 2018*

The initial commission that Financial Wisdom may receive on insurance products can be up to 135% of the first year's premium. The ongoing commission that Financial Wisdom

can receive may be up to 38.50% per annum of the renewal premium.

#### *New products issued on or after 1 January 2018*

The initial commission that Financial Wisdom may receive on insurance products applied for and issued on or after 1 January 2018 will be no more than 80% of the premium in the year of issue. The ongoing commission that Financial Wisdom can receive will not exceed 20% per annum of the premium (33% per annum of the premium for level commission structures).

Any commission payments that Financial Wisdom or I receive are not an additional cost to you.

#### Margin Lending

Financial Wisdom may receive commission payments on margin loans which are based on a percentage of the loan amount. This commission is paid on an annual basis and Financial Wisdom may pass this on to me. Financial Wisdom will only receive initial or ongoing commission payments on margin loans, or additional drawdowns to these products, where they are entitled to receive these payments through existing arrangements with product providers.

### **5. What Financial Wisdom pays me as your Adviser**

#### **Fees and Commissions**

Once Financial Wisdom receives payment for a service, it will pay me up to 100% of the fees and revenue that they receive.

The amount payable to me will be disclosed in your SoA. If the amount is not calculated at the time your SoA is provided, the way the amount is calculated will instead be disclosed.

#### **Referral payments**

If you were referred by another party, or if Financial Wisdom or I have referred you to someone else, Financial Wisdom or I may pay that referral party a fee or commission. Financial Wisdom or I may receive a referral fee in the event that we refer you to someone. Your SoA will disclose these referral payments and the amounts paid.

#### **Partners in Education**

Financial Wisdom may receive sponsorship payments from a number of product providers which are in no way linked to volume of sales. Financial Wisdom offers various package arrangements where product providers can partner with Financial Wisdom to provide education and training services for their Advisers. For a full list of all current partners, please visit [www.financialwisdom.com.au](http://www.financialwisdom.com.au)

#### **Other benefits that I may receive**

From time to time, I may be entitled to receive the benefits outlined below. These other benefits are not an additional cost to you:

- Educational conferences and seminars: these are arranged by Financial Wisdom and attendance may be fully or partially subsidised by Financial Wisdom.
- Non-monetary benefits: these may include business lunches, tickets to sporting and cultural events, promotional merchandise or other minor benefits from Financial Wisdom or product providers.

- I may also have access to a Business Valuation Package offered by Financial Wisdom. This is subject to certain conditions and any amount paid by Financial Wisdom depends on factors such as compliance history and financial performance.

These benefits are discretionary in nature and relate to future events. It is therefore not possible to provide an estimated dollar value on these benefits at this point in time.

Any other benefits that Financial Wisdom or I may receive will only be accepted to a value of less than \$300 per provider per year. If other benefits over this limit are received, they will be declined or if delivery has already been made, they will be disposed of. In the instance that a benefit has been received and needs to be disposed of, that benefit will be passed on to charity or disposed of by other means.

Financial Wisdom maintains a public register of all other benefits they receive. Financial Wisdom also maintains a Conflicts of Interest register for circumstances where some or all of your interests may be inconsistent or diverge from some or all of my interests or those of Financial Wisdom. If you would like to see a copy of these registers, you can contact Financial Wisdom.