



# Financial Services Guide

Provided by

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(together **we, us, our**)

As authorised representatives of Regional Wealth Pty Ltd ABN 69653664049 AFSL No. 536535  
**(Licensee)**

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The distribution of this financial services guide (**FSG**) is authorised by the Licensee.

## PURPOSE OF THIS DOCUMENT

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

## NOT INDEPENDENT

Because:

We receive commissions on the sale of life risk insurance products that are not rebated in full to clients;

we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

## WHO DOES THE LICENSEE ACT FOR?

As authorised representatives, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

## HOW CAN YOU PROVIDE US WITH INSTRUCTIONS?

You can give us instructions by phone, email or any other means that we agree with you from time to time. Please refer to our engagement letter for more information on this.

## ADDITIONAL DOCUMENTS YOU MAY RECEIVE FROM US

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

**A STATEMENT OF ADVICE (SoA) OR RECORD OF ADVICE (RoA).** These documents set out the advice we provide to you. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us;

**A PRODUCT DISCLOSURE STATEMENT (PDS)** which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive annual fee disclosure statements and we will ask you to renew the agreement and consent to the deduction of advice fees from your account each year.

## FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE

We are authorised to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- superannuation;

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services and MDA services;
- retirement savings accounts products;
- securities;

### YOUR OPTIONS

Greybox Wealth gives you access to a range of advice solutions

**GENERAL ADVICE** - If you are looking for guidance and information about your superannuation, retirement options or another financial product. We can provide you with General Advice

**ONCE-OFF COMPREHENSIVE ADVICE** - If you're seeking a comprehensive financial plan to help you reach your goals and address multiple issues.

**ONGOING SERVICE AGREEMENT** - Keeping your financial plan on track is also very important. For those who don't wish to take on the stress and complexities of managing their own affairs, we offer an ongoing review advice service.

## THE FINANCIAL PLANNING PROCESS FOR ADVICE

**1. INITIAL DISCUSSION** – We will ask for information about your current financial position and your financial goals to determine the scope of advice. This scope may be limited if information provided is incomplete or inaccurate or if your instructions are outside of our authority.

**2. DECIDING WHETHER OR NOT TO PROCEED WITH ADVICE.** If you agree that personal financial advice is in your best interests, you will receive a quote for the cost of developing your financial plan (called an SoA) based on the scope agreed to with your adviser.

**3. DEVELOPING YOUR PLAN.** If you decide to proceed, we will research and develop an appropriate strategy based on your goals and financial position and document this in an SoA.

**4. PRESENTING YOUR PLAN.** When your plan is complete, we'll contact you to arrange an appropriate time to explain our advice including risks and costs associated with any recommended strategy, and provide you with a copy of the SoA

**5. ASSISTED IMPLEMENTATION.** We will go through the steps involved to implement your plan and answer any further questions you have. For comprehensive advice, we will arrange the paperwork needed to implement our advice on your behalf where possible.

Some implementation support is available for scaled advice at an additional cost. eg Centrelink

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## **FEES**

All fees are payable to Regional Wealth Pty Ltd (licensee) or Greybox Wealth (trading company). Phillip Monaghan and Marty Southcombe are the owners of the shares on issue in Grey Box Wealth Pty Ltd and share in the profits that Grey Box Wealth Pty Ltd makes.

## **GENERAL ADVICE**

We may charge you a fee for any general advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with the general advice. The amount of these fees usually ranges from \$250 to \$500 but may exceed this range in complex cases. Details of the fee will be agreed with you in an engagement letter. You may request information about these fees within a reasonable time after receiving this FSG but before you are provided with any general advice.

## **PERSONAL ADVICE**

We will charge you a fee for any personal advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with personal advice. The amount of these fees usually ranges from \$2,200 to \$4,000 but may exceed this range in complex cases. These fees will be agreed with you beforehand as part of an engagement letter and will be disclosed in a SoA or RoA which will be provided to you.

## **ONGOING SERVICE**

Our ongoing advice service fees depend on the ongoing service that we provide to you. They are typically charged as a percentage based on the value of your portfolio and are paid monthly. These fees usually vary from \$1,500 to \$20,000 but this is a guide only. The amount of ongoing fees will depend on your total assets under management and other factors such as the complexity of your portfolio, the regularity of reviews and any additional services we are providing.

The ongoing advice service fee will be agreed with you in our ongoing service agreement.

## **BROKERAGE FEES**

We may charge a brokerage fee of \$20 (plus GST) + 0.41% when you buy or sell listed investments. This fee will typically be applied to each transaction as a fixed amount.

The services and fees will be set out in the SoA or RoA that we provide to you.

## **MANAGED FUND TRANSACTION FEES**

We will not charge a transaction fee when you buy or sell interests in managed funds.

## **INSURANCE COMMISSIONS**

We receive a one-off upfront commission when you take out an insurance policy we recommend. The upfront commission will be between 10% and 60% of the first year's annual premium.

We also receive an ongoing commission payment of between 10% and 20% of the annual premium for as long as you continue to hold the policy.

For example, for an insurance product with an annual premium of \$2,000, where the issuer pays us an upfront commission of 60%,

we will receive \$1,200. The issuer will pay us 10% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,000, this equates to \$200 per year.

You will be advised of the exact amount of these commissions in the SoA or RoA.

### **OTHER BENEFITS**

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

### **ADVISER REMUNERATION**

Phillip Monaghan is paid a base salary and does not receive commissions from product issuers. However, he owns shares on issue in Grey Box Wealth Pty Ltd and shares in the profits that Grey Box Wealth makes.

### **ASSOCIATIONS**

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist.

### **CONFLICTS OF INTEREST**

Phillip Monaghan may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

### **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 the Licensee. We accept complaints over the phone, in person, via email or letter or on our social media channels. The best option is to call the Licensee or put your complaint in writing to the Licensee's office. The Licensee will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or the Licensee does not respond to you within 30 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (**AFCA**) at the following address:

GPO Box 3

Melbourne VIC 3001

Ph: 1800 931 678

Fax: 03 9613 6399

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

You may only contact AFCA once you have followed the above procedure.

Our Complaints Handling Procedure is available on request and at our website at TBC.

### **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. 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 Privacy Policy is available on request and on our website at TBC.

## **COMPENSATION ARRANGEMENTS**

The Licensee holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act. The professional indemnity insurance covers all of the financial services we are authorised to provide to you.

## **CONTACT US**

If you have any queries about our financial services, please do not hesitate to contact us:

*Licensee's contact details*

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