



**ADVISE**

— W I S E —

ADVICE FOR LIFE

# Financial Services & Credit Guide

Part 1

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20 JULY 2023

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Version 7

This Financial Services Guide has been authorised for distribution by the authorising licensee:

Advise Wise Financial Services ('AWFS']  
ABN 72 628 641 921  
Australian Financial Services Licence No. 511532 ('AFSL')  
Suite 505, 35 Lime Street  
Sydney NSW 2000  
Email: team@advisewise.com.au  
Website: www.advisewise.com.au

This Financial Services and Credit Guide ("FSCG" or the 'Guide') provides you with important information about Advise Wise Financial Services "(AWFS)' or 'Licensee'), and its Authorised Representatives, who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your financial adviser.

This Guide consists of two parts. Part 1 of this Guide contains important information about:

- the financial services we offer as Authorised Representatives of AWFS;
- AWFS as the holder of an AFSL;
- the financial services that AWFS offers;
- the process we follow to provide financial services;
- how we, our associates, and AWFS are paid;
- any arrangements which may influence our advice to you;
- how we and AWFS protect your privacy; and
- who to contact if you have a complaint or if you are not satisfied with the services provided.

Part 2 of this Guide is an Adviser Profile and includes information on the services we are authorised to provide on behalf of AWFS.

References in this Guide to 'me', 'I', 'us', 'we' and/or 'our' should be read as either AWFS or your 'Authorised Representatives' of AWFS, as the context requires.

**Non-Independent Statement**

Advise Wise Financial Services Pty Ltd do not claim to be independent, impartial or unbiased under the Corporations Act definition as we may receive commissions from life insurance products that we provide advice on and place on behalf of clients, from time to time.

The Advise Wise Financial Services Pty Ltd Australian Financial Services Licence is fully owned and operated by its Directors and Employees and not associated with or controlled by any financial institution.

# PART 1

Part 1 contains the following sections:

- Financial Services & Credit Guide (Section 1);
- Privacy Statement (Section 2); and
- Are you satisfied? (Section 3).

You must read each of these sections in conjunction with Part 2, which provides more detail to allow you to make an informed decision about whether to use the financial services we offer.

Together, these documents form the complete FSCG which we, as Authorised Representatives, are required to provide.

## ABOUT AWFS

AWFS holds an AFSL issued by the Australian Securities and Investments Commission that includes the authorisation for the provision of both financial and credit advice.

As an Authorised Representative, we act on behalf of AWFS when providing the financial services, we are authorised to provide under AWFS's AFSL.

Further information on these services is set out in the FSCG Part 2 Adviser Profile.

As the holder of an AFSL, AWFS is responsible for the financial services we provide to you. AWFS acts on its own behalf when these financial services are provided to you.

# SECTION 1

## FINANCIAL SERVICES & CREDIT GUIDE

### WHAT OTHER INFORMATION SHOULD YOU CONSIDER BEFORE DECIDING WHETHER TO PROCEED WITH OUR RECOMMENDATIONS?

If you receive personal financial advice this will be documented in a Statement of Advice (SoA) or Credit Proposal, or in specific circumstances a Record of Advice (RoA), that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a Product Disclosure Statement (PDS) or other disclosure document issued by the product provider. Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

### WHO PROVIDES THE FINANCIAL SERVICES DESCRIBED IN THIS FSCG?

The financial services described in this FSCG are provided by us as Authorised Representatives of AWFS.

Part 2 of this Guide contains further details about your financial adviser, credit adviser, and our experience, qualifications, and professional memberships.

### WHO IS RESPONSIBLE FOR THOSE FINANCIAL SERVICES?

As the holder of an AFSL, AWFS is responsible for the financial services we provide to you. AWFS acts on its own behalf when these financial services are provided to you. In relation to the financial services offered in this FSCG, AWFS, as the holder of an AFSL, does not act on behalf of any other person or licensee. AWFS is only responsible for the services offered in the FSCG.

The law requires AWFS to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by AWFS and/or its Authorised Representatives. AWFS has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

### WHAT FINANCIAL SERVICES DO WE OFFER?

We are authorised, on behalf of AWFS to provide financial product advice and to deal in a wide range of products (unless otherwise stated in Part 2 of this Guide):

- Deposit and Payment Products
  - Basic Deposit Products
  - Non-basic Deposit Products
- Government Debentures, stocks or bonds
- Life Products
  - Investment Life Insurance products
  - Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Managed Investment Schemes, MDA Services
- Retirement Savings Account Products
- Securities
- Superannuation – All

Some of the services we can provide you (unless otherwise stated in Part 2 of this Guide) are:

- Ongoing Advisory Services;
- Cash Flow Planning advice;
- Personal Insurance strategies;
- Investment strategies;
- Wealth Accumulation advice;
- Portfolio management services;
- Superannuation advice;
- Self-Managed Superannuation Fund advice;
- Retirement advice;
- Redundancy advice;
- Centrelink / Social Security Benefits advice;
- Aged Care strategies;
- Estate Planning advice;
- Advice on Ownership and Entity Structures
- Mortgage Broking Services

## **WHAT PRODUCTS ARE AVAILABLE?**

A range of financial products offered by many leading financial product providers are available to our advisers when they provide personal advice. Details of the available products our advisers are authorised to provide advice about are contained in the Approved Product List (APL) and Approved Lender Panel.

Internal and external experts provide financial product research, which is used to carefully select and maintain an extensive list of Approved Products and Lenders for us to select from.

When providing personal advice to you, our advisers may only recommend a product to you if they consider it is appropriate after considering your objectives, financial situation and needs. Your adviser is not required to tell you about products that are not on the APL or Lender Panel and he or she may benefit from a product recommendation, including where the product issuer and earns fees.

## **HOW DO WE ENSURE THAT THE PERSONAL ADVICE WE GIVE YOU SUITS YOUR NEEDS AND OBJECTIVES?**

To ensure your adviser provides personal advice that is appropriate, we firstly need to understand your objectives, financial situation and needs. Your adviser (referred to as 'we' below) will follow a step-by-step process as outlined below:

- 1.) We will meet with you for an initial consultation. During this meeting we will discuss your expectations and provide you with details of the services we can offer.
- 2.) We will collect all the information we need from you, including your objectives, financial situation and needs. If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing all of this information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter you request.
- 3.) We will help you identify your goals and may discuss your attitude towards investment risk.
- 4.) We may consider strategies and areas such as income, social security, insurance, cash, and estate planning requirements. Where we recommend a financial product, we will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these and other considerations, we will prepare and present you with a written SoA, Credit Proposal or in some cases depending on the circumstances, an RoA. We will explain in the SoA, Credit Proposal (or RoA) the basis for the advice, and any remuneration, benefits or associations which could have influenced the advice.

Where we recommend financial products, we will provide you with a PDS or other disclosure document containing information about each product recommended, to help you make an informed decision about whether to invest in or acquire that product.

- 5.) We will discuss our recommendations with you, make any changes you require and ask you whether you would like us to implement those recommendations on your behalf.
- 6.) If you agree, we will then implement those recommendations.
- 7.) We will meet with you periodically to review your financial circumstances if we agree to an ongoing advice service arrangement which includes a regular review component. If an ongoing advice service arrangement is entered into, this will be documented in your Ongoing Advice Service Arrangement Letter and/or SoA. Where you have entered into an ongoing fee arrangement after 1 July 2013, we will renew your arrangement with you at a minimum of every two years.

We will also explain to you any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

In certain circumstances, we may not provide you with personal advice via a SoA or RoA, as outlined above.

These circumstances may include:

- 1.) Where we provide you with only general advice, such as through seminars and newsletters;
- 2.) When we are acting under a Managed Discretionary Account (MDA) Service which allows us to manage investments on your behalf, once you have accepted this service in a SoA.
- 3.) Further advice or verbal advice – if you previously received advice recorded in a SoA, any further personal advice provided by us may be recorded in a RoA. We will not necessarily provide you with a copy of the RoA unless you request it (see below).

## **WHAT DOCUMENTS DO YOU GET IF WE PROVIDE FURTHER ADVICE?**

Where a further review is conducted, and personal advice is provided, in some circumstances we are not required to provide you with a SoA for this further advice. Where this is the case, if you have not already been provided with a RoA, you may request a copy of the RoA from us by contacting us (on any of the contact details set out in Part 2 of this Guide) for a period of seven years from when the further advice was first provided to you. Where Credit Advice is provided you will be issued with a Credit Proposal.

## **HOW CAN YOU INSTRUCT US?**

You may specify how you would like to give us instructions, for example, by phone, fax or email using any of the contact details set out in Part 2 of this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

## **OTHER SERVICES**

We may provide services other than financial planning services. For example, we may also act as your accountant or legal adviser or advise you on real estate investments or your finance needs and performing credit activities for you. While we may provide these other services, you should understand that these other services are not provided on behalf of AWFS's AFSL and AWFS does not train, support or supervise the provision of these other services and has no responsibility in relation to these services.

Examples of the services which AWFS is not responsible for include:

- general insurance services;
- real estate and direct property advice;
- taxation services, such as completion of tax returns;
- accounting and audit services;

- legal services;
- consulting services; and
- administration and compliance of Self-Managed Superannuation Funds.

## **HOW ARE WE PAID FOR OUR SERVICES?**

We and AWFS may receive:

- fees paid by clients;
- commissions paid by product providers;
- other benefits.

Fees and commissions are payable to AWFS. AWFS may pay up to 100% of any fees and commissions to Advise Wise Pty Ltd.

Details of any fees, commissions, or other benefits that we, AWFS or other associated persons are entitled to receive if you implement our recommendations in relation to a specific financial product, will be disclosed to you in your SoA, RoA or Credit Guide when personal advice is given.

## **WHAT TYPE OF FEES, COMMISSIONS, PAYMENTS AND OTHER BENEFITS DO WE RECEIVE FOR OUR SERVICES?**

If the fees, commissions, or other benefits are not calculable at the time we provide personal advice, we will describe the manner in which they are calculated at the time the advice is given or as soon as practicable after. If you receive general advice you may request particulars of the fees, commissions, and other benefits that we may receive, within a reasonable time after this FSCG is given to you.

The types of fees, commissions and other benefits that may be received by us and by AWFS include the following:

### **Service fees**

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

### **Fees for advice**

We may charge fees for the preparation, presentation, and implementation of our advice.

These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

### **Ongoing fees for advice**

We may charge a fee for the provision of ongoing services.

This fee will be agreed with you and is either a set amount, and/or an amount based on the amount of funds under our advice, and/or the time involved.

## Referral fees

If we refer you to another business to provide you with services, we may receive referral fees. Those fees may vary according to the party to whom we are referring, and the products involved.

We will provide written notification to you if we are likely to receive referral fees for referring you to another service provider.

## Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

## Commissions

If you take out a financial product through us, AWFS may receive payments in the form of initial commissions and/or ongoing commissions from insurance providers. These commissions are included in the fees and premiums you pay the insurance provider. They are not an additional cost to you. We may agree to rebate some or all of these.

The commission payable are outlined below:

### Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by AWFS. These commissions are paid to Advise Wise Financial Services by the company that issues the product that we recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to Advise Wise Financial Services. Ongoing commissions are payments paid by product issuers to Advise Wise Financial Services in the years after the first year. These commissions may be passed onto us.

If you initiate an increase to your cover, Advise Wise Financial Services may receive an initial commission and ongoing commissions on the annual increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase. If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), Advise Wise Financial Services may receive up to 40% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that Advise Wise Financial Services may receive is set out in the table below:



<b>Date a new product is issued</b>	<b>Initial commission (% of annual policy cost or increase excl. GST)</b>	<b>Ongoing commission pa (% of annual policy cost or increase excl. GST)</b>
Before 1 January 2018	0 - 140%	0 - 38.5%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

- \* Advise Wise Financial Services may receive the pre-1 January 2018 commission rates above from the product issuer if:
- > your policy was issued before 1 January 2018 and you exercise an option or apply for additional cover under your policy after 1 January 2018; or
  - > your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

### **Example**

We recommend an insurance product to you and it is applied for and issued after 1 January 2019. The annual policy cost is \$450. AWFS may receive up to \$315 (70% excl. GST) as an initial commission and may pass up to \$315 to us. Assuming the policy cost stays the same each year, AWFS may receive up to \$90 pa (20% excl. GST) as an ongoing commission and may pass up to \$90 pa to us.

If we recommend you a level premium to you, AWFS may receive up to 40% (excl. GST). If the annual policy cost is \$450, DJT Wealth may receive up to \$180 (excl. GST) as an ongoing payment.

We recommend an insurance product to you and it is applied for and issued after 1 January 2020. The annual policy cost is \$450. AWFS may receive up to \$270 (60% excl. GST) as an initial commission and may pass up to \$270 to us. Assuming the policy cost stays the same each year, AWFS may receive up to \$90 pa (20% excl. GST) as an ongoing payment.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that AWFS and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

### **Credit Products**

An upfront commission is payable by lenders in relation to settled (drawn-down) loans and is calculated as a percentage of the loan amount. It is usually paid after settlement of the loan. Trail commission is payable by lenders in relation to settled (drawn-down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears. The upfront and trail commissions that we are paid by lenders are not payable by you. Details of commission to be received will be included in the Summary of Requirements and Credit Proposal document that we will provide you with when credit assistance is provided.

## Credit Panel

**This section provides information about the lenders we have conducted the most business and the lenders with which we hold an accreditation.**

Advise Wise Financial Services top six lenders are as follows:

1. Macquarie Bank
2. Ubank
3. ING
4. Bankwest
5. Suncorp
6. St George

**Advise Wise Financial Services authorised representatives are accredited with the following lenders:**

AMP	ANZ
Bank of Melbourne	Bank of Queensland
Bank of South Australia	Bankwest
Better Choice	Better Mortgage Management
Commonwealth Bank	Connective Advance (Thinktank)
Connective Elevate (Bluestone)	Connective Select (Adelaide & Bendigo Bank)
Connective Solutions (Pepper Money)	Deposit Assure
Deposit Power	Firefighters Mutual Bank
Firstmac	Gateway Bank
Health Professionals Bank	Heritage Bank
Homestart Finance	ING
Macquarie Bank	ME Bank
NAB	Pepper Money
RedZed	Resimac
St George	Suncorp
Teachers Mutual Bank	Ubank
Unibank	Virgin Money
Westpac	

## **DOES AWFS CHARGE ANY FEES?**

AWFS will not charge you any additional fees. However, it may retain up to 100% of all fees and commissions generated by its Authorised Representatives.

## **OTHER BENEFITS**

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$100 and \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

A copy of the register is available on request for a small charge.

## **WHAT ARRANGEMENTS MAY INFLUENCE OUR ADVICE TO YOU?**

AWFS's Approved Product List & Lender Panel contains a range of financial products and investment platforms from product providers not associated with AWFS.

We are generally only permitted to recommend financial products and investment platforms on the Approved Product List or Lender Panel, however we can recommend other products and services to you where it suits your objectives, financial situation and needs.

Any other relationships or associations we have that may influence our advice to you will be disclosed in Part 2 of this FSCG.

## **WHAT FEES DO WE PAY TO SOMEONE WHO REFERS YOU TO US?**

If you are referred to us we may pay the referrer a fee. We may also provide the referrer with gifts such as branded promotional items, hampers, or gift vouchers.

The fee varies according to the referrer and financial products involved.

The fee may be a percentage of our fees, a percentage of the total amount invested paid through the referral, or a flat fee. We may pay these fees upfront when the financial service is provided, or the financial product is provided, or periodically as ongoing fees.

## **C E T T D I I T I T R E**

We may seek your authorisation and/or consent via digital signatures, which may include but not be limited to email, digital signature technology, secure portal and document storage services.

Use of these technologies is governed by our policies and procedures, including but not limited to our digital signature policy. If you wish to withdraw your consent to use any of these technologies, please contact us at [afsl@advisewise.com.au](mailto:afsl@advisewise.com.au) with the specifics of your request.

You may also request more information regarding digital signatures our and policies and procedures by contacting us.

## SECTION 2

### PRIVACY STATEMENT

#### WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

#### COLLECTING AND DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

AWFS is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

#### OTHER IMPORTANT INFORMATION

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at [www.advisewise.com.au](http://www.advisewise.com.au). It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;

- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and;
- how we collect, hold, use, and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

## **DEFINITIONS**

"We", "our", "us" means Advise Wise Financial Services and its Authorised Representatives.

## SECTION 3

### ARE YOU SATISFIED?

#### WHAT TO DO IF YOU HAVE ANY CONCERNS ABOUT OUR SERVICES

Both we and AWFS endeavour to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

- 1.) Contact us first about your concern.
- 2.) If your concern is not resolved to your satisfaction, you may contact AWFS by:

**Writing to:**

Managing Director  
Advise Wise Financial Services  
GP Box 1549  
Sydney NSW 2001

**Email:**

[afsl@advisewise.com.au](mailto:afsl@advisewise.com.au)

If your concern is not resolved, or if you are not satisfied with the decision, you may contact the Australian Financial Complaints Authority (AFCA).

**Writing to:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

**Email:**

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

**Website:**

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

**Phone:**

1800 931 678

- 3.) The Australian Securities & Investments Commission (ASIC) is Australia's corporate, markets and financial services regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's financial markets are fair and transparent and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

**Writing to:**

Australian Securities & Investments Commission  
GPO Box 9827  
Your Capital City

Or

PO Box 4000  
Gippsland Mail Centre  
Victoria 3841

**Website:**  
[www.asic.gov.au](http://www.asic.gov.au)

**Phone:**  
1300 300 630

5.) The Financial Association Australia Limited (FAAA), is the peak professional body for financial

planning in Australia. The FAAA provides the leadership and professional framework that enables members to deliver quality financial advice to their clients. All FAAA members are bound by professional, technical, and ethical standards as provided in the FAAA Code of Professional Practice. The FAAA has effective and appropriate policies and procedures in place to assist you with your complaint and ultimately help protect consumers and those planners doing the right thing. You may contact the FAAA by:

**Writing to:**  
The Investigations Manager  
Financial Advice Association Australia Ltd  
GPO Box 4285  
Sydney NSW 2001

**Website:**  
[www.faaa.au](http://www.faaa.au)

**Phone:**  
1300-337-301

6.) The Finance Brokers Association of Australia Limited (FBAA), is the nation's leading broker association

for finance and mortgage professionals. The FBAA's core functions are to develop and uphold the Code of Practice as adopted by industry professionals who offer consumer finance, commercial finance, lease and motor vehicle finance, business and debtor finance, as finance/mortgage brokers. The FBAA manage complaints and disciplinary procedures which are designed to eliminate unacceptable working practices amongst members, by providing a Disciplinary Tribunal approved by the ACCC. You may contact the FBAA

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

**Phone:**  
07-3847-8119

Before you send your concern to any of these respective bodies, please contact them first to understand the process of lodging your concern with them.

# Financial Services & Credit Guide

## Part 2 (Adviser Profile)

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By date of appointment:

2a: Matthew Fenning

2b: Samuel Fenning

2c: Jane Mitchell



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## **PART 2 (Adviser Profile - Matthew Fenning)**

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services I Provide (Section 2);
- Fees and Charges (Section 3); and
- Contact and Acknowledgment (Section 4).

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSG) dated 20 July 2023 and should be read together with Part 1. Part 2 sets out specific details about me as an Authorised Representative of Advise Wise Financial Services Pty Ltd ('AWFS'), and my employer.

I am authorised by AWFS to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by AWFS to distribute this FSG.

Advise Wise Financial Services Pty Ltd ('AWFS')  
ABN holder of 72 628 641 921  
Australian Financial Services Licence No. 511532 ('AFSL')  
Suite 505, 35 Lime Street  
Sydney NSW 2000  
Email: team@advisewise.com.au  
Website: www.advisewise.com.au

### **SECTION 1**

#### **ABOUT YOUR ADVISER**

##### **WHO IS YOUR FINANCIAL & CREDIT ADVISER?**

Your Financial Adviser is Matthew Fenning and Advise Wise Pty Ltd ('Advise Wise').

Your Financial Adviser is Matthew Fenning (ASIC #1233045), & Advise Wise Pty Ltd (Advise Wise – ASIC CAR #1233044).

Advise Wise is a Corporate Authorised Representative of AWFS.

Your Credit Adviser is Matthew Fenning (ASIC #479304) authorised representative of AWFS.

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Matthew Fenning and/or Advise Wise. The term 'Representatives' refers generally to AWFS's Authorised Representatives.

## **WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?**

I have over 20 years' experience in client service and business management. I am adept at using my technical knowledge to apply strategies that help clients to achieve their goals

## **WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DOES YOUR FINANCIAL ADVISER HAVE?**

My qualifications are as follows:

- Diploma of Finance and Mortgage Broking
- Advanced Diploma of Financial Planning
- Bachelor of Business
- Graduate Diploma of Applied Finance
- Master of Business Administration (Executive)

My additional accreditations are as follows:

- Accredited Listed Product Adviser
- Accredited Aged Care Professional
- SMSF Accreditation
- Tax (Financial) Adviser

I am a member of the Financial Advice Association Australia, the Finance Brokers Association of Australia, The Tax Institute and the Australian Institute of Company Directors.

## **DOES YOUR FINANCIAL ADVISER HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?**

I have an association with Advise Wise (39 605 139 606) as a Director and Employee. Fees and commissions are paid to Advise Wise by AWFS and may be distributed to me.

I am also a director and shareholder of the following companies:

- Advise Wise Financial Services Pty Ltd
- Advise Wise Pty Ltd
- Advise Wise Finance Pty Ltd
- Fenning Brothers Pty Ltd
- Trajan Private Holdings Pty Ltd
- Advise Wise Services Pty Ltd
- Tra an Nominees Pty Ltd
- Tra an Consulting Pty Ltd

I may be entitled to receive dividends and/or directors fees from these companies.

## SECTION 2

### THE SERVICES I PROVIDE

#### WHAT AREAS IS YOUR FINANCIAL ADVISER AUTHORISED TO PROVIDE ADVICE ON?

I am authorised by AWFS to provide general and personal advice and deal in financial products and financial services, including advice or services in the following areas:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Retirement savings account products];
- Securities (e.g. shares)]; and
- Superannuation products including Self-Managed Super Funds
- Consumer credit advice and assistance;
- Strategic advice about consumer credit and consumer credit referrals; and
- Finance broking

#### ARE THERE ANY SERVICES YOUR FINANCIAL ADVISER IS NOT AUTHORISED TO PROVIDE?

I am not authorised by AWFS to provide advice or services in the following areas:

- Standard margin lending facilities;
- Derivatives;
- MDAs.

Please contact me to discuss if you require these services.

#### HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO ME?

You may provide instructions to me by using any of the contact details provided in Section 4 'Contact & Acknowledgment'.

#### PRIVACY STATEMENT

In addition to the information provided in the AWFS FSCG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at [www.advisewise.com.au](http://www.advisewise.com.au) and/or by calling us on 02-9555-8188.

## SECTION 3

### FEES AND CHARGES

#### HOW WILL YOUR FINANCIAL ADVISER BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSCG which are attributed to the services provided to you by me are paid to AWFS.

AWFS receives all fees and commissions payable for the services we provide and pays up to 100% of all the fees and commissions it receives to Advise Wise.

I receive dividends as a director of Advise Wise. These are paid to me as determined by that company from time to time.

I receive a salary as an employee of Advise Wise.

I may receive a bonus based on a combination of financial and non-financial measures that relate to income, compliance, continuing professional development and quality of service.

#### WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) **Recommendation:** For having a personalised financial plan (SoA) prepared, a plan preparation fee may be payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you. This fee will be agreed with you in writing prior to us commencing the preparation of any advice.
- 2.) **Implementation:** I may charge a placement fee and/or implementation fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation and the implementation that you require. This fee will be agreed with you in writing prior to us commencing the implementation of any advice.
- 3.) **Ongoing Advice Service and Reviews:** If you choose to have me conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have me provide an ongoing advice service, you may be charged a fee. The actual fee will depend on the complexity of your situation, scope of your ongoing requirements and the amount you have invested. This fee will be agreed with you in writing prior to us commencing the ongoing advice service.

Where I receive an initial commission and/or ongoing commission amount, I may rebate all or part of the commission to you.

**Note:** Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), Credit Proposal, or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

#### **WHAT OTHER BENEFITS DOES YOUR FINANCIAL ADVISER RECEIVE?**

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

- From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

#### **WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?**

I do not receive payments for any referrals made to third parties (accountants, solicitors etc) or referrals received.

## **SECTION 4**

### **CONTACT & ACKNOWLEDGMENT**

#### **HOW YOU CAN CONTACT YOUR FINANCIAL ADVISER**

**Your Financial Adviser:**

Matthew Fenning  
Advise Wise

Phone: 02-9555-8188  
Fax: 02-8080-8308  
Mobile: 0418-288-246  
Email: mattf@advisewise.com.au  
Website: www.advisewise.com.au

**Practice details:**

Suite 505, 35 Lime St  
Sydney NSW 2000  
team [advisewise.com.au](http://advisewise.com.au)

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## **PART 2 (Adviser Profile )**

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services I Provide (Section 2);
- Fees and Charges (Section 3); and
- Contact and Acknowledgment (Section 4).

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSCG) dated 20 July 2023 and should be read together with Part 1. Part 2 sets out specific details about me as an Authorised Representative of Advise Wise Financial Services Pty Ltd ('AWFS'), and my employer.

I am authorised by AWFS to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by AWFS to distribute this FSCG.

Advise Wise Financial Services Pty Ltd ('AWFS')  
ABN holder of 72 628 641 921  
Australian Financial Services Licence No. 511532 ('AFSL')  
Suite 505, 35 Lime Street  
Sydney NSW 2000  
Email: team@advisewise.com.au  
Website: www.advisewise.com.au

### **SECTION 1**

#### **ABOUT YOUR ADVISER**

##### **WHO IS YOUR FINANCIAL & CREDIT ADVISER?**

Your Financial Adviser is Samuel Fenning and Advise Wise Pty Ltd ('Advise Wise').

Your Financial Adviser is Samuel Fenning (ASIC #1002822), and Advise Wise Pty Ltd (Advise Wise – ASIC CAR #1233044).

Advise Wise is a Corporate Authorised Representative of AWFS.

Your Credit Adviser is Samuel Fenning (ASIC #512713) authorised representative of AWFS.

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Samuel Fenning and/or Advise Wise. The term 'Representatives' refers generally to AWFS's Authorised Representatives.

## WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?

My career has included a variety of roles within the financial planning industry which has enabled me to gain extensive knowledge and experience advising clients on achieving their goals and objectives.

## WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DOES YOUR FINANCIAL ADVISER HAVE?

My qualifications are as follows:

- Diploma of Finance and Mortgage Broking
- Bachelor of Commerce (Financial Planning)
- Certified Financial Planner

My additional accreditations are as follows:

- Accredited Listed Product Adviser
- Tax (Financial) Adviser

I am a member of the Financial Advice Association Australia and The Finance Brokers Association Australia.

## DOES YOUR FINANCIAL ADVISER HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?

I have an association with Advise Wise (39 605 139 606) as a Director and Employee. Fees and commissions are paid to Advise Wise by AWFS and may be distributed to me.

I am also a director and shareholder of the following companies:

- Advise Wise Financial Services Pty Ltd
- Advise Wise Pty Ltd
- Advise Wise Finance Pty Ltd
- Fenning Brothers Pty Ltd
- Advise Wise Services Pty Ltd
- Aiko Holdings Pty Ltd

I may be entitled to receive dividends and/or directors fees from these companies.

## SECTION 2

### THE SERVICES I PROVIDE

#### WHAT AREAS IS YOUR FINANCIAL ADVISER AUTHORISED TO PROVIDE ADVICE ON?

I am authorised by AWFS to provide general and personal advice and deal in financial products and financial services, including advice or services in the following areas:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Retirement savings account products];
- Securities (e.g. shares)]; and
- Superannuation products excluding Self-Managed Super Funds
- Consumer credit advice and assistance;
- Strategic advice about consumer credit and consumer credit referrals; and
- Finance broking

#### ARE THERE ANY SERVICES YOUR FINANCIAL ADVISER IS NOT AUTHORISED TO PROVIDE?

I am not authorised by AWFS to provide advice or services in the following areas:

- Standard margin lending facilities;
- Derivatives;
- MDAs.

Please contact me to discuss if you require these services.

#### HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO ME?

You may provide instructions to me by using any of the contact details provided in Section 4 'Contact & Acknowledgment'.

#### PRIVACY STATEMENT

In addition to the information provided in the AWFS FSCG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at [www.advisewise.com.au](http://www.advisewise.com.au) and/or by calling us on 02-9555-8188.



## SECTION 3

### FEES AND CHARGES

#### HOW WILL YOUR FINANCIAL ADVISER BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSCG which are attributed to the services provided to you by me are paid to AWFS.

AWFS receives all fees and commissions payable for the services we provide and pays up to 100% of all the fees and commissions it receives to Advise Wise.

I receive director fees and profit share as a director of Advise Wise. These are paid to me as determined by that company from time to time.

I receive a salary as an employee of Advise Wise.

I may receive a bonus based on a combination of financial and non-financial measures that relate to income, compliance, continuing professional development and quality of service.

#### WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) **Recommendation:** For having a personalised financial plan (SoA) prepared, a plan preparation fee may be payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you. This fee will be agreed with you in writing prior to us commencing the preparation of any advice.
- 2.) **Implementation:** I may charge a placement fee and/or implementation fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation and the implementation that you require. This fee will be agreed with you in writing prior to us commencing the implementation of any advice.
- 3.) **Ongoing Advice Service and Reviews:** If you choose to have me conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have me provide an ongoing advice service, you may be charged a fee. The actual fee will depend on the complexity of your situation, scope of your ongoing requirements and the amount you have invested. This fee will be agreed with you in writing prior to us commencing the ongoing advice service.

Where I receive an initial commission and/or ongoing commission amount, I may rebate all or part of the commission to you.

**Note:** Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), Credit Proposal, or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

#### **WHAT OTHER BENEFITS DOES YOUR FINANCIAL ADVISER RECEIVE?**

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

- From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

#### **WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?**

I do not receive payments for any referrals made to third parties (accountants, solicitors etc) or referrals received.

## **SECTION 4**

### **CONTACT & ACKNOWLEDGMENT**

#### **HOW YOU CAN CONTACT YOUR FINANCIAL ADVISER**

**Your Financial Adviser:**

Samuel Fenning

Phone: 02-9555-8188

Advise Wise

Fax: 02-8080-8308

Mobile: 0407-283-105

**Practice details:**

Email: [samuelf@advisewise.com.au](mailto:samuelf@advisewise.com.au)

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

Suite 505, 35 Lime St

Sydney NSW 2000

team [advisewise.com.au](http://advisewise.com.au)

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## **PART 2C (Adviser Profile – Jane Mitchell)**

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services I Provide (Section 2);
- Fees and Charges (Section 3); and
- Contact and Acknowledgment (Section 4).

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSG) dated 20 July 2023 and should be read together with Part 1. Part 2 sets out specific details about me as an Authorised Representative of Advise Wise Financial Services Pty Ltd ('AWFS'), and my employer.

I am authorised by AWFS to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by AWFS to distribute this FSG.

Advise Wise Financial Services Pty Ltd ('AWFS')  
ABN holder of 72 628 641 921  
Australian Financial Services Licence No. 511532 ('AFSL')  
Suite 505, 35 Lime Street  
Sydney NSW 2000  
Email: team@advisewise.com.au  
Website: www.advisewise.com.au

### **SECTION 1**

#### **ABOUT YOUR ADVISER**

##### **WHO IS YOUR FINANCIAL ADVISER?**

Your Financial Adviser is Jane Mitchell and Advise Wise Pty Ltd ('Advise Wise').

Your Financial Adviser is Jane Mitchell (ASIC #323403), and Advise Wise Pty Ltd (Advise Wise – ASIC #1233044).

Advise Wise is a Corporate Authorised Representative of AWFS.

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Jane Mitchell and/or Advise Wise. The term 'Representatives' refers generally to AWFS's Authorised Representatives.

### **WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?**

I am a Financial Adviser who specialises in making the complex simple. I loves to take the stress out of client's financial lives. I believes in helping people, especially women to secure their financial future by making the best financial decisions for their individual situation.

### **WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DOES YOUR FINANCIAL ADVISER HAVE?**

My qualifications are as follows:

- Diploma of Financial Services
- Advanced Diploma of Financial Planning
- Masters of Financial Planning

My additional accreditations are as follows:

- Accredited Listed Product Adviser
- Tax (Financial) Adviser
- Margin Lending & Geared Investments

I am a member of the Financial Advice Association Australia.

### **DOES YOUR FINANCIAL ADVISER HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?**

I have an association with Advise Wise (39 605 139 606) as an Employee.

Please refer to Section 3 "How will your financial adviser be paid for the services provided"

## SECTION 2

### THE SERVICES I PROVIDE

#### WHAT AREAS IS YOUR FINANCIAL ADVISER AUTHORISED TO PROVIDE ADVICE ON?

I am authorised by AWFS to provide general and personal advice and deal in financial products and financial services, including advice or services in the following areas:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Retirement savings account products];
- Securities (e.g. shares)]; and
- Superannuation products excluding Self-Managed Super Funds

#### ARE THERE ANY SERVICES YOUR FINANCIAL ADVISER IS NOT AUTHORISED TO PROVIDE?

I am not authorised by AWFS to provide advice or services in the following areas:

- Standard margin lending facilities;
- Derivatives;
- MDAs.

I am not authorised by AWFS to provide advice or services in the following areas, however I am authorised to do so by another licensee;

- Consumer credit advice and assistance;
- Strategic advice about consumer credit and consumer credit referrals; and
- Finance broking

Please contact me to discuss if you require these services.

#### HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO ME?

You may provide instructions to me by using any of the contact details provided in Section 4 'Contact & Acknowledgment'.

#### PRIVACY STATEMENT

In addition to the information provided in the AWFS FSCG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at [www.advisewise.com.au](http://www.advisewise.com.au) and/or by calling us on 02-9555-8188.

## SECTION 3

### FEES AND CHARGES

#### HOW WILL YOUR FINANCIAL ADVISER BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSCG which are attributed to the services provided to you by me are paid to AWFS.

AWFS receives all fees and commissions payable for the services we provide and pays up to 100% of all the fees and commissions it receives to Advise Wise.

I receive director fees and profit share as a director of Advise Wise. These are paid to me as determined by that company from time to time.

I receive a salary as an employee of Advise Wise.

I may receive a bonus based on a combination of financial and non-financial measures that relate to income, compliance, continuing professional development and quality of service.

#### WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) **Recommendation:** For having a personalised financial plan (SoA) prepared, a plan preparation fee may be payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you. This fee will be agreed with you in writing prior to us commencing the preparation of any advice.
- 2.) **Implementation:** I may charge a placement fee and/or implementation fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation and the implementation that you require. This fee will be agreed with you in writing prior to us commencing the implementation of any advice.
- 3.) **Ongoing Advice Service and Reviews:** If you choose to have me conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have me provide an ongoing advice service, you may be charged a fee. The actual fee will depend on the complexity of your situation, scope of your ongoing requirements and the amount you have invested. This fee will be agreed with you in writing prior to us commencing the ongoing advice service.

Where a placement fee and/or implementation fee is charged, I may rebate all or part of the initial commissions and/or ongoing commissions received from a product issuer, by way of an increase in your investment amount.

Where I receive an initial commission and/or ongoing commission amount, I may rebate all or part of the implementation and/or placement fee to you.

**Note:** Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

#### **WHAT OTHER BENEFITS DOES YOUR FINANCIAL ADVISER RECEIVE?**

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

- From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

#### **WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?**

I do not receive payments for any referrals made to third parties (accountants, solicitors etc) or referrals received.

## **SECTION 4**

### **CONTACT & ACKNOWLEDGMENT**

#### **HOW YOU CAN CONTACT YOUR FINANCIAL ADVISER**

	Phone: 02-9555-8188
<b>Your Financial Adviser:</b>	Fax: 02-8080-8308
	Mobile: 0427-998-004
Jane Mitchell	Email: <a href="mailto:janem@advisewise.com.au">janem@advisewise.com.au</a>
Advise Wise	Website: <a href="http://www.advisewise.com.au">www.advisewise.com.au</a>

#### **Practice details:**

Suite 505, 35 Lime St	Phone: 02-9555-8188
Sydney NSW 2000	Fax: 02-8080-8308
	Email: <a href="mailto:team@advisewise.com.au">team@advisewise.com.au</a>
team <a href="http://advisewise.com.au">advisewise.com.au</a>	Website: <a href="http://www.advisewise.com.au">www.advisewise.com.au</a>