



ASVW | FINANCIAL SERVICES

FINANCIAL SERVICES GUIDE

ASVW FINANCIAL SERVICES PTY LTD | AFSL No. 446176

Version 2.6 | 25/11/2021

UNDERSTANDING THE ADVICE
PROCESS AND OUR RELATIONSHIP
WITH YOU

LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) explains the financial services and advice provided by ASVW Financial Services and your Financial Adviser, who is an authorised representative of ASVW Financial Services. The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties and potential conflicts of interests, and complaints.

This FSG should be read in conjunction with the **Adviser Profile**. The Adviser profile contains important information about your Adviser including relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid and fees that you may be charged. If you have not received an Adviser Profile, please ask your Adviser for a copy, or contact us directly.

Please take the time to review both the FSG and Adviser Profile before engaging our services.

ASVW Financial Services Pty Ltd (ABN 27 007 261 083), is an Australian Financial Services Licensee (AFSL 446176).

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WHO WE ARE

ASVW Financial Services is a Licensee which is privately owned and operated. This enables our network of experienced and professional Advisers to provide tailored and flexible solutions to you which is aimed at continually achieving your financial needs and objectives and meeting your best interests.

OUR RESPONSIBILITY

Your Adviser provides financial advice and services on behalf of ASVW Financial Services and accordingly we are responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

Financial Advisers are required to comply with the Financial Planners and Advisers Code of Ethics.

NOT INDEPENDENT

ASVW Financial Services cannot call itself 'independent', 'impartial', or 'unbiased' as we receive commissions from life insurance product providers for advice provided in relation to life insurance products as payment for our services.

WHAT WE CAN PROVIDE

ASVW Financial Services is licensed to provide financial product advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies

- Cash flow management
- Retirement planning
- Aged care strategies
- **Centrelink Assistance**
- Estate planning strategies
- Tax (financial) advice

We can advise in the following products:

- Basic deposit products
- Debentures, stocks and bonds
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Securities
- Superannuation
- Self-managed superannuation
- Margin Lending

ASVW Financial Services maintains an Approved Product List (APL). Subject to attaining required accreditation, your Adviser is able to recommend any product on the APL.

There may be instances where your Adviser will need to consider products outside of the APL. In these cases, your adviser may apply to ASVW Financial Service's Research Department to obtain a one-off product approval.

THE ADVICE PROCESS AND DOCUMENTS YOU MAY RECEIVE

Your Adviser will guide you through the advice process. This includes the following steps:

Engagement and Discovery

In the initial stages of the advice process your Adviser will work with you to define your financial goals and objectives and gather relevant information required to provide you appropriate advice.

Your Adviser will generally collect relevant information within a **Client Data Form** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances and superannuation. It is important that you provide

accurate information and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. **A Risk Profile Questionnaire** may be used to document and agree upon your level of risk tolerance.

Your Adviser may also use an **Engagement Document** to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing Laws.

Strategy and Personal Advice

After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is typically developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in the **Statement of Advice** (SOA). The SOA will include amongst other things, the basis of the advice, explanation of the strategies and products recommended and relevant disclosures including costs of advice and products. It also includes an authority to proceed section where you can consent to proceed with the recommendations.

Where a financial product has been recommended, you will generally be provided with a copy of the relevant **Product Disclosure Statement** (PDS).

The PDS includes detailed information on the financial product including features, conditions, costs and cooling off rights (if applicable).

Implementation

Where you elect to proceed with the recommendations, your Adviser will work with you to implement the strategy.

This may include, liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant **Product Application Form**.

Where recommendations include the purchase of an insurance policy, you may also need to complete a **Health Questionnaire**. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

GENERAL ADVICE

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. In this case, your Adviser will provide you with a general advice warning.

FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, an SOA may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

An **Ongoing Fee Arrangement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Where you have entered into an ongoing fee arrangement for a period of greater than 12 months, you will receive a **Fee Disclosure Statement** (FDS) annually.

The FDS will detail services and fees paid for the previous 12 month period, and the services offered and estimated fees for the next 12 months. To ensure the

ongoing fee arrangements continues, you will be required to confirm in writing annually. Confirmation may also include the requirement to sign a **Consent Form** that is provided to your relevant investment or superannuation provider.

Alternatively, you may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for a fee over a specific term not greater than 12 months. In this case, you will not be provided with an FDS. You may be required to sign a Consent Form where the fee is deducted from superannuation.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

HOW TO GIVE INSTRUCTIONS

Your Adviser may accept your instructions by phone, letter, email or fax. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.

YOUR PRIVACY

Your Adviser is required to maintain documentation and records of any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not to provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may not be able to provide you with the advice you require.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers

- Administration and paraplanning service providers

ASVW Financial Services may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia including the Philippines. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for ASVW Financial Services Advisers. All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

ASVW Financial Services respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please refer to our Privacy Policy at www.asvwfs.com.au

ADVISER REMUNERATION

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your Adviser provides a recommendation for a financial product or service, your Adviser may be remunerated through either:

- An initial fee for service;
- SOA preparation fee;
- Advice Implementation fee;
- Ongoing fee for service;
- A combination of any of the above.

These fees may comprise one or more of the following;

- A percentage fee based on the value of your investment holding in a financial product;
- A fixed dollar amount;
- An hourly rate.

RISK INSURANCE PRODUCTS

ASVW Financial Services may receive initial commissions from various life insurance companies for risk insurance products that you purchase and we may also receive ongoing commission when you renew your policy. This commission is taken out from the premium that you pay and is not a separate charge to you. Applicable risk insurance commissions are included in

the Adviser profile and will be detailed in your Statement of Advice.

LICENSEE REMUNERATION

ASVW Financial Services receives a flat fee for the provision of services required under its Australian Financial Services Licence.

OTHER FORMS OF REMUNERATION OR BENEFITS

ASVW Financial Services and/or its Advisers may receive non-monetary benefits which include benefits of less than \$300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to the financial products being recommended.

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

REFERRALS

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, a referral fee may be paid to the third party.

RELATED COMPANIES

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

SPONSORSHIP

ASVW Financial Services may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and give presentations at conferences and/or professional development training days.

ASVW Financial Services may use these payments to pay for costs associated with such conferences, training or professional development days.

PROFESSIONAL INDEMNITY

ASVW Financial Services maintains a policy which includes appropriate Professional Indemnity Insurance cover as required by the Corporations Act 2001.

REPORTING YOUR CONCERNS

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Complaints Manager to discuss your complaint.
Phone: 1300 265 818
Online: asvwfs.com.au
Mail: Complaints Manager
ASVW Financial Services Pty Ltd
PO Box 98 Cheltenham, VIC, 3192
2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution though this is exceptional and subject to your agreement.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone: 1800 931 678 (free call)

Online: www.afca.org.au

Email: info@afca.org.au

Mail: GPO Box 3 Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge Infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint

Contact Us

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ABN 27 007 261 083 | AFSL No. 446176
PO Box 98 Cheltenham, Vic, 3192
1300 265 818

info@asvwfs.com.au
asvwfs.com.au

For more information:
Please visit www.moneysmart.gov.au for more information on financial advice.

ASVW

FINANCIAL SERVICES



ASVW | FINANCIAL SERVICES

ABOUT YOUR ADVISER

Rowan Wadley

**AUTHORISED REPRESENTATIVE
NUMBER 235707**

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BUSINESS CONTACT DETAILS

Investment & Insurance Centre
17 Baylis Street
Wagga Wagga, NSW 2650

Phone: (02) 6921 3512
Mobile: 0417 422 377

Email: rwadley@investinsure.com.au

ASVW Financial Services Pty Ltd (ABN 27 007 261 083 | AFSL 446176) authorises your financial adviser to distribute this document. This document forms part of and should be read in conjunction with the ASVW Financial Services Pty Ltd Financial Services Guide (FSG).

ABOUT ME

Rowan commenced in the financial services industry in 1998 and is a Partner of Investment & Insurance Centre.

Rowan is passionate about assisting clients build and protect their wealth and is there to discuss and navigate changes to client circumstances.

Rowan loves to see his clients achieve their goals and objectives and eventually be able to retire in a strong financial position and allow them to enjoy their retirement years.

Rowan also values the relationships he builds with the clients of Investment & Insurance Centre and often then works with the next generation.

Rowan holds the following qualifications and memberships:

- Graduate Diploma of Financial Planning
- Applied Self-Managed Superannuation Fund Advice
- Accredited Listed Product Adviser Program
- Margin Lending
- Certified Financial Planner®
- Life Risk Specialist
- Financial Advice Association Australia (FAAA)
- Justice of the Peace

Rowan is authorised to provide the following financial services:

Superannuation and Retirement Planning

Personal Superannuation
Pensions and Annuities
Self-Managed Superannuation
Centrelink / Veterans' Affairs Assistance

Wealth Creation and Investments

Deposit Products
Investment Bonds
Managed Investments
Exchange Traded Products
Listed Securities (Shares and other products)
Margin Lending
Gearing

Wealth Protection

Personal Insurance
Business Insurance
Insurance Claims Assistance

Other Financial Planning Services

Budgeting and Cashflow Management
Debt Management
Estate Planning Assistance

Rowan is also a registered tax (financial) adviser and is authorised to provide a tax (financial) service.

Any tax agent services that are provided (including the preparation and filing of tax returns and liaison with the ATO) are not provided under ASVW Financial Services AFSL and are not covered by this FSG.

My remuneration

The cost of providing a financial advice service to you including initial consultation, strategy development, product considerations and a Statement of Advice will

depend upon the nature and complexity of the advice and or service provided. Rowan will discuss and agree the fee structure with you before he provides you with services. Fees for the advice and services provided may be based on either a fee for service arrangement, commission or a combination of both.

The relationship between ASVW Financial Services and Rowan is an arrangement through a flat fee agreement. This agreement stipulates that 100% of remuneration is paid to Investment & Insurance Centre while ASVW Financial Services will retain 0%. Of the revenue received by the practice, Rowan is paid a salary, and all his operational expenses are covered by the business. Rowan is a partner of the business and therefore will benefit from business profits.

Service and advice fees paid by you

All fees and commissions are GST inclusive and fees could be greater than those disclosed below in complex cases. In these instances, Rowan will inform you of the exact fee payable promptly in writing.

Your initial consultation is complimentary. At this meeting, Rowan will explain the advice process, what you can expect and the payment options available.

All fees and commissions payable by you will be explained to you at the time the advice is given and will also be detailed in a Statement of Advice, Record of Advice and Product Disclosure Statement(s).

You will have the ability to select your preferred payment option from the options below prior to the provision of advice.

Statement of Advice (SOA)

A Statement of Advice fee is charged to cover the cost of researching, developing, and preparing your advice document. This fee can range from \$1,650 to \$12,000 dependent on the complexity of the advice (i.e. Multiple goals, strategies, tax structures etc).

Fee for Service – Implementation

This fee represents the cost of implementing the advice contained in the SOA. This fee may be charged as a percentage of up to 2 per cent of assets under advice or charged as a flat dollar amount which may range from

\$1,650 to \$12,000 dependent on the complexity of the advice.

If Rowan recommends you acquire investments using borrowed funds, your implementation fee in this circumstance can range from \$3,300 to \$12,000.

Strategy Advice

The preparation of a Strategy presentation (or strategy options paper) may be required to identify the most appropriate scenario. Depending on the length and complexity of strategies required, the strategy presentation fees will range between \$3,300 to \$12,000.

Adviser Service Fee

The Adviser service fee represents the cost of providing a professional service to you over a fixed term or on an ongoing basis. The frequency of reviews will depend on the complexity of the advice provided and will also have an impact on the fee charged. This fee may be up to 2 per cent per annum of assets under advice or charged as a flat dollar fee which may range from \$2,400 to \$24,000, or a combination of both options can be negotiated depending on the complexity of the advice and the agreed level of service being provided. You only pay an Adviser service fee if you agree to a Client Service Agreement and then, only until it expires.

For circumstances where investments have been acquired from borrowed funds, this fee can range from \$3,300 to \$24,000.

Execution only service

Where Rowan provides a financial service to facilitate the buying or selling of a specific financial product as instructed by you, a fee of \$440 per hour may apply.

Commissions for Life Risk Products – issued from 1st January 2020

Initial commission payable under an upfront structure is capped at 66% from 1st January 2020. Ongoing commission under and upfront structure is 22% of the annual premium paid. Both initial and ongoing commission under a level structure will continue to be capped at 37%.

Overseas disclosures

In order to facilitate the provision of financial services, para-planning and other administrative services for you, Rowan may utilise service providers located in Sri Lanka and the Philippines. Accordingly, your personal information will likely be accessed from these overseas locations. Any overseas disclosure of your personal information to enable these services to be provided does not affect our commitment to safeguarding your privacy, and we will take reasonable steps to ensure that any overseas recipient complies with Australian privacy law.

Referrals to us and others

We may provide you with a referral to other professionals. This may include, but is not limited to, accountants, mortgage brokers and legal practitioners. You may also have been referred to us by another professional.

We do not receive a payment for these referrals. We may give a payment for referrals to us. If this is the case, we will inform you of this payment prior to the referring party being entitled to the payment.

Benefits, interests and associations

Other Associations and Directorships

Rowan does not receive any other benefits or have relationships that may influence the recommendation.

Contact Us

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Wagga Wagga, NSW 2650

(02) 6921 3512

rwadley@investinsure.com.au