



Poole and Partners
Investment Services

Financial Services Guide

Poole & Partners Investment Services Pty Ltd

ABN 24 093 450 394

Australian Financial Services Licence No. 280 232

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The information in this financial services guide is part of Poole & Partners Investment Services' ongoing commitment to keep you informed about all aspects of your investments and your rights. We look forward to assisting you with your financial planning and management needs.

This FSG is distributed with the approval of Poole & Partners Investment Services Pty Ltd.

Purpose of the Financial Services Guide

This guide is designed to assist you when deciding whether to use the services of Poole & Partners Investment Services Pty Ltd (PPI). If there is any information you don't understand, or have questions about, please talk to your adviser, or contact us.

This FSG covers:

- ~ who we are
- ~ our services
- ~ how we and our associates are paid
- ~ any arrangements we have that might influence our advice, and
- ~ who to contact if you have a complaint.

You will receive a Statement of Advice that has been formulated based on your relevant circumstances and has taken into account your disclosed information given during our initial communications. Your SOA will explain how our advice is in your best interests and how our advice will help you with the reasons why you sought our advice. Our advice will be based on professional judgement that will be tailored to your individual relevant circumstances.

Your SOA will clearly illustrate our fees, it will also transparently show you what to expect for our remuneration and our service delivery proposition and process.

If our Adviser provides further advice to you and your personal circumstances have not significantly changed, and the advice is related to the advice we provided to you in a previous Statement of Advice, we must retain a copy of that further advice in writing. You may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

When we recommend an investment or insurance policy, we will also give you a Product Disclosure Statement. This will tell you about the key features, risks, benefits, and fees of the investment or policy we recommend.

The Adviser Profile attached to this Financial Services Guide forms part of the guide and you should read that profile.

Not Independent

Because Poole & Partners Investment Services, receives commissions from life insurance companies, our business is not independent, impartial or unbiased. The Corporations Act states that if a licensee or an Authorised Representative receives commissions from a product issuer it cannot claim to be independent, impartial or unbiased.

Introducing Poole & Partners Investments Services

PPI, provides financial services and we are responsible for the advice and services provided by your adviser. PPI holds an Australian Financial Services Licence (number 280232).

PPI works together with our clients to provide the most appropriate specialist advice.

PPI founder, Mr Keith Poole had a foundation of knowledge, a high level of respect and integrity and good old-fashioned values. Keith had a lot of respect by his work colleagues and was a fierce competitor on the bowling green, having won a Commonwealth Games gold medal.

Our name of **Poole & Partners** is a way of respecting old-fashioned values that are inherent in our value proposition for our clients. We measure our success by the long-term relationships we have with our clients and our journey together looking after their families' wealth through generations.

Our philosophy is considering and maintaining blood line wealth as much as we can with the help of other professionals to help ensure **client financial security** is front and centre of every piece of advice we give. PPI has provided financial advice in the Sunshine Coast region since 2004, our advice helps guide clients on a journey to help achieve their lifestyle and financial goals. Your adviser will help you put plans into action and can provide ongoing advice to keep you on track as your needs and priorities change over life's journey.

Our Services

We can assist clients with advice and strategies in the following areas:

- Private wealth management
- Personal insurance needs
- Business insurance planning
- Retirement planning
- Superannuation management
- Wealth protection and asset protection
- Family Office Services

We are licensed to implement our recommendations for you through the use of:

- Portfolio administration services with effective and timely reporting.
- Listed securities including quality research on a wide range of Australian companies
- Cash management trusts
- Self-managed superannuation funds
- Retirement income streams
- Life insurance
- Managed investments schemes

Your Financial Planner acts on our behalf and can provide you with the services listed above. Generally, your financial planner is authorised to provide financial advice on, and deal in, only those financial products on our Approved Product List. Your adviser has access to a range of financial products to help you achieve your financial goals based on your personal circumstances, needs and objectives.

PPI does not provide margin lending facilities.

Giving us instructions

You can give instructions to PPI or your adviser via telephone, email or fax. We will not accept instructions from any person other than the client.

Our Fees

There are a number of ways to pay for our services. All fees and commissions are always detailed in a Statement of Advice or at the time we provide you with any further advice.

There are various ways you may pay for our services including, fee for service – where you pay a fee for the services that we provide, commissions – where a product or service provider pays us in the form of an initial (up-front) and/or ongoing (trail) commission or fees may be a combination of both fee for service and commissions.

The amount of fees charged depend on the financial products you acquire, the service you require and what is agreed between you and your financial adviser.

Fee for Service

Your adviser may charge fees for services which may include:

- A superannuation and/or Insurance review fee, estimated once-off fee \$550. You will be advised prior to your first appointment if this fee is applicable.
- Statement of Advice (SOA)– is a one-off fee– depending on the nature and complexity of the advice being provided. Estimated minimum fee is \$1,100 up to \$4,400 depending on the complexity of your advice.
- Once-off Online portfolio management establishment fee is \$440.
- Implementation fee – this a one-off-fee to implement the advice provided within the SOA, the estimated minimum fee is \$500 up to \$3,300 depending on the complexity of your advice to be implemented
- ONGOING MANAGEMENT SERVICE – a service fee per annum will be charged to provide an ongoing service of your investment and/or superannuation. The fee will be negotiated directly with you based on your particular

needs, portfolio requirements, goals, service and level of service required. The maximum fee is 1.1% of funds under advice. *For example, if your portfolio is \$250,000 the maximum fee you would pay is \$2,750 p.a.*

- Further to the adviser service fee, brokerage is discounted and payable on transactions undertaken
 - The brokerage fee ranges between 0.22% to 0.55% of the total value of any transactions undertaken when we buy or sell securities, with a minimum fee of \$66 inc gst of the trade applies.
 - For example; if we transacted securities for you to the value of \$100,000 the maximum cost would be up to \$550. inc. GST. If the value is \$1,000 the cost would be \$66 inc. GST.
- Ad hoc advice fee – a once off fee for advice that does not require an ongoing service agreement. The current charge rate is up to \$550.00 per hour or part there-of including GST. Before we provide you with any services on this basis, we will issue you with an estimate of the total fees payable for the work to be performed.
 - Execution Fee (for non-managed clients) – you will be charged a brokerage fee if you instruct your adviser to buy or sell specific ASX Listed shares on your behalf. You will be advised prior to the transaction of the fee's applicable which will be deducted on settlement of your trade.
 - Our securities transaction fee is 1.1% of the total value of any transactions undertaken when we buy or sell securities, with a minimum of \$110 per trade. For example; if we transacted securities for you to the value of \$100,000 the cost would be \$1,100. If the value is \$5,000 the cost will be \$110.

Advisers will inform you in writing if a review fee is payable at the first appointment, all ongoing and further fees will be disclosed in the written advice provided to you.

We do not charge clients a securities trade fee in connection with subscriptions for shares in IPOs. We may, however, receive a fee from the issuer for handling the application as disclosed in the relevant prospectus.

Fixed Interest and Cash Products

We do not receive any payment from product issuers in respect of fixed term and short-term money market lending investments and cash financial products arranged on behalf of clients

Commissions

PPI will receive and retain commissions from life insurance companies if you implement our insurance recommendations. The commissions are based on a percentage of your premium. On all commission arrangements where the commission in the first year is greater than that payable in the later years:

- The maximum upfront (year 1) commission is 66% and,
- The maximum ongoing (year 2 onwards) commission is 22%

For example; If your first year's premium is \$1,000 and the initial commission was 66% PPI will receive \$660. If your premium for the second and subsequent years is \$1,000 and the ongoing commission was 22% PPI will receive \$220 per annum.

These commissions are paid directly to us by the insurance provider. All commissions will be disclosed to you in the written advice provided to you.

Poole & Partners Investment Services, does not offer an option to pay an upfront fee to avoid ongoing commissions.

Cancellation of Life Insurance products by the client

- Year 1 - PPI will be subject to a clawback from the insurer and have to repay 100% of the commission received within the first year;
- Year 2 - PPI will be subject to a clawback from the insurer and have to repay up to 60% of commissions received within the second year.

In such circumstances where the client cancels their policy within the first 2 years, PPI reserves the right to invoice the client for the full amount clawed back by the Life Insurance Product provider.

Payments to Organisations Who Introduce You to PPI

PPI does not endorse, promote or receive any benefits (including referral fees) from any third party, in connection with any organisations who introduce you to PPI.

Where expressly permitted by the Corporations ACT 2001, any benefit is received, PPI will disclose to you what the benefit is.

Associated Businesses

Your adviser may have associations with other related businesses. Where these associations are relevant to the advice being provided to you, they will be disclosed in your Statement of Advice.

Conflicts of Interest

Does PPI have any Relationships or Associations with any Financial Product Issuer(s)?

PPI is a privately owned company. PPI, does not have any relationships or associations with a product issuer that may influence us in the provision of the financial services.

How does PPI Manage Conflicts of Interest?

We take any potential conflicts of interest seriously and have a Conflict of Interest Policy which we and our representatives must comply with and you can access by contacting us.

Conflicts of interest are circumstances where some or all of your interests as our client, are or may be inconsistent with, or diverge from, some or all of our interests. Our procedures and training are all designed to properly manage any conflict of interest and it is important to note that we have legal duties we owe you when we act as your professional adviser. We treat these very seriously.

We are governed by the Financial Planners and Advisers Code of Ethics 2019 and have a number of procedures in place to manage potential conflict of interests. For example, we tell you about this remuneration arrangement in this Guide and Statement of Advice and you can ask for more detailed information if you need it before you proceed. If we provide you with personal advice, we have a legal duty as a professional to put your interests ahead of our own and can only provide you with advice that is appropriate for you. If we can't provide such advice we will tell you. The documentation that we will give you if we provide you with personal advice also confirms the remuneration received. We and our representatives are trained in this important duty and compliance with it is monitored regularly. If you have any questions make sure you ask us.

How Is My Adviser Paid?

Your adviser is a salaried employee of PPI.

The Adviser Profile attached to this Guide will provide information about your adviser including the remuneration that they receive and how they are remunerated.

When You Get Our Advice

To give advice that is personalised for your circumstances we need to find out your lifestyle, objectives, your financial situation and your needs before we make any strategy, insurance or investment recommendation.

Warnings About Limited Advice

You have the right not to divulge this information to us, if you do not wish to do so. In that case, we will warn you about the possible consequences of us not having your full personal information and the impact on our recommendations. You should read these carefully before making any financial decisions relating to a financial strategy or product.

Privacy

PPI, is committed to protecting your privacy and understand you wish to have your personal information kept secure. We appreciate the fact that we collect and hold a large range of highly sensitive information in our role as your adviser. Accordingly, we maintain our commitment to adhere to the Australian Privacy Principles (APPs) and any applicable laws, regulations, codes etc when collecting, using, disclosing, securing and providing access to personal information.

Type of Personal Information Collected

We aim to collect only personal information that is relevant and necessary in providing the services you have requested from us. Most of this information is collected directly from you.

Generally, PPI may collect any of (but not necessarily all of) the following information about you:

- Personal details including, but not limited to Name, Postal & Business Addresses, Email Address, phone numbers, DOB, TFN,
- Account & Business Records
- Taxation Records
- Business Associate Details
- ABN &/or ACN
- Bank Account Details
- Family Details
- Health and other sensitive information
- Employment information
- Financial details including, your current financial circumstances, Income and Expenses, Assets and Liabilities, Superannuation details
- Details of your financial needs and objectives
- Details of your investment preferences and risk tolerance
- Any other information that we consider necessary.

This policy does not apply to:

- Acts or practices of PPI that are directly related to records of current or former employees; and
- Information about companies or partnerships unless, and to the extent that, the information is specific to identifiable individuals of the company or firm.

The law does not require us to collect personal information about you, however, if you do not provide us with the relevant information, we will not be able to adequately provide you with the services you require.

Purpose for Collecting, Use and Disclosure of Information

We may use and disclose your personal information (including health and other sensitive information) for the following purposes:

- To assist in providing you with products and services;
- To consider your request for a product or service;
- To process your applications with the recommended products and services;
- The preparation of your financial strategy;
- The provision of financial planning advice to you;
- Making securities and investment recommendations;
- Reviewing your financial strategy and securities and investment recommendations;
- The provision of risk insurance advice and cover;
- Administrative and operational purposes;
- Verify your identity;
- Conduct surveys to assist us to improve the delivery of our services;
- To protect our business and other clients from fraudulent or unlawful activity;
- To comply with relevant laws, regulations and other legal obligations; and
- For any purpose for which you have given your consent.

You can let us know at any time if you no longer wish to receive direct marketing offers or weekly wave newsletters.

Your personal information may be disclosed for purposes related to the provision of the financial advice you have requested. The types of service providers that may be provided with your personal information are:

- Insurance providers, superannuation trustees and product issuers in connection with the provision to you of the financial advice you have requested;
- Your representatives or service providers such as your accountant, solicitor, tax agent, stockbroker or bank;

- Government authorities and other organisations when required by law; and
- Organisations that you have consented to your personal information being disclosed to.

We will not disclose information about you to any third parties unless the disclosure:

- Is necessary for a service you have requested (in order to complete an application form);
- Is required and/or authorised by law;
- You have provided consent for us to disclose the information about you.

Our full Privacy Policy can be requested at any time.

Professional Indemnity Insurance

PPI maintains Professional Indemnity Insurance policies. These policies cover advice, actions, and recommendations which our present and past advisers have been authorised to provide to you. These arrangements satisfy the requirements imposed by the Corporations Act 2001 and Financial Services Regulations.

What Should I Do If I Have A Complaint?

If you have a complaint about the service provided to you, please take the following steps:

1. Contact your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within three business days, please contact the PPI Compliance Officer, or put your complaint in writing and send it to enquiries@pooleandpartners.com.au or via post to:

PH: 07 5450 9898

The Compliance Officer
PO Box 329
Buddina Qld 4575

3. If you still do not get a satisfactory outcome, you have the right to contact the Australian Financial Complaints Authority. PPI is a member of this scheme. AFCA can be contacted by

Phone: 1800 931 678 (free call)

Online: www.afca.org.au

Email: info@afca.org.au

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

AFCA provides fair and independent financial services complaint resolution that's free to consumers. Time limits may apply to lodge a complaint with AFCA, so you should act promptly. You can check the AFCA website to find out if a time limit applies or when the time limit relevant to your circumstances expires.

If You Have Any Questions

If you have any questions about the financial services PPI provides, please ask your adviser, or contact our office on enquiries@pooleandpartners.com.au