



SW

Accountants & Advisors

 Take the lead

Financial Services Guide



Authorised for distribution by

ShineWing Australia Wealth Pty Ltd trading as SW Wealth

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"We" and "us" references in this document refer to the Licensee above and its Authorised Representatives



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This Financial Services Guide (Guide) (Part 1) is an important document you should read, in conjunction with the separate ‘Advisor Profile’ Part 2 of this Guide provided to you which explains your advisor.

Both documents should be retained for your own records.

This Guide contains key information you should understand before deciding to accept any services we offer.



Financial Services Guide

This Financial Services Guide outlines the financial planning services we provide as your financial advisors.

This Guide contains key information about

- ShineWing Australia (SW)
- SW Wealth
- Our advisors
- Our services
- Our advice process
- Documents we provide you
- Our service costs
- Our remuneration and other benefits
- Our commitment to resolving any concerns and ensuring you are satisfied with the services provided.

SW

SW is an Australian owned advisory and accounting firm with an 85+ year history that understands relationships make all the difference in delivering great outcomes.

With access to a global network and a team of over 10,000 professionals in 80 offices across 16 countries and regions, we work together to open doors to opportunity in Australia, Asia and across the world.

The values that guide the way we interact within our firm also reflect the manner in which we interact and engage with you. Our values underpin our purpose, which is to create opportunities in Australia and internationally for our clients and people



SW Wealth

SW Wealth is the wealth management division of SW and has over 25 years' experience providing financial services to clients.

SW Wealth combines the personalised service and relationship you would expect from a boutique financial planning firm with the expertise and resources of a leading accounting firm.

This combination of financial advisory, accounting and tax services allows us to provide integrated financial solutions to help clients meet their personal objectives

Not Independent

SW Wealth receives insurance and mortgage commissions from providers and is therefore not independent, impartial and or unbiased.

Financial Services Guide

Our advisors

Our financial advisors are highly experienced and highly qualified professionals

Our financial advisors have access to a broad range of investment research, technical, compliance and educational resources which supports their expertise and technical knowledge in providing appropriate and considered advice.

Please refer to your financial advisor's individual Advisor Profile, a separate document which forms, part two of this Financial Services Guide. The Advisor Profile details your financial advisor's individual experience, qualifications and advice authorisations.

Our services

SW is a firm that has enjoyed an 80+ year history of delivering exceptional service for Australian businesses. Over that time, we have built a reputation for our service, quality and commitment to the growth and success of our clients. We are proud to have created many long standing relationships that have often extended into decades and sometimes generations.

While we are proud of our history, like our clients, we are firmly focused on the future. SW Wealth can provide you the specific financial services and products.

Financial services

- Strategic, tax effective financial planning
- Financial modelling
- Retirement planning
- Superannuation and Self- Managed Super Fund planning
- Investment planning and management
- Debt management
- Estate and asset protection planning

SW Wealth no longer provide personal protection insurance advice (for example life insurance). SW believe that this advice is best provided by a specialist advisor. Where your advice needs extend to personal and or risk insurance advice or reviews, SW Wealth will refer you to a specialist advisor.

SW Wealth also no longer provides ongoing advice services. Where you require a review of your financial situation and or the advice previously provided by SW Wealth, you should contact us, and we will provide you a personalised quote and Advice Engagement for your consideration and acceptance.

Financial products

- Basic Deposit products
- Government debentures, stocks or bonds
- Managed investment schemes including investor directed portfolio services
- Retirement savings account products
- Securities
- Superannuation
- Standard margin lending facilities.

With the above categories, we offer a broad range of financial products offered by leading product providers. We generally only recommend products we have researched (our Approved Products), however where possible we will consider the suitability of you continuing to hold any existing products as appropriate and or consider any specific product requests you may have.

Our advice process

After thorough investigation and analysis, your financial advisor will provide recommendations that are appropriate for you and are aimed at improving your financial circumstances.

Your financial advisor will:

- Work with you to understand your needs, objectives, investment preferences and financial situation
- Decide the scope of advice consistent with your needs and wishes and the services we can provide
- Explain what you can expect from the scope of advice agreed, along with any limitations you need to be mindful of
- Present personal strategy and or financial product recommendations in a Statement of Advice (SOA) which explains the advice, why it is appropriate and how it's likely to benefit you. It also explains any risk, implications, fees, remuneration, benefits or associations relevant to the advice
- Where financial products are recommended, your financial advisor will also provide you with a Product Disclosure Statement (PDS) or other disclosure documentation containing key information about each product recommended. This will help you make informed decisions about whether to purchase that product.

Financial Services Guide

Documents we provide you

Your financial advisor may meet with you several times to discuss your advice needs and assess the suitability of financial strategies and products prior to providing your written personal advice.

We will confirm in an Advice Engagement your advice needs and our advice service offering, prior to finalising our personal advice in a SOA. You should only implement advice after taking the time to read and understand the SOA and PDS (see below). It is important to contact us if you have any questions about the SOA or PDS and that you are completely comfortable before agreeing to proceed with any advice.

There are other circumstances where a SOA is not necessary, and you may receive other documents:

- General advice — advice provided in seminars and through newsletters, which does not consider your personal circumstances
- Factual information — factual information about your investments, or financial assets, such as valuations, performance figures and progress reports
- Further advice — if you previously received advice in an SOA, we may record any further personal advice in a Record of Advice (ROA). Depending on the complexity of the advice we may or may not provide you a ROA. However, you may request a copy of a ROA by contacting us and can do so for a period of seven years from the date the further advice was first provided to you
- Existing Ongoing Advice Services — if you currently have an ongoing service agreement, we will provide you annually a Fee Disclosure Statement (FDS) which summarises the services agreed, their cost and the services received in the previous 12 months and reconfirm the services and costs for the proceeding 12 months.
- A new Advice Engagement will be prepared for any subsequent and or additional services agreed between us.

You will receive the PDS with your SOA at the time you are provided with advice to acquire a financial product (other than direct shares) advice.

The PDS includes important information in relation to the product recommended including the features, benefits, risks and fees associated with the product.

You should only implement advice after taking the time to read and understand the SOA and PDS and should contact us if you have any questions about these key information documents.

Our service costs

Depending on your initial and subsequent advice and or investment management review needs, the cost of our professional services is quoted based on a flat, fixed dollar cost.

Our flat dollar fees are determined based on the advice scope, complexity and time involved. Your Advice Engagement we will detail our advice and services offering and cost, for your consideration and acceptance prior to any work commencing

In your SOA or an Advice Engagement we will detail the services we believe are appropriate given your objectives and financial situation along with the relevant service costs.

Our costs are quoted in two distinct stages, initial and subsequent advice or investment management services.

All costs are quoted inclusive of GST and agreed prior to your financial advisor commencing any work.

Initial advice services

We charge a flat fee for service for the preparation, delivery and implementation of our advice. Generally, the fee for our Initial Advice services can range between is \$3,300 and \$33,000.

Subsequent advice

We do not actively offer annual advice engagements, however where you require this service, we may be able to provide it. Any review advice and or services will also be charged on a fixed fee and fixed term basis based on the time and complexity involved.

We will do our best to factor in any anticipated advice needs into your annual advice review cost. However, unanticipated advice needs may require a new Advice Engagement and revised cost prior to commencing additional work.

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Portfolio management

Portfolio Management services involves ensuring that your investment portfolio continues to remain appropriate given your current investment objectives, financial circumstances, risk profile and asset allocation.

Portfolio Management services are also charged on a fixed fee and fixed term basis based on the time and complexity involved.

CPI

Annually any flat dollar, fixed term fees may be increased as a percentage in accordance with the Consumer Price Index (CPI). Where this is relevant to your fee arrangement, this will be disclosed to you in your SOA or Advice Engagement.

Professional service costs

Our professional service rates per hour ranges based on the expertise and or seniority of personnel.

Financial Advisor \$550 to \$880 per hour

Any execution only, no advice transactions are charged at fee for service rates based on the time and personnel required.

Securities

If our services include the implementation of either buying or selling listed securities, our administrative cost is 0.33% of the trade value, subject to a minimum of \$22, in addition to the brokerage payable through the trading platform.

Commissions received from product providers

As SW Wealth no longer recommends or provides any advice in relation to insurance and or risk life products, SW Wealth will only continue to receive commission for existing clients who have received personal advice previously and or purchase insurance products.

As SW Wealth will no longer provide any ongoing advice or claims handling services in relation to these products, SW Wealth will take steps to reduce wherever possible the commission rate they receive on these products.

Please note that any change to any insurance product holdings undertaken by other means which results in additional cover purchased by existing clients, may automatically result in SW Wealth receiving additional commission.

An upfront commission is a one off payment paid by the insurance product provider based on a percentage of the amount the insurance premium you pay. This is paid at the time you purchase insurance.

Ongoing commissions are also paid by the insurance product provider based on a percentage of the amount of funds you invest, the insurance premium you pay or the size of the margin loan you take out. These are generally paid each month for as long as you hold the product.

Upfront insurance commission can range from a minimum of 66% of the annual premium you pay depending on your circumstances. While ongoing commissions can range from a minimum 22% for the life of the policy. As an example, if a new insurance policy premium was \$1,000, the upfront insurance commission in the first year would be \$660 and the ongoing insurance received would be \$220 per annum.

Given SW Wealth no longer offers ongoing insurance advice, it is important to independently review your insurance needs and products regularly to avoid being under or over insured. Where you require a review of the appropriateness of your risk insurance policies, please let us know and we can provide you a referral to a specialist risk advisor.

Our remuneration and benefits

Our salaried financial advisors are remunerated via a combination of salary and other benefits that may include a cash bonus based on a percentage of fees they generate for the business, subject to meeting compliance requirements, including your signed consent.

The entitlement to these 'other benefits' is dependent on them meeting their ongoing training and compliance obligations, as well as key performance indicators such as the quality of the services they provide, their ability to grow the number of clients they work with and increase the profitability of the overall SW business.

Daniel Minihan as a director and shareholder of SW and SW Wealth may receive a distribution of profit.

Financial Services Guide

Client instructions

We generally require that you instruct us in writing (including email and or fax). To arrange financial products and services on your behalf we rely on your signature or written word consent as your authority.

Please note that your email, mail and fax instructions will be deemed to have been received by us at the time your financial advisor reads the instruction and not the time you sent it. If you are working within tight time frames, please contact your financial advisor directly and alert them to your email, or fax. There may be special instruction requirements for some products and services, and these will be explained in the relevant PDS. We will try to execute all such instructions on the day of receipt. However, we cannot always guarantee same day processing.

Payment methods

When we send you an invoice (e.g. for the preparation of initial advice), you can select any of the methods of payment detailed on the invoice that is most suitable to you. You can pay by cheque or electronic funds transfer (EFT). Please note we are prohibited from receiving cash. Alternatively, with your signed consent and where appropriate; you can choose to have fees deducted from your investment or superannuation account by the platform/administration provider.

Referrals

SW Wealth Pty Ltd do not have any referral arrangements in place.

SW Wealth does not provide:

- Personal protection and risk insurance advice, including insurance reviews for existing clients where SW Wealth may have recommended the insurance product initially. You will be referred to a specialist risk advisor outside of SW and SW Wealth
- Taxation and Accounting (this is provided by SW, even though your financial advisor will generally discuss the tax implications of their advice)
- Legal Advice
- Tax- effective Schemes (e.g. agricultural schemes)
- Self Managed Fund Administration (also provided by SW)
- Structured Products and Derivatives
- Foreign Exchange
- General Insurance.

Where we refer to other services providers, if they are part of the SW Group, SW Wealth and its directors will benefit. However, we will only do where there is a clear benefit to you.

Other associations, benefits and commissions

Netwealth Investments Limited (ABN 85 090 569 109) ('Netwealth') from time to time engage SW Accountants and Advisors Pty Ltd related parties may engage SW Accountants & Advisors Pty Ltd (ABN 48 005 273 496) ('SW') and or ShineWing Australia Wealth Pty Ltd (ABN 34 006 341 386) ('SW Wealth') for professional services.

SW Wealth and our financial advisors may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events that are below \$300.

These benefits (between \$100 and \$300 in value), and other benefits that relate to information technology software or support provided by a product issuer or to educational and training purposes, are recorded in a register which meets legislative requirements.

The SW Wealth's register is publicly available and can be available at your request.

When you are provided with personal advice on specific financial products, we will disclose certain details of remuneration (including commission) or other benefits that we receive, or that SW Wealth or another associated person receives, as a result of that advice.

If the remuneration or benefits can be calculated at the time you receive personal advice, these amounts will be disclosed at that time or as soon as practicable in the SOA or ROA.

If the remuneration or benefits cannot be calculated at the time you receive personal advice, we will disclose how these amounts will be calculated instead.







Privacy statement

We aim to protect and maintain the privacy, accuracy and security of the personal and financial information you share with us. Keeping this information private is very important to us.

If you want to access your personal information at any time, please let us know.

Privacy and security of your information is important to us. We need to request your information to ensure we provide you appropriate advice and assistance with your financial planning and credit needs.

We are required, pursuant to the Anti- Money Laundering and Counter-Terrorism Financing Act (AML/ CTF) 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 and in other instances 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.

SW Wealth's Privacy Policy details how we collect, hold, use and disclose your personal information. It also details how you can access your personal information and correct it. By asking us to assist with your financial and finance needs, you consent to the collection and use of your personal information as explained in our Privacy Policy. You can ask your advisor for a copy and or refer to our website where it is periodically updated.

Further information is available on our website at sw-au.com under Wealth Management.



Our commitment to you

SW Wealth and your advisors endeavour to provide you with quality advice and services. If you have any concerns, we are committed to resolving them fairly and as quickly as possible.

If you have a complaint or concern about the service provided to you, we encourage you to take the following steps.

Contact SW Wealth about your concern by writing to:



Daniel Minihan
Director, SW Wealth
E dminihan@sw-au.com

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

W: www.afca.org.au
T: 1800 931 678 (free call)
E: info@afca.org.au

In writing to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Further information on our complaints policy is available on our website at sw-au.com, under Wealth Management..

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 also ASIC by phoning 1300 300 630 to make a complaint and obtain information about your rights.

Other information

The law requires SW Wealth to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by SW Wealth and or its past and present Authorised Representatives.

SW Wealth has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

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