



# Financial Services Guide

## Hordern Wealth Management Pty Ltd

Version: 3.0

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## **The financial services referred to in this guide are offered by:**

Hordern Wealth Management Pty Ltd  
ABN 516 608 266 708 AFSL No. 516672  
20/12-18 Tryon Road, Lindfield NSW 2070

Hordern Wealth Management was established to provide financial services that are truly in the best interests of our clients.

## **This guide contains important information about:**

1. The financial services we offer so you can make an informed decision whether to use those services.
2. Information we need from you.
3. The cost of our advisory services and how we are remunerated.
4. What to do if you have a complaint about our services.
5. How you can contact us.

## **Other documents you may receive**

In addition to this FSG, I will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. I may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When I provide personal advice, it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. This will contain a summary of your goals and describe the strategies, products and services we recommend and outline any fees or commissions we will receive and any associations we have with financial product providers or other parties that have not already been disclosed in this FSG. If you receive further financial advice from us, we will present you with either another SOA or keep our own written Record of Advice (ROA).

You can request a copy of this by contacting us any time up to seven years from the date of the advice provided. Please refer to the "Contact us" section of this FSG for our contact details. We will also provide you with a Product Disclosure Statement (PDS) or offer document for all financial products we recommend, where applicable. This will outline the product in detail to help you make an informed decision about whether it is right for you.

## **About your adviser**

Your adviser acts on behalf of Hordern Wealth Management who is the holder of Australian Financial Services licence number 516672. Under the Corporations Act, our primary responsibility is to you, our client. We can provide a wide range of services from strategic advice, to investment advice, to advice on a wide range of insurance products such as life, trauma and income protection. Further details of the payments we receive form part of this FSG.

Angus Hordern successfully passed the mandatory FASEA exam requirements in December 2019.

### **Not Independent**

Hordern Wealth Management can receive a commission payment on Life Insurance Products. For those products, this allows us to advise and place your insurance without charging you, the client, directly but rather receiving remuneration from product issuers. By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask us. It also means that we will handle all your claim processing without charge. This is important because we have had some difficult claims paid after 12 months of on-going negotiations with Insurance Companies. Angus has had 2 such cases, both claims were successfully paid.

## What we do

Angus Hordern is authorised by Hordern Wealth Management to provide financial advice in relation to:

- Wealth accumulation
- Income and asset protection
- Tax strategies
- Superannuation
- Retirement and redundancy planning
- Estate planning
- Government benefits
- Debt management

And to provide advice and deal in the following financial products:

- Basic deposit products
- Non-basic deposit products
- Life products – Investment Life insurance
- Life products – Life risk insurance products
- Managed investment schemes, including investor directed portfolio services (IDPS)
- Retirement savings account products
- Securities
- Superannuation

## Who is responsible for the financial services provided?

Hordern Wealth Management is responsible for the financial services provided including the distribution of this FSG.

## Relationships or associations that exist which might influence us in providing the financial service

Hordern Wealth Management is not controlled by any financial institution/s such as a fund manager, bank, insurance company or trade/credit union. None of these institutions has a vested interest in our business and are not therefore in a position to influence us in the provision of advice.

## Information we need from you

We expect that you will provide us with accurate information that we request including your personal objectives, details of your current financial situation and any other relevant information, so that we have a reasonable basis on which to provide you with advice.

We expect that you will use our advice to enable you to make informed financial decisions.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's license. We will also retain copies of this information. We assure you that this information will be held securely.

### **Possible consequences of not providing this information**

You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, we may not be able to:

- Provide you with the product or service you want,
- Manage or administer your product or service,
- Verify your identity, which may not protect you against fraud,
- Advise you of other products or services that may better meet your financial needs and lifestyle goals.

### **Protecting your Privacy**

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely.

### **Giving instructions**

You can instruct us by telephone, e-mail or in person.

### **Remuneration, commission, fees or other benefits we receive in relation to providing financial services and how are they calculated**

Hordern Wealth Management advisers are remunerated through the fees and commissions that you are charged. To assist you in making an informed decision, your adviser will discuss with you and agree on any fees payable before providing a service. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt, please ask us to explain. You may be charged a fee for the services we provide, or we may be paid a commission or brokerage or a combination of the two may apply.

All fees and commissions are payable to the Licensee Hordern Wealth Management which will be as per the schedule contained in the adviser profile. Details of the fees and commission for each product are contained in the Product Disclosure Statements (PDS) that your adviser will provide. Your adviser will also provide full details of fees and commissions in your Statement of Advice.

### **Alternative remuneration (Non-monetary benefits)**

Hordern Wealth Management and your financial adviser keep a register detailing certain non-monetary benefits received e.g., benefits valued at over \$300, and those that relate to genuine education or training and technology software or support.

### **Information we maintain on file and for how long**

We need to hold all information you give us for a period of 7 years. You can gain access to your personal information that we hold about you. This is subject to some exceptions allowed by law. We will give you reasons if we deny access. You can find out how to access your information by reading our Privacy Policy, available by contacting us.

## **Referrals**

If you have been referred to us or we refer you to someone else, we may have arrangements in place to pay or receive a referral fee, commission, or other benefit. Details of any arrangements will be provided in our advice to you.

## **Compensation arrangements in place and compliant**

It should be noted that Hordern Wealth Management has Professional Indemnity Insurance in place to cover us for the financial services that we provide. We understand that it is adequate to meet our requirements as a financial services licensee and meets the provisions of RG126. The policy includes coverage for claims made in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

## **We will provide you with the associated risks of certain financial products/strategies**

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain the risks to you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy can be requested at any time.

## **What should you do if you have a complaint?**

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser immediately.
2. If your complaint is not satisfactorily resolved within 7 days please contact Hordern Wealth Management within 7 days via phone no's 02 9415 6066 or put it in writing and send to 20/12-18 Tryon Rd, Lindfield NSW 2070

If we cannot reach a satisfactory resolution within a further 30 days you can send your complaint to, The Australian Financial Complaints Authority, (AFCA) at PO Box 3 Melbourne Victoria VIC 3001. Their free call number is 1800 931 678. The Australian Securities and Investments Commission, (ASIC), also has a free call info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

## Adviser Profile

Angus Hordern  
Hordern Wealth Management

### Our office contact details

<b>Address</b>	20/12 Tryon Road, Lindfield, NSW 2070
<b>Phone</b>	02 94156066
<b>Email</b>	enquiries@hordernwealth.com.au
<b>Website</b>	www.hordernwealth.com

Adviser Authorised Representative Number: 314520

### Qualifications (Finance related)

Diploma of Financial Planning

Bachelor of Business

### Professional memberships

FPA - Financial Planning Association

### Professional designations

CFP - Certified Financial Planner (FPA)

I am authorised by Hordern Wealth Management to offer you the following services:

- Deposit and payment products
- Stocks or bonds
- Investment life insurance products
- Life risk insurance products
- Managed investments schemes
- Securities
- Superannuation/Allocated Pensions

We offer clients a selected range of payment options such as bank cheque and deduction from your investment account(s).

We'll provide you with details of all fees, commissions, or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If this information cannot be provided, we'll provide an example of how the calculation works.

Even if you don't receive personal financial advice from us, you can still request the details of any fees or other benefits we receive in relation to any other financial service we provide you.



## **Financial Plan Preparation Fee**

We may agree to charge you a fee, depending on the time we spend developing your plan and the value of funds you invest. If you choose to pay a fee, we can agree to rebate to you any initial commission we would otherwise receive. This fee is usually only charged if not proceeding with our SOA recommendations.

## **Managed Investment Products**

We do not accept commissions/fees from managed investment providers as our time and expertise is covered by an ongoing fee based on the value of the funds you invest and the financial products you use. This fee can be asset based and paid directly from your investment portfolio.

\*\* All fees and charges will be clearly disclosed to you in writing by your adviser at the time the advice is provided in your Statement of Advice. \*\*

## **Transaction services**

I can arrange to complete transactions for you on limited types of financial products where I can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without my advice, I will ask you to confirm your instructions, which will be documented in writing. I will keep a record of this documentation for seven years. You may request a copy of such records by contacting my office during that period.

## **Your relationship with me and using my services**

You can contact me directly with any instructions relating to your financial products. This includes giving me instructions by telephone, mail or email. I can only accept your instructions via email once you have signed an authority form.

I will work with you to agree what advice and services I will provide and when and how often I will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between me, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with me, please contact me using the details shown in this Guide.

## My fees

My preferred method of payment is by an agreed fee. The actual fee charged to you will depend on the nature of the advice or service I provide. I will discuss and agree the actual fees with you before I proceed. The following section outlines the types of fees that may apply.

- A set dollar amount; or
- A percentage-based fee.

My agreed advice and service fees may include charges for:

- Initial advice; and
- Ongoing advice.

Please note that for services in relation to insurance, banking deposit products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions or insurance premiums, and
- Ongoing commission - a percentage of the value of your investment balance or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.
- Please note whether we organise insurance or not for you the insurance company will charge the same premium. We will disclose any commissions received from insurance recommendations in our recommendations to you and these will also be detailed on any insurance quotations.

## Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

### Initial service fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
We will agree on the exact fee according to your needs and the complexity of the work that will be undertaken.	Between \$0 and \$5,000

### Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

Ongoing service	Fee amount
We will agree on the exact fee according to the level of funds under management and the complexity of work that will be undertaken	Starting from \$3,500 plus GST per annum.



## Commissions

I do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing my advice. The following table is a guide of commissions I may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 65% of the first year's premium.	Up to 20% of the premium each following year.	If your insurance premium was \$1,000, we would receive up to \$650.00 initially and \$200.00 pa.

All fees and charges include GST.

If an agreed advice fee is charged, then we may rebate all or some of the commission.

### Payment methods

I offer you the following payment options for payment of my advice fees:

- BPAY, direct debit (savings), credit card or cheque
- Deduction from your investment

### Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

### How I am paid

I receive a salary from my firm.