



## **FINANCIAL SERVICES GUIDE**

Edition 8

## **Background**

This is an important document which will help you decide if our services align with your needs.

You should read and understand it before accepting any of the services offered. Boutique Wealth Management Group has authorised the distribution of this Financial Services Guide (FSG). This guide outlines the financial planning services provided by your Boutique Financial Adviser. This document should be read in conjunction with the Financial Adviser Profile, which will provide you with more detail about your Financial Adviser. Together, these documents form the full Boutique FSG.

We encourage you to ask your Boutique Financial Adviser about the services being offered, the costs involved and any other information included in this guide.

### ***Who is Boutique Wealth Management Group?***

Boutique Wealth Management Group is the holder of an Australian Financial Services License (247070) issued by the Australian Securities and Investment Commission (ASIC).

Your Boutique Wealth Management Group Adviser will provide financial planning services to you as an authorised representative of Boutique Wealth Management Group. Your Financial Adviser acts on your behalf when providing you with financial planning services, which means that Boutique Wealth Management Group is responsible to you for the services defined in this FSG.

Boutique Wealth Management Group is a Principal member of the Financial Planning Association (FPA) and carries the required Professional Indemnity Insurances stipulated by the FPA.

### ***What documents will I receive when I am provided with a financial service?***

If you choose to use our services you may receive from us a Statement of Advice (SoA), Product Disclosure Statements (PDS) and/or Record of Advice (RoA).

You will receive a Statement of Advice (SoA) whenever you receive any advice which takes into account your needs, objectives or financial situation. The SoA will contain the advice, the basis on which it was given, information about fees, commissions and benefits payable, and any associations which may have influenced the advice.

If a recommendation is made to acquire a particular financial investment, you will be given a Product Disclosure Statement (PDS), containing information about the particular product. The PDS will help you make an informed decision about whether to acquire that investment.

On an ongoing basis, a Record of Advice (RoA) may be provided instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since the last SoA was provided.

You have the right to request copies of these documents at any time.

### ***How do you communicate with your Boutique Financial Adviser?***

We collect personal information in a number of ways, including:

- Directly from you, when you attend a face-to-face interview;
- Directly from you, when you provide information through a data collection form;
- Directly from you, when you provide information by phone, email or the internet; and
- Directly from fund managers, superannuation funds, life insurance companies and other product issuers once authorisation has been provided by you. You have the right to refuse us authorisation to collect information from a third party.

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. To ensure we can maintain this level of accuracy and completeness, we recommend that you:

- Inform us of any errors in your personal information as soon as possible; and
- Update us with any changes to your personal information as soon as possible.

Please note: If you provide inaccurate or incomplete information we may not be able to provide you with the products or services you are seeking.

You may specify how you would like to give instructions. For example by telephone, fax or by other means. But in all cases we must receive a written confirmation of these instructions.

### ***What kind of compensation arrangements are in place and are these arrangements complying?***

Boutique Wealth Management Group confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Boutique Wealth Management Group and our authorised representatives / representatives / employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised representative / representative / employee who has ceased work with Boutique Wealth Management Group for work done whilst engaged with us.

## Privacy Statement

Your Boutique Financial Adviser maintains a record of your personal information and any recommendations made to you. If you do not want to disclose your personal details, you have the right not to do so. If you wish to examine your file, you should ask your Boutique Wealth Management Group Adviser. No fee will be charged for an access request however Boutique may charge you the reasonable costs of giving you the information you have requested.

### ***What do we expect from you?***

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 licence. We will also retain copies of this information. We assure you that this information will be held securely.

### ***Who else will have access to my personal information?***

Your Boutique Financial Adviser may provide your personal information to Boutique Wealth Management Group to enable fulfilment of our Financial Services License obligations and other services to you. Boutique may disclose your personal information (as necessary):

- On a confidential basis to industry bodies
- Where the law requires us to do so. (We collect information about you for the purpose of reporting to AUSTRAC under the Anti-Money Laundering and Counter Terrorism Financing Act 2006.)
- If you consent

As a financial planning organisation we are subject to certain legislative and regulatory requirements which necessitate us to obtain personal information about you, including s945A of the Corporations Act. Boutique Wealth Management Group is committed to providing you with the highest levels of client service. We recognise that your privacy is very important to you. The Privacy Amendment (Private Sector) Act, 2000 sets out a number of National Privacy Principles (NPPs). Our aim is to support and ensure that we comply with these principles. Further information on privacy in Australia may be obtained by visiting the website of the Office of the Federal Privacy Commissioner at <http://www.privacy.gov.au>

### ***Where can I access more information about the Privacy Act with respect to my investments?***

Boutique's Privacy policy is available at [www.boutiquewealth.com.au](http://www.boutiquewealth.com.au)

## **Discretionary Account Service** (for use with ASGARD and Colonial FirstChoice Wholesale accounts only)

Boutique Wealth Management Group may offer you a Discretionary Account Service, to manage your nominated Asgard account(s) on your behalf, according to an Investment Program agreed with you. The Investment Program will be documented in a Statement of Advice (SoA) which will detail our advice and how it will assist you in meeting your objectives.

A Discretionary Account Service means we can transact on nominated Asgard accounts without contacting you before each transaction. It is therefore important that there is a clear understanding of how we will exercise the discretion and the limits on it. Boutique Wealth Management Group can tailor the service and apply further limits if you require. This will be discussed with you before we make any recommendations and will be documented in the Investment Program.

The Investment Program will comply with Division 3 of Part 7.7 of the Corporations Act, as required by law and will contain:

- Statements about the nature and scope of the discretions we will be authorised and required to exercise under the Discretionary Account Service and any investment strategy that is to be applied in exercising those discretions;
- Information about any significant risks associated with the Discretionary Account Service;
- The basis on which we consider the Discretionary Account Service is suitable for you;
- Warnings in relation to limited or inaccurate information provided by you.

### ***What important information and risks do you need to understand before you accept a Discretionary Account Service?***

If you accept a Discretionary Account Service, Boutique Wealth Management Group will make changes to the underlying investments within your Asgard/Colonial FirstChoice Accounts without your agreement. This presents a risk for you as you will not sign off each transaction we recommend before it is implemented. To ensure the changes we make are appropriate for you we will only undertake transactions which are consistent with our understanding of your personal circumstances and the investment strategy that is established for you. In addition:

- You can cancel the Discretionary Account Service or request changes to the investment program at any time by notifying us in writing
- To protect your interests, Boutique Wealth Management Group does not have authority to withdraw funds from the accounts nominated for the Discretionary Account Service.
- Boutique Wealth Management Group is also prevented from transacting on your nominated accounts to make short term gains. All investment decisions should be made with a long term view. For example, Boutique Wealth Management Group does not allow:
  - Changes to more than half your investments between yearly review periods

- Buying and selling the same product within a 3 month period.
- Boutique Wealth Management Group is also required to maintain your portfolio within specified ranges for each asset class.
- Boutique Wealth Management Group is not authorised to transact funds held outside the nominated Asgard/Colonial FirstChoice accounts without your specific approval and we are not authorised to withdraw cash from your nominated accounts.
- You will be provided with access to continuous on-line reporting for your nominated accounts to view the transactions undertaken on your behalf and the impact on your portfolio.
- As we will be acting with discretion it is important that we understand your personal circumstances, needs and objectives at all times. If they change at any time, you must inform us immediately otherwise the services we provide may not be appropriate for you.
- Boutique Wealth Management Group must review your portfolio annually to ensure that the Discretionary Account Service is still appropriate for you.

#### ***How to accept a Discretionary Account Service***

Should you wish to use our advisory services, we will provide you with a Statement of Advice which contains our recommendations to you. This may include a recommendation for you to use the Discretionary Account Service offered by Boutique Wealth Management Group. If you would like to accept the Discretionary Account Service, you must first enter into a Discretionary Account Service agreement with Boutique Wealth Management Group (this agreement is contained in a Statement of Advice) by signing the Authority to Proceed attached to the Statement of Advice.

## **Fees & Charges**

### ***Fees:***

Your first consultation with a Financial Adviser is free. Should you decide to proceed with a Statement of Advice (SoA), you will be charged a minimum initial fee of \$3,000. This may be higher depending on the complexity of your circumstances. Your Boutique adviser can confirm this fee with you once we have had our first meeting and we understand what advice it is that you require.

Boutiques ongoing advice service fee is charged on a fee for service basis. Our advice service packages start at \$1500 per annum (Accumulator package) and increase in value depending on the level of service that is agreed appropriate.

Once we understand your position better, your Financial Adviser will recommend which advice service package will be most appropriate for your needs.

### ***Commissions:***

Boutique may only receive commissions from life Insurance companies in relation to placement of life insurance products. These amounts will vary between companies, ranging between 0% - 130%, however full disclosure is made in the Statement of Advice.

### ***Volume benefits:***

Boutique Wealth Management Group may receive Volume Benefits from different product providers that it may recommend from time to time. These payments are provided at the discretion of the product provider. Should a recommendation give rise to a Volume Benefit being paid to Boutique, you will receive a consequent reduction in the ongoing costs that you are charged directly by Boutique. Any applicable Volume Benefit will be disclosed in your SOA.

Boutique Wealth Management Group and/or your Adviser may from time to time receive other benefits from product providers. This could include sponsorship of educational seminars, conferences or training days. Details of soft dollar benefits exceeding \$300 are recorded in a register.

### ***Referral Arrangements:***

From time to time we may have revenue sharing arrangements in place with our centres of influence, such as accounting firms. Specific details on these arrangements will be communicated to your in your Statement of Advice.

- **Liongate Asset Management Pty Ltd**

We may recommend the Liongate platform for the management and administration of your portfolio. Liongate Asset Management Pty Ltd has joined with ASGARD Wealth Solutions to provide an administration service, Liongate eWRAP, for Superannuation, Pension and Investment accounts.

Liongate Asset Management Pty Ltd may be utilised for the management and administration of your portfolio. Liongate charges an *Administration Fee*. Liongate Asset Management Pty Ltd and Boutique Wealth Management Group Pty Ltd have common shareholders.

- **Boutique Finance Group**

From time to time we may refer you to Boutique Finance Group Pty Ltd for the provision of advice in relation to debt structuring & loan selection. Although there are no revenue sharing arrangements in place between the two companies, they do have common shareholders.

***Financial Adviser Remuneration:***

Your Boutique Financial Adviser receives a salary from Boutique Wealth Management Group Pty Ltd. They may also receive certain bonuses or benefits based on work performance in addition to the salary, however this accounts for less than 5% of their Total Employment Cost.

**Boutique Wealth Management is not owned by a Fund Manager or Institution and there are no relationships that will influence the advice you receive from them.**

## Complaints Resolution

Boutique Wealth Management Group and your Adviser will endeavour to provide the very best financial service to you. We are committed to resolving any complaints you may have and dealing with them as quickly as possible. If you have a complaint about the service provided to you, please take the following steps:

- 1) Contact your Boutique Wealth Management Group Adviser regarding your complaint.
- 2) If your complaint is not resolved to your satisfaction within 5 working days, please contact our Compliance Manager on (08) 9381 8779 or put your complaint in writing to:

Compliance Manager  
Boutique Wealth Management Group  
Level 1 / 3 Outridge Crescent  
SUBIACO WA 6008

Boutique will aim to resolve your complaint quickly and fairly.

- 3) If the complaint can not be resolved to your satisfaction you can take your complaint to the Financial Ombudsman Service (FOS). They can be contacted on 1300 780 808. This service is provided to you free of charge. Boutique Wealth Management Group is a member of FOS.
- 4) If your concerns involve ethical conduct you can raise your concerns in writing with the Financial Planning Association of Australia Ltd (FPA). They can be contacted at PO Box 109, Collins Street West, Melbourne VIC 8007
- 5) The Australian Securities and Investments Commission (ASIC) also have an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights. Alternatively, you can detail your complaint in an email to [infoline@asic.gov.au](mailto:infoline@asic.gov.au)

## Contact Details

***Business Name:***

Boutique Wealth Management Group Pty Limited  
Trading As Boutique Wealth Management Group

AFSL – 247070  
ABN – 55 056 631 157

***Street Address:***

Level 3, Karringal  
1 Outridge Crescent  
Subiaco WA 6008

***Postal Address:***

PO Box 865  
Subiaco WA 6904

***Contact Numbers:***

Phone – 08 9381 8779  
Fax – 08 9381 1164

***Office Hours:***

8:30am to 5:00pm Monday to Thursday  
8:30am to 4:30pm Friday

***Website:***

[www.boutiquewealth.com.au](http://www.boutiquewealth.com.au)

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