



# **SUPPLEMENTARY** **FINANCIAL** **SERVICES GUIDE**

**This Supplementary Financial Services Guide (SFSG), dated 1 November 2018, supplements the Financial Wisdom Financial Services Guide Part 1 Version 3 dated 1 January 2018 and the corresponding Part 2 given to you at the same time as Part 1 (FSG), both of which are provided to you with this SFSG. This SFSG is to be read in conjunction with the FSG.**

This SFSG has been authorised for distribution by the authorising licensee:

Financial Wisdom Limited  
ABN 70 006 646 108  
Australian Financial Services Licence No. 231138  
11 Harbour Street Sydney NSW 2000

Date of Preparation: 1 November 2018

**In section 1 titled 'About Financial Wisdom Limited' in Part 1 of the FSG, replace the content under subtitle 'Our relationship with the Commonwealth Bank Group' with the following:**

#### **Our relationship with the Commonwealth Bank Group**

We are a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia, one of Australia's largest financial services organisations.

We have associations with and may deal or provide advice on products issued by a range of financial product providers, some of which include the following entities within the Commonwealth Bank Group:

- Commonwealth Bank of Australia (CBA)
- BankWest, a division of Commonwealth Bank of Australia
- The Colonial Mutual Life Assurance Society Limited (CMLA) trading as CommInsure
- Colonial First State Investments Limited
- Commonwealth Securities Limited (CommSec)
- Avanteos Investments Limited
- Australian Investment Exchange Ltd (AUSIEX)
- Realindex Investments Pty Limited

**Note:** The Commonwealth Bank of Australia (CBA) has announced the sale of CMLA, among other entities, to the AIA Group. CBA, CMLA and AIA Australia Limited have also agreed to enter into a 20-year Distribution Agreement for the provision of life insurance products to customers in Australia. The sale is subject to a number of conditions and regulatory approvals and is targeted to complete in the first half of calendar year 2019. From the date of completion, CMLA will form part of the AIA Group and will no longer be part of the CBA Group. Please ask me for information on whether the sale has completed to confirm details of the Licensee's current associated entities.

Any reference to 'Commonwealth Bank Group product' in this FSG relate to products issued by the Commonwealth Bank of Australia or its subsidiaries.

**In section 6 titled 'What you should do if you are not satisfied with our services' in Part 1 of the FSG, replace the content with the following:**

#### **6. What you should do if you are not satisfied with our services**

If you are not happy with your Adviser or the services provided to you, we encourage you to:

- Discuss your complaint with your Adviser in the first instance.
- If you would prefer not to discuss your complaint with your Adviser directly or if your complaint has not been resolved to your satisfaction, you can contact the CBA Group Customer Relations team.

CBA Group Customer Relations is the Commonwealth Bank Group's primary escalation point for client feedback with a particular responsibility for resolving complaints. You can contact them by:

Writing: Group Customer Relations  
Reply Paid 41  
Sydney NSW 2001

Email: [customerrelations@cba.com.au](mailto:customerrelations@cba.com.au)

Phone: 1800 805 605

If you are still not satisfied, you can refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints. You can contact AFCA by:

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

Phone: 1800 931 678 (free call)

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

**In section 4 titled 'Fees and other costs that may apply to you' in Part 2 of the FSG, replace the content under subtitle 'Life insurance products' with the following:**

#### **Life insurance products**

##### **Additional cover added to an existing product which was issued before 1 January 2018**

The initial commission that Financial Wisdom may receive on insurance policies can be up to 135% of the first year's premium. The ongoing commission that Financial Wisdom can receive may be up to 38.50% per annum of the renewal premium.

##### **New products issued on or after 1 January 2018 and before 1 January 2019**

The initial commission that Financial Wisdom may receive on insurance products applied for and issued on or after 1 January 2018 and before 1 January 2019 will be no more than 88% of the premium in the year of issue. The ongoing commission that Financial Wisdom can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

##### **New products issued on or after 1 January 2019 and before 1 January 2020**

The initial commission that Financial Wisdom may receive on insurance products applied for and issued on or after 1 January 2019 and before 1 January 2020 will be no more than 77% of the premium in the year of issue. The ongoing commission that Financial Wisdom can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

Any commission payments that Financial Wisdom or I receive are not an additional cost to you.

# FINANCIAL SERVICES GUIDE

## PART ONE GENERAL DETAILS

WE ARE REQUIRED BY LAW TO GIVE YOU A FINANCIAL SERVICES GUIDE (FSG), THAT HELPS EDUCATE, PROTECT AND ASSIST YOU TO MAKE AN INFORMED DECISION ABOUT THE FINANCIAL SERVICES WE OFFER.

Financial Wisdom Limited  
ABN 70 006 646 108  
Australian Financial Services Licence No. 231138

11 Harbour Street  
Sydney NSW 2000  
Telephone 1800 024 864

Issue date: 1 January 2018  
Version number: 3.00

FINANCIAL  
**WISDOM**



## Information about this Financial Services Guide

Financial Wisdom Limited ABN 70 006 646 108 ('Financial Wisdom') is providing you with this Financial Services Guide (FSG) to assist you in making an informed decision about the financial services and products they offer. Financial Wisdom ('we,' 'us' or 'our') provides financial services through its Australian Financial Services License (AFSL No. 231138).

Your financial adviser ('Adviser') is an Authorised Representative of Financial Wisdom and provides services on behalf of Financial Wisdom. Financial Wisdom is responsible for the services and product advice provided to you by your Adviser, as well as the content and distribution of this FSG.

This FSG is divided into two parts and both parts must be read together.

Part One – General details provides information about:

- Financial Wisdom, their relationship with your Adviser and other entities.
- Other documents you may receive.
- Financial services and products we provide.
- Collecting your personal information and providing instructions.
- What you can do if you are not satisfied with our services.

Part Two – Adviser details provides information about:

- Who your Adviser is and how they can be contacted.
- Financial services and products your Adviser is authorised to provide.
- Fees or other costs your Adviser may charge.
- How Financial Wisdom, your Adviser and any other relevant parties are remunerated.

## Part One – General Details

### 1. About Financial Wisdom

We are a financial planning organisation that has built a reputation for ‘considered thinking’ in offering financial advice.

We have been a respected name in financial planning for over twenty years and during that time have earned an enviable reputation for high quality advisory services, based on a broad range of skills and a high calibre of specialist knowledge.

#### Our Advisers

Each of our Advisers are backed by a powerful network of support services, including active investment research resources, compliance support, technical support, ongoing educational support and professional development as well as access to a broad range of investment, superannuation and insurance products.

This skill and knowledge is applied to develop services and solutions for clients that actively adds value to their financial planning, allowing them to take advantage of the expanding opportunities available.

#### Our relationship with the Commonwealth Bank Group

We are a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia, one of Australia’s largest financial services organisations.

We have associations with and may deal or provide advice on products issued by a range of financial product providers, some of which include the following entities within the Commonwealth Bank Group:

- Commonwealth Bank of Australia (CBA)
- BankWest, a division of Commonwealth Bank of Australia
- The Colonial Mutual Life Assurance Society Limited (CMLA) trading as Commlnsure
- Colonial First State Investments Limited
- Commonwealth Securities Limited (CommSec)
- Avanteos Investments Limited
- Australian Investment Exchange Ltd (AUSIEX)
- Realindex Investments Pty Limited

Any references to ‘Commonwealth Bank Group product’ in this FSG relate to products issued by the Commonwealth Bank of Australia or its subsidiaries.

We are a Professional Partner of the Financial Planning Association of Australia (FPA). The FPA is the professional association for qualified financial advisers in Australia and we are committed to its Code of Ethics and Code of Professional Conduct.

### 2. Other documents you may receive

You may receive other documents in addition to this FSG when your Adviser provides you with personal financial advice or recommends a financial product.

#### Statement of Advice

Any advice that you receive from your Adviser which takes your personal objectives, financial situation and needs into account, will be presented to you in writing in your Statement of Advice (SoA), also referred to as your financial plan.

The SoA is an important document as it sets out what your Adviser is recommending and why it is suitable and appropriate for you. It will contain enough detail for you to make an informed decision about whether to act on the advice and will outline:

Your Adviser’s recommendations and the basis on which they are given.

- The costs of the advice and information about fees, commissions or other benefits that we, your Adviser or a related party may receive.
- Details of any relationships or associations that we or your Adviser may have with product providers or related parties.

#### Record of Advice

If your Adviser provides you with further personal advice, you may receive a Record of Advice (RoA). A RoA will be provided if your circumstances and basis of advice are not significantly different from the initial advice you received from your Adviser. Where your circumstances have significantly changed, any further personal advice that is provided to you will be documented in a SoA.

You may request a copy of the advice records that we keep. Any request must be made within seven (7) years of the provision of the advice, and should be directed to your Adviser.

#### Product Disclosure Statement

If your Adviser recommends a particular financial product or transacts on your behalf and at your request, you will receive a Product Disclosure Statement (PDS), or other relevant product disclosure material. The PDS contains important information about a particular financial product and will include its fees, features and risks, and will assist you in making an informed decision about that product.

### 3. Financial services and products we provide

We can provide personal financial advice, and transact on your behalf, in relation to the following types of financial products:

- Securities
- Managed investment schemes
- Investment and funeral bonds
- Deposit products
- Government debentures, stocks or bonds
- Personal and business risk insurance
- Superannuation products
- Margin or investment loans.

Some of the financial services or products that we are authorised to provide may be beyond those which we authorise your Adviser to offer.

Your Adviser can only recommend products listed on the Financial Wisdom Approved Product List. This list contains Commonwealth Bank Group products and financial products issued by third parties.

When it is appropriate, your Adviser may recommend a financial product from the Approved Product List, or depending on your objectives, financial situation and needs, your Adviser may need to recommend a financial product that is not on the Approved Product List. If this happens, any other product that your Adviser may recommend must meet our selection criteria and approval process.

The financial services or products that your Adviser is authorised to offer are outlined in Part Two of this FSG at ‘Financial services and product types your Adviser can provide.’

### 4. Your personal information and providing instructions

#### Collecting your information

We collect personal information about you when you meet with your Adviser, request or use our products or services, email us, phone us or visit our websites. This information may include:

- your personal objectives

- details of your current situation
- other relevant information.

We may also collect information about you from others, such as service providers, agents, advisers, brokers, employers or family members.

When collecting sensitive information, such as health and lifestyle information, usually for insurance purposes, we will ask you for your consent.

You do not have to disclose all of your personal information, however without it your Adviser may not be able to provide advice that is appropriate for your objectives, financial situation and needs.

To access your personal information, please contact your Adviser. If your personal information is incorrect, we can correct it.

### Exchanging your information

We may exchange your personal information with other members of the Group who can use this information in the same way we can. We disclose information to third parties as permitted by law or for the uses listed below.

Third parties include service providers where we outsource activities, persons acting on your behalf, other financial institutions, auditors, insurers, employers and government agencies. We may disclose your information overseas to overseas Group members, service providers or other third parties who operate or hold data outside Australia, or when required for a particular transaction or by overseas law. Australian law may not apply to some of these overseas parties.

### Using your information

We collect, exchange and use your information so that we can:

- provide advice that is appropriate for your objectives, financial situation and needs
- manage our relationship with you
- price, design and administer our services or inform you about other products and/or services that may be of interest to you; manage our risks, help identify and investigate illegal activity, comply with our legal obligations, and assist government and law enforcement agencies.

The law requires us to establish your identity and assess applications for products and services by confirm its accuracy. In particular, your Adviser will need to verify your full name, date of birth and residential address and to do so, they will need to sight and maintain records of various identification documents such as a driver licence or passport.

Your Adviser may sometimes use programs, calculators or worksheets as illustrative tools when you meet with them. Your Adviser uses these tools to find out about your relevant objectives, financial situation or needs. You should not rely or act on any representations made in these meetings as any personal advice that you receive will be set out in your SoA.

### Instructing your Adviser

You generally need to instruct your Adviser in person as your signature will be required for verification. For some products and services though, special arrangements can be put in place to instruct your Adviser by phone, email or fax.

Your Adviser can also take instructions from you to transact on your behalf and place a financial product (that they are able to offer) without providing personal financial advice.

### Respecting your privacy

We are committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality, we

have adopted the principles set out in the Privacy Act. The Group's Privacy Policy will assist you in ascertaining how to complain, how your complaint is dealt with and provide further information on our personal information handling practices. Please refer to the Group's Privacy Policy available at [www.commbank.com.au/security-privacy/general-security/privacy.html](http://www.commbank.com.au/security-privacy/general-security/privacy.html), from your Adviser.

## 5. Reviewing your portfolio

We recommend you review your financial situation at least annually or when your personal or financial circumstances change. Reviewing your financial plan is an important step in the financial planning process as it makes sure you are on track to achieving your goals and objectives, whilst also ensuring that the advice remains appropriate for you.

## 6. What you should do if you are not satisfied with our services

If you are not happy with your Adviser or the services provided to you, we encourage you to:

- Discuss your complaint with your Adviser in the first instance.
- If you would prefer not to discuss your complaint with your Adviser directly or if your complaint has not been resolved to your satisfaction, you can contact the CBA Group Customer Relations team.
- If after speaking with your Adviser, your complaint is still not resolved, you can contact CBA Group Customer Relations. CBA Group Customer Relations is the Commonwealth Bank Group's primary escalation point for customer feedback with a particular responsibility for resolving complaints. You can contact them by:

Writing: Group Customer Relations  
Reply Paid 41  
Sydney NSW 2001  
Email: [customerrelations@cba.com.au](mailto:customerrelations@cba.com.au)  
Phone: 1800 805 605

- If you are still not satisfied, you can refer the matter to the Financial Ombudsman Service Limited (FOS), of which Financial Wisdom is a member. The FOS provides an independent dispute resolution process between consumers, as well as some small businesses and member financial services providers, and covers financial services disputes including general insurance, life insurance, financial planning, investments and pooled superannuation trusts. You can contact the FOS by:

Writing: Financial Ombudsman Service Limited  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1800 367 287  
Email: [info@fos.org.au](mailto:info@fos.org.au)

## 7. Our professional indemnity insurance

Our professional indemnity insurance satisfies the compensation arrangements required under Australian law, being section 912B of the Corporations Act. Financial Wisdom is covered for claims against former Authorised Representatives, whilst they acted on our behalf.

# FINANCIAL SERVICES GUIDE

## PART TWO ADVISER DETAILS

Financial Wisdom Limited  
ABN 70 006 646 108  
Australian Financial Services Licence No. 231138

11 Harbour Street  
Sydney NSW 2000  
Telephone 1800 024 864

Issue date: 9 November 2018  
Version number: 3.05





## **Information about this Financial Services Guide**

This is Part Two of the Financial Wisdom Limited Financial Services Guide (FSG), which is divided into two parts. Part One and Part Two must be read together.

Your financial planner ("Planner", 'Adviser,' 'I', 'we' or 'my') is an Authorised Representative of Financial Wisdom and provides services on behalf of Financial Wisdom.

Part One – General details provides information about:

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- Financial services and products we provide.
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- What you can do if you are not satisfied with our services.

Part Two – Adviser details provides information about:

- Who your Adviser is and how they can be contacted.
- Financial services and products your Adviser is authorised to provide.
- How your personal information is used and stored.
- Fees or other costs your Adviser may charge.
- How Financial Wisdom, your Adviser and any other relevant parties are remunerated.



## Part Two - Adviser Details

### 1. Your Adviser and how you can contact them

Eureka Whittaker Macnaught is an Authorised Representative of Financial Wisdom and can be contacted using the following details:

**Name:** Eureka Whittaker Macnaught Pty Ltd\*  
(ABN 17 163 839 816)

**ASIC adviser identification number:** 440820

**Address:** Suite 3.3, 100 Creek Street  
Brisbane QLD 4000

**Telephone:** 07 3164 6222

**Facsimile:** 07 3319 0940

**E-mail:** [admin.qld@ewmac.com.au](mailto:admin.qld@ewmac.com.au)

**Name:** Eureka Financial Group Pty Ltd\*  
(ABN 93 062 864 779)

**ASIC adviser identification number:** 235433

**Address:** Suite 301, 77 King Street  
Sydney NSW 2000

**Telephone:** 02 9460 2288

**Facsimile:** 02 9460 2488

**E-mail:** [admin@ewmac.com.au](mailto:admin@ewmac.com.au)

\*The above corporate entities trade as Eureka Whittaker Macnaught

**Freecall:** 1800 621 807

**Website:** [eurekawhittakermacnaught.com.au](http://eurekawhittakermacnaught.com.au)

The following individuals are authorised by Financial Wisdom to provide personal financial advice through Eureka Whittaker Macnaught Pty Ltd (QLD) and Eureka Financial Group Pty Ltd (NSW): -



#### **Greg Cook (NSW)**

CFP, DipFP, LRS, FPA Fellow, JP

**ASIC Adviser identification number:** 235710

Greg is a financial planner, Eureka co-founder, and Chief Executive Officer of Eureka Whittaker Macnaught. In 2010 Greg became a member of the Financial Planning Association's (FPA) Conduct Review Commission, was the FPA national conference chair for 2010 and 2011, and is the former national chair of the Financial Wisdom Adviser Forum.

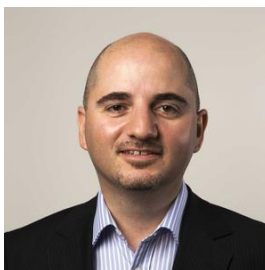


#### **Andrew Jones (NSW)**

BBus, CPA, SSA

**ASIC Adviser identification number:** 235711

Andrew is a financial planner and the Chief Financial Officer of Eureka Whittaker Macnaught. Andrew is a self-managed superannuation expert, and has been an SMSF Association Specialist Advisor since 2005. Andrew also specialises in advice to small business, particularly in the area of asset restructuring for clients leading up to and during retirement.



#### **Ercan Boduk (NSW)**

CA, BCom, SSA, DipFS

**ASIC Adviser identification number:** 336005

Ercan has been in the accounting and financial services industry since 1994 and in his most recent corporate role was as a superannuation technical analyst. He is motivated by helping clients establish their personal and financial goals and assisting them on their journey to achieve those goals. Ercan's strong accounting and tax background complements his technical and strategic superannuation knowledge and experience. He is also an SMSF Association Specialist Advisor.



#### **Andrew Burnet (NSW)**

**ASIC Adviser identification number:** 237102

Andrew has over 25 years industry experience, commencing in sales and management roles including manager for ACT/ Southern NSW with Colonial Mutual Life. Since that time Andrew ran his own successful practice with offices in Canberra and Bathurst, providing specialist advice to families and rural clients on personal insurance, superannuation and business succession strategies.



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**Ben Parnell (NSW)**

BA Hons (Bus Econ), DFP

**ASIC Adviser identification number:** 1245113

Ben began his career in the financial services industry with Eureka Whittaker Macnaught in 2011, after moving to Australia from the UK in 2010. Deciding to settle here, Ben has worked his way up through the business across a number of roles, which equipped Ben with all the necessary skills to excel in his role as Financial Planner. Ben draws motivation from seeing clients achieve their goals and aspirations and believes in long term relationships with clients, helping them to stay on track through all of life's ups and downs with a sound and adaptable financial plan. Outside of work, if Ben isn't playing or watching sport, he'll be out on a bush walk or on the water.

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**Sally Bell (QLD)**

CFP, MAppFin, C.Dec

**ASIC Adviser identification number:** 440970

Sally has worked in financial planning since 2001. Prior to joining Eureka in 2013, she worked with Whittaker Macnaught for 9 years. Sally is highly motivated to assist clients in achieving what is important to them, and believes in tailored financial advice, not a one-size-fits-all approach. Sally is one of Eureka Whittaker Macnaught's Aged Care Specialist planners.

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**Peter Mill (QLD)**

FPA, Advanced Dip FP

**ASIC Adviser identification number:** 280955

Peter has been in the financial services industry since 1970 and a Financial Planner since 2000. Prior to joining Eureka in 2013 he worked as a Planner with Whittaker Macnaught for 13 years. Peter holds an Advanced Diploma of Financial Planning and specialises in Aged Care and the retirement needs of clients. Using his years of experience Peter offers clients advice on a diverse range of financial planning issues.

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**Joanna Moss (QLD)**

BSc Econ (Bus and Mgt), DipFP

**ASIC Adviser identification number:** 1240905

Joanna began her career in the financial services industry in 2005 in UK retail banking. Having settled in Australia, Joanna began working with Whittaker Macnaught in 2012 and continued on to join Eureka Whittaker Macnaught in 2013. Joanna enjoys getting to know her clients and helping them achieve their aspirations through holistic and tailored financial planning. She values long term relationships and empowering clients to make sound financial decisions which are in their best interests. Joanna believes in strategic financial planning that is reviewed and adjusted as life changes and that a well-designed financial plan, will stand the test of time.

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**Michael Sheppard (QLD)**

Advanced Dip FP

**ASIC Adviser identification number:** 442280

Michael has worked in the financial services sector since 2006. He has held technical and advisory roles in both small boutique and large financial planning firms. Michael believes in providing holistic advice based upon a full understanding of the client's needs and objectives. He has experience in pre and post-retirement planning, wealth creation and portfolio management, investment in listed securities, personal risk insurance, superannuation and self-managed super funds. Michael holds an Advanced Diploma in Financial Services (Financial Planning) and is currently undertaking a Masters in Financial Planning. He holds industry accreditations in listed securities and derivatives with the ASX and investment lending.

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**Steven Smith (QLD)**

DipFP

**ASIC Adviser identification number:** 440972

Steven has been advising Whittaker Macnaught clients since 2011. He takes great pride in helping clients with their major financial decisions and realising their lifestyle goals. Steven has been a part of the financial planning profession since 1998, and he has been a board member of the Alzheimer's Association of Queensland for more than 10 years. Steven is working towards his Advanced Diploma of Financial Planning.

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## 2. Financial services and product types your Planner can provide

Eureka Whittaker Macnaught is authorised to provide personal financial advice, general financial advice, and transact on your behalf (dealing) in relation to the following types of financial products:

- Securities
- Managed investment schemes
- Investment and funeral bonds
- Deposit products
- Government debentures, stocks and bonds
- Personal and business risk insurance
- Superannuation
- Margin loans
- Retirement Savings Accounts

### Limits on the advice that can be provided

It is important to note that your Planner cannot provide advice on the following:

- General insurance
- Derivatives
- Foreign exchange

In addition, if your Planner identifies that you require specialist advice on a particular product or service, such as estate planning, they may refer you to a specialist who can help.

### Registered Tax (Financial) Adviser

Our Planners are registered with the Tax Practitioners Board as Registered Tax (Financial) Advisers. Based on the information collected from you, our advice considers the tax consequences that relate directly to the financial advice being provided. However we are not Registered Tax Agents and consequently this advice does not include an assessment of your overall tax position. As such, we strongly recommend you review this advice with a Registered Tax Agent.

### Securities

If your Planner identifies that you require securities advice, they may refer you to CommSec Advisory for personal advice on direct share investments or existing portfolios.

Financial Wisdom and Eureka Whittaker Macnaught may receive a fee as a result of this referral. Any referral fee that is received will be disclosed in your SoA.

Alternatively, your Planner may seek portfolio research advice from CommSec Adviser Services and incorporate this research into the advice that they provide to you. The cost of this advice will be incorporated into the total advice fee and detailed in your SoA.

## 3. Your Personal Information

From time to time, we may give access to some of your personal information to certain service providers for them to use.

We have an arrangement with an Australian service provider, under which, that service provider may use some of your personal information. The service provider assists us with the preparation of the advice we give to you. The Australian company has representatives who work in the Philippines who will have access to some of your information. Your information will not be saved or stored in

the Philippines or in Australia by the service provider or its representatives.

## 4. Referrals

You do not have to consult any professional that your Planner may refer you to. You may want to consult a professional you have an existing relationship with, or choose another. The professional you choose to consult is responsible for the advice they provide to you. Financial Wisdom and Eureka Whittaker Macnaught may receive a fee or other benefit as a result of that referral. We may also receive a referral fee or other benefit from the business that is transacted on your behalf.

## 5. Fees and other costs that may apply to you

A range of fees and other costs may be payable to Financial Wisdom for the advice you receive and the financial products used.

Outlined below are the types of payments that you may be charged. Before we provide you with any financial advice, we will discuss these options with you and help you select the best payment method for you.

Where we are aware that you have used borrowed funds (i.e. funds that are either secured or unsecured) to invest through us, we will charge you a flat dollar advice fee.

In all cases, details of payments required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. You will be provided with a tax invoice for any services provided and payment is generally made to Financial Wisdom in accordance with the terms of the invoice and is payable by credit card, direct debit, cheque or BPAY. Alternatively, where available, you may direct us to deduct the payment from your investment or superannuation account.

These amounts, where they can be determined, will be documented in your SoA. If at the time you receive your SoA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead.

### Fee for Service

Under this method of payment, there are set fees payable for each service provided to you. Those services and fees include:

- Initial consultation: You may be charged a fee of \$550 (including GST) for your Discovery Meeting with your Financial Planner.
- Initial advice: There is a set minimum fee of \$2,750 (including GST) for the preparation of an SoA
- Ongoing Advice: Eureka Whittaker Macnaught has Ongoing Advice packages that attract different rates of fees relative to the ongoing services provided as outlined in the relevant service package offering.

### Hourly Rate Direct Charges

Your Planner may charge an hourly rate for financial services. The current rate is \$550 per hour or part thereof. Part or all of the initial commissions received from a product provider may be rebated to you if this charging option is used.

Before going ahead, you will be given an estimate of the time that your Planner may need. Under this fee structure, you will be given a tax invoice for the service provided. Payment is made to Financial Wisdom in accordance with the invoice.

## Revenue, Adviser Service fees and Commissions

### Revenue

Financial Wisdom may receive payments from certain product providers whose products your Planner recommends. These payments are based on the level of investments by Financial Wisdom clients in those products or level of insurance premiums applicable.

### Adviser Service Fee

The Adviser Service Fee is a fee that you and your Planner agree on for the service that Eureka Whittaker Macnaught is to provide, and is payable to Financial Wisdom. Financial Wisdom may pass all or part of that fee on to Eureka Whittaker Macnaught. Some products offer the option to deduct the Adviser Service Fee from your funds on a periodic basis.

### Direct Share Investments

Your Planner may charge you a fee over and above the brokerage fee charged by CommSec Adviser Services for trading shares. A management fee based on the value of your direct share investment may also be charged. These fees are optional and have no minimum or maximum.

### Intra-Fund Payments

Financial Wisdom may receive payments (including intra-fund advice fees and commissions) from the trustee of a superannuation fund with which it has entered into an intra-fund services agreement in respect of the intra-fund advice services provided to you. These payments may be paid periodically and Financial Wisdom may pass these payments on to me. Any intra-fund advice payments that Financial Wisdom or I receive are not an additional cost to you.

Under such agreements, my advice is restricted to providing general advice or factual information only. Where you require me to take your individual circumstances into account I can provide you with personal advice and this will be charged for by entering into a separate fee arrangement.

### Commissions

Financial Wisdom may receive initial or ongoing commission payments when you invest in a product or commence an insurance policy through Eureka Whittaker Macnaught. Under this arrangement, Financial Wisdom may receive commission payments directly from product providers.

An initial commission is a one-off payment made upon entry to a financial product and an ongoing commission is paid each year for which a financial product is maintained.

Commission payments are based on a percentage of the funds you invest or the insurance premiums you pay. They are not paid directly by you and are instead deducted from the investment, superannuation, loan or insurance premium by the product provider and paid to Financial Wisdom.

### Investment and superannuation products

The initial commission that Financial Wisdom may receive on an investment or superannuation product can be up to 5.50% of the investment amount.

The ongoing commission that Financial Wisdom may receive can be up to 1.10% per annum of the investment amount.

Financial Wisdom only receives initial or ongoing commission payments on investment or superannuation products, where they are entitled to receive these payments through existing arrangements with product providers.

### Life insurance products

*Additional cover added to an existing product which was issued before 1 January 2018*

The initial commission that Financial Wisdom may receive on insurance policies can be up to 135% of the first year's premium.

The ongoing commission that Financial Wisdom can receive may be up to 38.50% per annum of the renewal premium.

*New products issued on or after 1 January 2018*

The initial commission that Financial Wisdom may receive on insurance products applied for and issued on or after 1 January 2018 will be no more than 80% of the premium in the year of issue. The ongoing commission that Financial Wisdom can receive will not exceed 20% per annum of the premium (33% per annum of the premium for level commission structures).

Any commission payments that Financial Wisdom or Eureka Whittaker Macnaught receives are not an additional cost to you.

### Margin Lending

Financial Wisdom may receive commission payments on margin loans which are based on a percentage of the loan amount. This commission is paid on an annual basis and Financial Wisdom may pass this on to Eureka Whittaker Macnaught. Financial Wisdom will only receive initial or ongoing commission payments on margin loans, or additional drawdowns to these products, where they are entitled to receive these payments through existing arrangements with product providers.

## 6. What Financial Wisdom pays your Planner

### Fees and Commissions

Once Financial Wisdom receives payment for a service, they may pay Eureka Whittaker Macnaught up to 100% of the revenue, fee and bonus amount that they receive. Any remaining amount will be retained by Financial Wisdom.

The amounts that are paid to Eureka Whittaker Macnaught and retained by Financial Wisdom will be disclosed in your SoA. If the amount is not calculated at the time your SoA is provided, the way the amount is calculated will instead be disclosed.

### Payments specifically arranged for Eureka Financial Group Pty Ltd (NSW)

Where permitted by law, Financial Wisdom may receive quarterly payments from product providers that are on the Financial Wisdom Approved Product List ('APL product providers'). Any payments that Financial Wisdom receives from APL product providers are based on the level of funds under administration. In relation to insurance Financial Wisdom may receive quarterly payments from Colonial Mutual Life Assurance Society Limited, trading as Commlnsure, which are based on premiums in force as at 31 December 2017 and Financial Wisdom meeting policy lapse rate targets. When received, these payments form part of a pool of funds that is maintained by Financial Wisdom. Financial Wisdom may pass on to Eureka Financial Group a share of these pooled payments as a short term incentive payment. However before they do Eureka Financial Group Pty Ltd must meet certain performance measures.

Financial Wisdom will assess our performance against these measures and we will receive a score. This score is known as a Practice Quality score.

In order to qualify for a Short Term Incentive payment, both my Practice Quality Score and my business earnings must be above the minimum level set by Financial Wisdom.

If we qualify for a Short Term Incentive then the higher our Practice Quality Score above this minimum the higher our share of the pooled payments. Points are awarded for the quality of advice we provide to our clients and our business acumen but most points are available for factors such as our earnings and the size and growth of our practice. Any payments that Financial Wisdom receives from APL product providers or which we may receive a share of, are not deducted from your investment or insurance premiums, nor are they an additional cost to you. The details of any revenue sharing arrangements which may apply to any products recommended to you will be set out in the SoA.

### **Payments specifically arranged for Eureka Whittaker Macnaught Pty Ltd (Qld office)**

#### **Revenue sharing arrangements that apply to Commonwealth Bank Group products your Planner recommends**

Eureka Whittaker Macnaught Pty Ltd also has an arrangement with Financial Wisdom where they may receive a share of any payments made to them by Colonial First State, MLC Navigator and CommInsure. These arrangements are described below.

#### **For investments**

Financial Wisdom receives payments from Colonial First State which are based on the volume of funds invested into the Colonial First State FirstChoice Retail, Colonial First State FirstChoice Wholesale or FirstWrap platforms ('selected Colonial First State platforms') by its Authorised Representatives, and payments from MLC based on the volume of funds invested into selected MLC products and platforms. These payments can be up to:

- 0.25% pa of the funds invested into the Colonial First State FirstChoice Retail and Colonial First State FirstChoice Wholesale platforms
- 25% pa of the FirstWrap administration fees.

If over a three month period, Eureka Whittaker Macnaught Pty Ltd manages a minimum average of at least \$25,000,000 in selected Colonial First State and MLC platforms, Eureka Whittaker Macnaught Pty Ltd becomes entitled to a share of the payments that Financial Wisdom receives from Colonial First State.

The share Eureka Whittaker Macnaught Pty Ltd may receive will be a percentage of what Financial Wisdom receives from Colonial First State and MLC, and based on the volume of funds under management that your Eureka Whittaker Macnaught Pty Ltd manages in selected Colonial First State and MLC platforms. The percentage can range from 20% to 100%.

For example, if Eureka Whittaker Macnaught Pty Ltd manages an average of \$25,000,000 in selected Colonial First State and MLC platforms over the three month period, Eureka Whittaker Macnaught Pty Ltd will be entitled to 20% of the amount that Financial Wisdom receives from Colonial First State attributable to that \$25,000,000.

If Financial Wisdom receives the maximum payment of 0.25% per annum (or equating to 0.0625% for the three month period) from Colonial First State and MLC, Eureka Whittaker Macnaught Pty Ltd will be entitled to a share of \$3,125 (i.e. \$25,000,000 x 0.0625% x 20%).

#### **For insurance**

Financial Wisdom receives quarterly payments from CommInsure which are based on Financial Wisdom achieving new insurance premium targets and meeting policy lapse rate targets. These payments can range from 0% – 15% of the new insurance premiums generated.

If Eureka Whittaker Macnaught Pty Ltd places a minimum of \$25,000 in new insurance premiums with CommInsure over a rolling 12 month period, provided the policy lapse rate is not 12% or greater over the same period, Eureka Whittaker Macnaught Pty Ltd is entitled to a percentage of these payments on a quarterly basis.

The entitlement is based on the premiums Eureka Whittaker Macnaught Pty Ltd places. There will be a tiered reduction in the percentage if the policy lapse rate exceeds 8%.

For example, assume the policy lapse rate is less than 8% and Eureka Whittaker Macnaught Pty Ltd generates \$25,000 in new insurance premiums over twelve months. If Financial Wisdom receives a payment of \$120,000 for the last quarter of that twelve months from CommInsure and Eureka Whittaker Macnaught Pty Ltd is responsible for placing 0.50% of the new insurance premiums for that last quarter; the payment they receive for that last quarter will be \$600 i.e. (\$120,000 x 0.50%).

Should the amount of new funds Eureka Whittaker Macnaught Pty Ltd places into selected Colonial First State platforms and certain CommInsure investment products, bonds and annuities over a 12 month period exceed the amounts withdrawn over the same period, Eureka Whittaker Macnaught Pty Ltd may be entitled to an additional share of the payment Financial Wisdom receives. However, where the amount withdrawn exceeds the amount of funds placed for the same period, the share of payments Eureka Whittaker Macnaught Pty Ltd receives may reduce.

Any share of payments Eureka Whittaker Macnaught Pty Ltd receives from Financial Wisdom with respect to either selected Colonial First State, MLC platforms or CommInsure product are not an additional cost to you.

Eureka Whittaker Macnaught Pty Ltd will manage and will clearly disclose any conflicts in the SoA that may influence the advice given to you. In the event a conflict does arise, Eureka Whittaker Macnaught Pty Ltd will give priority to your interests. The manner in which the revenue sharing arrangements is calculated will also be detailed in the SoA.

In addition, details of any revenue sharing arrangements which may apply to any products recommended to you will be set out in your SoA.

Financial Wisdom and Eureka Whittaker Macnaught Pty Ltd will continue to receive these payments where we have an entitlement to do so under an arrangement with a product provider prior to 1 July 2013.

#### **Referral payments**

Eureka Whittaker Macnaught pays Bankwest \$3,250 per quarter to refer customers with financial advice needs to us. Financial Wisdom pays an annual fee to Bankwest for the referral opportunity. If you were referred by another party, or if Financial Wisdom or Eureka Whittaker Macnaught have referred you to someone else, Financial Wisdom or Eureka Whittaker Macnaught may pay that referral party a fee or commission. Financial Wisdom or Eureka Whittaker Macnaught may receive a referral fee in the event that we refer you to someone. Your SoA will disclose these referral payments and the amounts paid.

## Partners in Education

Financial Wisdom may receive sponsorship payments from a number of product providers which are in no way linked to volume of sales. Financial Wisdom offers various package arrangements where product providers can partner with Financial Wisdom to provide education and training services for their Planners. For a full list of all current partners, please visit [www.financialwisdom.com.au](http://www.financialwisdom.com.au)

## Other benefits that your Planner may receive

From time to time, your Planner may also receive other benefits which may include:

- Educational conferences and seminars: these are arranged by Financial Wisdom and attendance may be fully or partially subsidised by Financial Wisdom.
- Non-monetary benefits: these may include business lunches, tickets to sporting and cultural events, promotional merchandise or other minor benefits from Financial Wisdom or product providers.
- Eureka Whittaker Macnaught may also have access to a Business Valuation Package offered by Financial Wisdom. This is subject to certain conditions and any amount paid by Financial Wisdom depends on factors such as compliance history and financial performance.

These benefits are discretionary in nature and relate to future events. It is therefore not possible to provide an estimated dollar value on these benefits at this point in time.

Any other benefits that Financial Wisdom or your Planner may receive will only be accepted to a value of less than \$300 per provider per year. If other benefits over this limit are received, they will be declined or if delivery has already been made, they will be disposed of. In the instance that a benefit has been received and needs to be disposed of, that benefit will be passed on to charity or disposed of by other means.

Financial Wisdom maintains a public register of all other benefits they receive. Financial Wisdom also maintains a Conflicts of Interest register for circumstances where some or all of your interests may be inconsistent or diverge from some or all of my interests or those of Financial Wisdom. If you would like to see a copy of these registers, you can contact Financial Wisdom.

## Our relationship with Azimut Group

Eureka Whittaker Macnaught is a member of the Azimut Group of companies. Established in 1989, Azimut is Italy's largest independent asset manager.

From time to time Eureka Whittaker Macnaught may recommend you:

- apply for, acquire, vary or dispose of a financial product issued and/or managed by a person; and/or
- use the accountancy, compliance and taxation services of a person who is also a member of the Azimut Group.

As at the date of this FSG, relevant product issuers and/or managers include AZ Sestante Ltd ABN 94 106 888 662, AFSL 284442 and Sigma Funds Management Pty Ltd (ABN 73 137 097 075 , AFSL 339 901) and relevant accountants include Peters and Partners (ABN 34 607 866 508). Eureka Whittaker Macnaught does not receive any direct remuneration or other benefit as a result of our recommendation to apply for, acquire, vary or dispose of a financial product issued and/or managed by these related companies, or any recommendation to use the services of the accountant, as any remuneration and benefit are received by the product issuer, investment manager and accountant (as relevant) and ultimately our common parent company.