

# FINANCIAL SERVICES GUIDE

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

NICHOLAS DON

Financial Adviser

Authorised Representative Number: 300483

CHPW Financial Pty Limited

ABN 78 110 598 368

AFS License No 280201

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## Overview

### **THIS FINANCIAL SERVICES GUIDE (FSG) CONTAINS IMPORTANT INFORMATION ABOUT:**

This Financial Services Guide (FSG) is provided to inform you of the financial services provided by CHPW Financial Pty Ltd (CHPW). It is designed to assist you to decide whether to use them and also to comply with our obligations as a financial services licensee.

It contains information about:

- The financial services and advice we provide;
- Who will be advising you;
- Fees and other benefits that may be paid to CHPW, its representatives or related entities;
- How to communicate with us; and
- How complaints are dealt with.

It is an important document which will help you decide if you want to use the services being offered. You should read and understand this document before accepting any of the services offered. If you require additional information or clarification of any issues, then please ask us. Please refer to the contact details page for

You are encouraged to ask your Financial Adviser about the services being offered, the costs involved and any other information included in this FSG.

When your Financial Adviser provides you with financial planning services you may also receive:

- A Statement of Advice (SoA) will be given when you engage us to provide you with personal advice. This document sets out our advice, the basis of that advice, and details about the fees, costs and other benefits payable as a result of the advice given;
- A product disclosure statement ("PDS") will be given to you when we recommend you acquire an interest in a financial product. The PDS provides you with information about the products recommended such as its features, benefits, fees and risks. This will assist you to make a decision about whether or not to buy that product;
- A Fee Disclosure Statement ("FDS") will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you received and the fees you paid during the period; and
- A Renewal Notice will be issued every 2 years if you have entered an ongoing fee arrangement. The Renewal Notice will give you the option of renewing the ongoing fee arrangement.

### **THE FINANCIAL PLANNING PROCESS**

Every client's need and objectives are unique; therefore, CHPW develops an investment plan that is tailored especially for each client and attempts to meet individual client goals and objectives. Strategies implemented will be within the risk parameters you have previously outlined to us.

## OVERVIEW

When the plan is complete it will be formally presented to you, and will outline any recommended strategies and explain how they will assist in meeting your short- and long-term goals and objectives. The plan will also clarify any significant risks of investment strategies recommended, and include information concerning any fees, commissions and other benefits your financial adviser may receive for implementing the investments.

Once you agree to proceed with the recommendations made in the plan, your financial adviser will assist you with the completion of all necessary documentation and the purchase of investments. The investment details will then be entered into the CHPW database to enable us to review the progress of your portfolio.

### Mortgage and Real Estate Services

Your consultant and Odyssey Financial Pty Ltd also provide Mortgage Broking and Real Estate Services under separate licences to Financial Advice, which is provided as a Corporate Authorised Representative of CHPW Financial Pty Ltd. If a Mortgage or Real Estate Service is being provided, now, previously or in the future, it is not to be seen in any way as Financial Advice, Investment Advice in any way.

Any advice or assistance in relation to mortgages, loans, real estate or ancillary services falls outside of Financial Advice or Investment Advice and has no business relationship to us being an Authorised Representative of CHPW Financial Pty Ltd.

Financial Advice can only be provided on products and services that are within CHPW Financial Pty Ltd approved product list. Financial Advice offered to clients will be supported by an official Statement of Advice or Record of Advice. Financial Advice can only be provided after your personal circumstances has been taken into consideration and a risk profile completed.

A recommendation of a Property is not to be seen as Investment or Financial advice. As a Real Estate agent, we are providing information and figures and estimates that we have been given by a developer, vendor or other 3<sup>rd</sup> parties. We also confirm that we are paid a referral fee for the sale of a property, as a flat fee or as a % of the property purchase price, and for mortgage broking we are also paid a fee from the lender as an upfront commission and trailing commission. Property capital growth, rental income and overall property performance is totally out of our control and no come back to our Real estate licence or PI is available.

# BEFORE YOU GET OUR ADVICE

## Before You Get Our Advice

### LICENSEE RESPONSIBILITY

This FSG has been given to you by your Financial Adviser with the authority of CHPW.

CHPW is an Australian Financial Services Licensee; our license number is 280201.

Our ABN is 78 110 598 368 and our registered address is 49 Cardigan Place, Albert Park, VIC 3206.

### YOUR FINANCIAL ADVISER

Your Financial Adviser is Nicholas Don and his Australian Securities and Investment's Commission (ASIC) representative number is 300483.

### QUALIFICATIONS AND EXPERIENCE:

- 29 years in the Financial Services Industry.

Nicholas Don is an Authorised Representative of CHPW Financial Pty Limited. If you do not wish to receive our advice, we may still need to deal on your behalf by carrying out any your instructions. If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.

### SCOPE OF OUR AUTHORITY AND ADVICE

Nicholas Don is authorized by CHPW to provide financial planning advice. CHPW provides advice on unit trust products, managed investments, debentures, superannuation, securities and insurance products.

### PRODUCTS OUR ADVICE RELATES TO

- Deposit and payment products, limited to:
  - Basic deposit products
  - Deposit products other than basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life products including:
  - Investment life insurance products
  - Life risk insurance products
- Interests in managed investment schemes including:
  - Investor directed portfolio services
- Retirement savings accounts ('RSA')
- Securities

## BEFORE YOU GET OUR ADVICE

- Superannuation, and
- Margin Lending

Any investment is only recommended to you, after considering its suitability to your individual investment objectives, financial situation and needs.

CHPW offers both personal and general advisory services.

A Portfolio Monitoring Service, comprising a review of your portfolio, can be arranged as part of the financial planning service.

### HOW TO PAY FOR THE SERVICES PROVIDED

The fee structure will vary depending on the advice provided: you may pay a standard fee, or we might receive a payment called commission, which is paid to us by the issuer of the financial product provided.

You will receive a Statement of Advice (SoA) containing details of our fees and any payments made to us by financial product issuers.

### HOW WE CALCULATE FEES, RENUMERATION, COMMISSIONS OR OTHER BENEFITS RECEIVED

You may be charged an upfront and ongoing adviser service fee. If this amount is between 0-4% then you need to have an example i.e. If you invest \$100,000 and we charge you 1.1% we will receive \$1,100. From 1st January 2019, the upfront commission payable to CHPW for advising on and implementing risk insurance financial products for you can range between 0% and 77% of your annual premium, while on-going commission may range between 0% and 33% of annual premium.

Should you require general advice, the hourly rate of \$250 will apply.

From 1st January 2020 the upfront commission payable to CHPW for advising on and implementing risk insurance financial products for you can range between 0% and 66% of your annual premium, while on-going commission may range between 0% and 33% of annual premium.

CHPW can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances. If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive and/or the value of your account balance (or insurance premiums). Nicholas Don will agree the amount of the fee with you and record it in your SoA.

These initial and ongoing fees are drawn from your investments and paid by the Fund Managers you invest in to CHPW. CHPW then splits this revenue with Nicholas Don on the following basis:

1. Gross commission is received,
2. Business operating expenses are paid out, and

## BEFORE YOU GET OUR ADVICE

3. The net profit is allocated to Nicholas Don

CHPW and your financial adviser 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.

Benefits greater than \$300 in value are recorded in a Register, which meets the requirements of the Financial Planning Association (FPA) Code of Practice on alternative forms of remuneration.

### HOW RELATIONSHIPS AND ASSOCIATIONS AFFECT OUR FINANCIAL SERVICES

We don't believe we have relationships or associations which influence us. It is an issue we monitor constantly and we will inform you immediately; should we feel a relationship or association will begin to influence our advice to you. The businesses we have a financial interest in or receive a financial benefit from are as follows:

- Odyssey Financial

### PROFESSIONAL INDEMNITY (PI) INSURANCE COVER

We hold professional indemnity insurance cover for the activities conducted under our AFSL which we believe satisfies the requirements of s912B or the Corporations Act 2011 (Cth) for compensation arrangements. The insurance will cover claims in relation to the conduct of authorised representatives, representatives and employees who no longer work for CHPW (but who did at the time of the relevant conduct).

# RECEIVING OUR ADVICE

## Receiving Our Advice

### WHEN YOU SHOULD RECEIVE YOUR STATEMENT OF ADVICE

Your Financial Adviser may meet with you several times to discuss possible investment options before finalising their recommendations.

Any general discussions should not be considered as advice and you should not rely solely on information given to you in discussions - you should only rely on advice documented to you in a Statement of Advice (SoA) and explained to you by your Financial Adviser.

You should take the time to read and understand all Statements of Advice given to you, before signing or acting on them. In some circumstances, you may not receive an SoA, for example:

- General advice – such as advice provided in seminars and through newsletters will not have considered your personal circumstances and will not be documented in an SoA.
- Further advice - where you have previously received advice documented in an SoA, any further advice which is not significantly different to the initial advice, will be recorded in a Record of Further Advice which you can request from your financial adviser.
- We will keep a copy of the further advice that we provide. You can request a copy of the advice at any time using our contact details in this FSG.

### TAILORING OUR ADVICE TO YOUR NEEDS AND FINANCIAL SITUATION

Our advice will be tailored so it is suitable for your needs and financial situation, but in order to do so CHPW needs to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so.

**Important warning: You may decide to limit the scope of the advice provided by CHPW, if you only want advice on specific areas or because you want to reduce the cost of receiving advice. If you do this you should understand that your Financial Adviser will not consider your full needs, objectives and circumstances when making recommendations.**

### UNDERSTANDING THE RISKS OF PRODUCTS AND STRATEGIES WE RECOMMEND

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 these risks to you.



# RECEIVING OUR ADVICE

## INSTRUCTING US TO ACT ON YOUR BEHALF

You can contact us directly with any instructions relating to your financial services. This includes giving us instructions by telephone, mail or email.

## OTHER SERVICES PROVIDED

Your financial adviser may provide services other than financial planning services. For example, they may also act as your business adviser or finance broker. Whilst your adviser may provide these services, you should understand that they are not provided under the license held by CHPW.

## PRIVACY POLICY & DISCLAIMER

**CHPW Financial Pty Ltd (CHPW) is committed to protecting the privacy of our clients and other persons with whom we deal. Detailed below, for your information, is our policy on the management of personal information.**

Type of personal information we collect:

As a financial planning organisation we are subject to certain legislative and regulatory requirements which necessitate us obtaining and holding detailed information which personally identifies you and/or contains information about you. In addition, our ability to provide you with financial planning service and advice is dependent on us obtaining certain personal information about you, including:

- Full name, address, phone numbers (home, work, mobile & facsimile), e-mail address, etc.
- Details of your current financial circumstances, including your assets and liabilities, income
- Expenditure, insurance cover, superannuation and estate planning information
- Details of your financial needs and objectives
- Employment details, family commitments and social security's eligibility
- Your tax file number and, in some cases, your Centrelink customer reference number.

In addition, for some clients, we may hold a copy of their Wills and Powers of Attorney.

## NON-DISCLOSURE OF PERSONAL INFORMATION

As we are required by legislation and professional standards, to collect sufficient information to ensure appropriate advice can be given, in respect of recommendations made to our clients, if you elect not to provide us with the personal information, referred to above, we will be unable to provide you with a complete service.

# RECEIVING OUR ADVICE

## COLLECTION AND MAINTENANCE OF PERSONAL INFORMATION

We will not collect any personal information about you except when you have knowingly provided that information to us or have authorised a third party to provide that information to us.

Generally, collection of your personal information will be affected in either face to face interviews, over the telephone or via e-mail. From time to time additional and/or updated personal information may be collected through one or more of those methods.

We will only collect, maintain and use personal information about you if it is necessary for us to adequately provide to you the services you have requested including:

- The preparation of your financial plan
- The provision of financial planning advice to you
- Making investment recommendations
- Reviewing your financial plan
- Reviewing investment recommendations

We will endeavour to ensure that, at all times, the personal information about you which we hold is up to date and accurate. In the event that you become aware, or believe, that any personal information, which we hold about you is inaccurate, incomplete or outdated, you may contact us and provide to us the correct information and we will take all reasonable steps to correct the information.

## DISCLOSURE OF AND ACCESS TO YOUR PERSONAL INFORMATION

CHPW may disclose your personal information (as necessary):

- On a confidential basis to CHPW agents, contractors or third-party service providers that provide financial, administrative or other services i.e. insurance providers, superannuation fund trustees, for the purpose of giving effect to your financial plan and recommendations,
- Where the law requires us to do so, or
- If you consent.

## STORAGE AND SECURITY OF YOUR PERSONAL INFORMATION

Your personal information is generally held in your client file. Information may also be held in a computer database. We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential.

## RECEIVING OUR ADVICE

In the event that you cease to be a client of our firm, any personal information which we hold about you will be maintained in a secure environment for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

### Mortgage and Real Estate Services

Your consultant and Odyssey Financial Pty Ltd also provides Mortgage Broking and Real Estate Services under separate licences to Financial Advice, which is provided as a Corporate Authorised Representative of CHPW Financial Pty Ltd. If a Mortgage or Real Estate Service is being provided, now, previously or in the future, it is not to be seen in any way as Financial Advice, Investment Advice in any way at all. Any advice or assistance in relation to mortgages, loans, real estate or ancillary services falls outside of Financial Advice or Investment Advice and has no business relationship to us being an Authorised Representative of CHPW Financial Pty Ltd. Financial Advice can only be provided on products and services that are within CHPW Financial Pty Ltd approved product list. Financial Advice offered to clients will be supported by an official Statement of Advice or Record of Advice. Financial Advice can only be provided after your personal circumstances has been taken into consideration and a risk profile completed.

A recommendation of a Property via email, in person, via a PIA report or similar is not to be seen as advice or recommendation in any way. As a Real Estate agent, we are providing information that we have been given by a developer, vendor or other 3<sup>rd</sup> party. We are also paid a referral fee for the sale of a property to our clients, as a flat fee or as a % of the property purchase price. Property capital growth, rental income and overall property performance is totally out of our control and no come back to our Real estate licence or PI is available.

### **PRIVACY COMPLAINT**

If you wish to complain about any breach or potential breach of this privacy policy, you should contact us and request that your complaint be directed to the Privacy Officer. Your complaint will be considered within 7 days and responded to. It is our intention to use our best endeavours to resolve any complaint to your satisfaction, however, if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

If you have any questions about our privacy policy please contact:

Ray Werden B Bus Dip FP  
Managing Director  
CHPW Financial Pty Limited  
Australian Financial Services License No 280201  
ACN 110 598 368

Direct line 0408 389 540  
ray@chpw.com.au

# RECEIVING OUR ADVICE

## OUR COMPLAINTS PROCEDURE

1. Contact the CHPW Complaints Manager on (03) 8862 6453 from 8.30am to 5.00pm Melbourne time, Monday to Friday.
2. If your complaint is not satisfactorily resolved within 3 working days, you can refer the matter in writing to:

Company Secretary,  
CHPW Financial Pty Limited  
PO Box 629  
South Melbourne VIC 3205

We will try and resolve your complaint quickly and fairly within 45 days. If the complaint is not satisfactory then the client can make a complaint to AFCA.

3. If the complaint cannot be resolved to your satisfaction you have the right to complain to the Financial Ombudsman Service. This service is provided to you free of charge:

GPO Box 3,  
Melbourne VIC 3001.

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Ph: 1800 931 678

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

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

4. If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA).

PO Box 109, Collins Street, West Melbourne VIC 8007

The Australian Securities and Investment Commission (ASIC) also has a free call Info line on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

# CONTACT INFORMATION

## Contact Information

### CONTACTING YOUR ADVISER

Nicholas Don  
Odyssey Financial  
PO Box 2216 Malvern East VIC 3145  
Tel 03 9509 1316  
[www.odysseyfinancial.com.au](http://www.odysseyfinancial.com.au)



### CONTACTING THE LICENSEE

CHPW Financial Pty Limited  
PO Box 629 South Melbourne  
Tel 03 9804 5135  
[www.chpw.com.au](http://www.chpw.com.au)



**PLEASE RETAIN THIS DOCUMENT FOR YOUR REFERENCE AND ANY FUTURE DEALINGS WITH  
CHPW FINANCIAL PTY LTD**