

Financial Services Guide

Provided by

Mark Gibson Authorised Representative No. 239754 (Trading as Gibson Wealth)

As an Authorised Representative of Regional Wealth Pty Ltd ABN 69 653 664 049 AFSL No. 536535
(Licensee)

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The distribution of this financial services guide (**FSG**) is authorised by the Licensee.

Regional Wealth Pty Ltd

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PURPOSE OF THIS DOCUMENT

The purpose of this FSG is to explain the financial services and advice provided by Regional Wealth Pty Ltd (Licensee) and your Financial Adviser (Adviser), who is an authorised representative of Regional Wealth.

It helps you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

NOT INDEPENDENT

Because:

We receive commissions on the sale of life risk insurance products that are not rebated in full to clients;

we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

WHO DOES THE LICENSEE ACT FOR?

As Authorised Representatives, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

HOW CAN YOU PROVIDE US WITH INSTRUCTIONS?

You can give us instructions by phone, email or any other means that we agree with you from time to time. Please refer to our engagement letter for more information on this.

ADDITIONAL DOCUMENTS YOU MAY RECEIVE FROM US

When we provide you with financial planning services you may receive:

A STATEMENT OF ADVICE (SoA) OR RECORD OF ADVICE (RoA). These documents set out the advice we provide to you. If you have not been provided with the SoA or RoA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us.

A PRODUCT DISCLOSURE STATEMENT (PDS) which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive an annual Ongoing Service Agreement where we will ask you to renew the agreement and consent to the deduction of advice fees from your account each year if you decide to continue with the service.

FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE

We are authorised to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- superannuation;
- debentures, stocks or bonds issued or proposed to be issued by a government;

- life products including:
 - investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
 - life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- interests in managed investments schemes including investor directed portfolio services and MDA services;
- retirement savings accounts products;
- securities;
- cash products;
- investment bonds;
- annuities.

YOUR OPTIONS

Gibson Wealth gives you access to a range of advice solutions;

GENERAL ADVICE - you may be provided with general advice that does not take into account your personal circumstances, needs or objectives. Your Adviser will provide you with a warning when this type of advice is given. You should consider whether you need personal advice which takes into account your individual circumstances before making any decisions.

PERSONAL / COMPREHENSIVE ADVICE - if you are seeking personal advice to help you reach your goals and objectives and address multiple issues, we can provide you with comprehensive advice in the form of a Statement of Advice (Financial Plan).

ONGOING SERVICE AGREEMENT - Keeping your financial plan on track is also very important. For those who don't wish to take on the stress and complexities of managing their own affairs, we offer an ongoing review service.

THE FINANCIAL PLANNING PROCESS FOR ADVICE

1. INITIAL DISCUSSION – We will look to collect information about your current financial position and your financial goals to determine the scope of advice. This scope may be limited if information provided is incomplete or inaccurate or if your instructions are outside of our authority.

2. DECIDING WHETHER OR NOT TO PROCEED WITH ADVICE. If you agree that personal financial advice is in your best interests, you will receive a quote for the cost of developing your financial plan (called a Statement of Advice / SoA) based on the scope agreed to with your Adviser.

3. DEVELOPING YOUR PLAN. If you decide to proceed, we will research and develop an appropriate strategy based on your goals, objectives and financial position and document this in an SoA.

4. PRESENTING YOUR PLAN. When your SoA is completed and emailed / sent to you, we will then contact you to arrange an appropriate time to go through the advice (either in person, over the phone or an online meeting) and clarify any queries you have and discuss the risks and costs associated with any recommended strategy.

5. IMPLEMENTATION ASSISTANCE. We will go through the steps involved to implement the recommendations provided in the SoA during our presentation, and can provide assistance in the implementation process if applicable.

FEES

All fees are payable to Regional Wealth Pty Ltd (Licensee) or Gibson Wealth Pty Ltd (trading company). Gibson Investment Trust are the owners of the shares on issue in Gibson Wealth and can share in the profits that Gibson Wealth makes.

Gibson Wealth Pty Ltd pays a fee to Regional Wealth Pty Ltd (Licensee) for the provision of services in its capacity as an Australian Financial Services Licensee (AFSL).

GENERAL ADVICE / CONSULTATION FEES

A consultation fee may apply for any general advice we provide to you. This fee will be based on an hourly rate (\$250 per hour), and charged based on the amount of hours taken for meetings and preparation of general advice. The amount of these fees usually ranges from \$250 to \$600 but may exceed this range in complex cases, and any fee to apply will be discussed during our meeting (where comprehensive / personal advice is declined or not required).

COMPREHENSIVE / PERSONAL ADVICE FEES

A fee will be charged for any personal advice we provide to you, where we are required to provide a Statement of Advice (SoA) or Record of Advice (RoA) document. This fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with personal advice.

The SoA fee can range between \$0 and \$6,600 depending on the complexity of the advice to be provided, and the time taken in this process. The fees and scope of advice will be provided in a Client Engagement Letter, with the letter to be signed prior to us undertaking any work.

IMPLEMENTATION FEES

An implementation fee may apply where ongoing service is not taken up, and the implementation process stretches over one month. There may also be implementation fees that apply to certain investment recommendations that are provided as part of the review process. These fees can range between \$0 and \$4,400 and will depend on the number of action items to implement / complexity of implementation.

ONGOING SERVICE ADVICE FEES

Our ongoing service advice fees ensure your strategy and products are reviewed periodically to help you take advantage of any opportunities that may arise through legislative change as well as changes to your circumstances.

We charge direct fees for our ongoing service, which range from \$0 to \$5,500 per annum but this is a guide only. The amount of ongoing fees may depend on your total assets under management and other factors such as the complexity of your portfolio, the regularity of reviews and any additional services we are providing. The ongoing advice service fee will be agreed with you in our ongoing service agreement.

INSURANCE COMMISSIONS

We may receive upfront commission when you take out an insurance policy we recommend. The upfront commission will be up to 66% of the first year's annual premium. We also receive an ongoing commission payment of up to 22% for as long as you continue to hold the policy.

You will be advised of the exact amount of these commissions in the SoA or RoA.

Please note that all fees are inclusive of Goods and Services Tax (GST).

ABOUT YOUR ADVISER

Mark Gibson is a CFP® Professional, with over 25 years of experience in the Financial Services industry. He has completed a Bachelor of Business (Accounting) degree, along with the Diploma of Financial Planning (DFP) the Certified Financial Planner (CFP) Certification Program and the required FASEA Ethics Exam in December 2019.

He is authorised to provide financial services in all areas that Regional Wealth Pty Ltd are licenced to provide.

OTHER BENEFITS

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$300 will be maintained on a register which is available to you on request.

ADVISER REMUNERATION

Mark Gibson is a salaried employee of Gibson Wealth Pty Ltd. He is eligible to receive bonus payments from Gibson Wealth Pty Ltd and may share in the profits that Gibson Wealth Pty Ltd makes via the Gibson Investment Trust (of which Mark is a beneficiary).

ASSOCIATIONS

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist.

CONFLICTS OF INTEREST

Mark Gibson may recommend investments in shares that he holds or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

MAKING A COMPLAINT

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact the Licensee. We accept complaints over the phone, in person, via email or letter or on our social media channels. The best option is to call the Licensee or put your complaint in writing to the Licensee's office. The Licensee will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or the Licensee does not respond to you within 30 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (AFCA) at the following address:

GPO Box 3
Melbourne VIC 3001

Ph: 1800 931 678

Fax: 03 9613 6399

Website: www.afca.org.au

Email: info@afca.org.au

You may only contact AFCA once you have followed the above procedure.

Our Complaints Handling Procedure is available on request.

YOUR PRIVACY

Gibson Wealth Pty Ltd is committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles.

We collect, hold, use and disclose your personal information so that we can provide financial products and services, comply with our legal and regulatory obligations, and administer our relationship with you. In some circumstances,

the collection of personal information is required or authorised by law, including under the *Corporations Act 2001* and the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*. If you do not provide the information we request, we may be unable to provide you with financial advice or other financial services.

We may disclose your personal information to organisations that assist us in providing financial services, including product issuers, platform operators, custodians, fund managers, administration providers, professional advisers, auditors, information technology service providers, regulatory authorities and other parties where authorised or required by law. Some of these service providers may be located overseas.

Our Privacy Policy explains how we collect, use, store and disclose your personal information, how you may access or correct your personal information, how to make a privacy complaint, and how we will deal with such a complaint. The Privacy Policy also includes information about whether your personal information is likely to be disclosed to overseas recipients and, where practicable, the countries in which those recipients are located.

A copy of our Privacy Policy is available on request or can be accessed at www.gibsonwealth.com.au

FURTHER ADVICE

If we provide you with further personal financial advice after our initial advice, we may not provide you with a Statement of Advice where the law does not require one. In these circumstances, we will retain a written record of the further advice provided.

You may request a copy of this record, at no additional cost, if you have not already been

provided with one. To request a copy, please contact us using the contact details contained in this Financial Services Guide.

A request for a copy of a record of further advice may be made for up to seven (7) years from the date the further advice was provided.

COMPENSATION ARRANGEMENTS

The Licensee holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act. The professional indemnity insurance covers all of the financial services we are authorised to provide to you.

Regional Wealth Pty Ltd holds professional indemnity insurance in respect of the financial services provided by its representatives. This insurance complies with the requirements of section 912B of the *Corporations Act 2001* and covers claims arising from the conduct of current and former representatives and employees, provided they were acting on behalf of the Licensee at the time the relevant conduct occurred. The insurance covers the financial services that Regional Wealth Pty Ltd is authorised to provide.

CONTACT US

If you have any queries about our financial services, please do not hesitate to contact us:

Licensee's contact details

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Bendigo Vic 3550
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Email: phil@greyboxwealth.com.au