

FINANCIAL SERVICES GUIDE

A guide to our relationship with you and others

This Financial Services Guide (FSG) is issued by CHPW Financial Pty Ltd which holds Australian Financial Service Licence number 280201. This FSG comprises and must be read in conjunction with your adviser's current Adviser Profile that includes amongst other information, details of your adviser's remuneration.

Not Independent

CHPW Financial Pty Ltd and its authorised representatives are not independent in relation to the provision of personal advice as it may receive commissions from life insurance providers when we recommend life insurance to our clients.

Distribution of this FSG by your adviser, who is a CHPW Financial Pty Ltd Authorised Representative, is authorised by the licensee, CHPW Financial Pty Ltd.

This FSG dated 1 July 2023 describes our financial planning and advisory services to assist you decide whether to use our services. It also outlines your rights as a client and our obligations and responsibilities as the licensee and your adviser.

You have the right to ask us about our charges, the type of advice we will provide to you, and what you can do if you have a complaint about our services. This FSG is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service.

Who provides the financial services offered in the guide?

The financial services are provided by CHPW Financial Pty Ltd and your adviser. When CHPW Financial Pty Ltd and your adviser provide you with financial services, we will act on your behalf and in your best interests.

The key matters covered by the FSG include the following:

- who CHPW Financial Pty Ltd and your adviser are;
- how we can be contacted;
- how CHPW Financial Pty Ltd and your adviser are paid;
- what services we are authorised to provide to you;
- details of any potential conflicts of interests;
- details of our professional indemnity insurance; and
- details of our dispute resolution procedures and how you can access them.

Statements of Advice and Product Disclosure Statements

You should also be aware that you must receive a Statement of Advice (SOA) and a Product Disclosure Statement(s) when personal advice involving a financial product is provided to you, i.e. advice that takes into consideration your personal objectives, financial position and needs. The SOA will contain the advice, the basis on which it is given which may have influenced the advice and how CHPW Financial Pty Ltd and your adviser will be remunerated for the advice we give you. If your

adviser provides further advice to you, but not in writing, and that further advice is related to the advice provided in a previous SOA, that further advice will be recorded in a Record of Advice (ROA). You may request an ROA from your adviser or CHPW Financial Pty Ltd up to seven years after the further advice was provided, at no additional cost. In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product's risks, benefits, features and costs to enable you to make an informed decision.

Who is CHPW Financial Pty Ltd?

CHPW Financial Pty Ltd is a holder of an Australian Financial Services Licence which enables it to act as a financial services provider under the Corporations Act.

CHPW Financial Pty Ltd is an Australian Financial Services Licensee under which a growing family of Financial Advisers and experts thrive. We offer more than just a mere licence to practice. We offer a vibrant business culture and central Melbourne office. We provide support and mentorship to our family of Authorised Representatives so our clients can obtain targeted, strategic, cost effective financial advice.

What CHPW Financial Pty Ltd do

- Wealth Creation & Protection
- Aged Care
- SMSF & Superannuation
- Retirement Planning
- Insurances
- Estate Planning
- Asset Protection

Who is responsible for the financial services provided to me?

Your adviser acts on behalf of CHPW Financial Pty Ltd who is responsible for the advice provided to you. However, your adviser may operate separate businesses, and provide other

services through those businesses, which are **NOT** authorised by CHPW Financial Pty Ltd and do **NOT** involve CHPW Financial Pty Ltd in any way, such as: accounting, auditing, tax return preparation, self-managed super fund compliance and administration, property sales and referrals, and other products and activities. CHPW Financial Pty Ltd is **NOT** responsible for any advice and services you receive from your adviser that are not authorised by CHPW Financial Pty Ltd. If you are uncertain, you should ask either your adviser or CHPW Financial Pty Ltd Head Office who is responsible for that particular advice, service or transaction.

Does CHPW Financial Pty Ltd have any relationships or associations with product issuers?

CHPW Financial Pty Ltd does not have any relationships or associations with product issuer.

What financial services are available to me?

Our high-quality financial planning and advisory service involves:

- Identifying your financial needs, objectives and circumstances;
- Establishing realistic and reasonable financial goals and needs;
- Determining your risk profile;
- Exploring the costs and benefits, potential risks and returns, advantages and disadvantages of the various strategies and financial products available to you to help you reach those goals within the limits of relevant laws and available solutions;
- Recommending a course of action, agreeing on it with you and implementing it; and
- You may also engage us to provide advice on an ongoing basis or for a fixed term.

Unless their authorisation is restricted (see the Adviser Profile) CHPW Financial Pty Ltd advisers can generally provide you with sound advice relating to a wide range of important areas such as wealth creation, retirement, redundancy, superannuation, risk insurance, estate planning, Centrelink payments, cashflow management, budgeting and debt repayments, structuring of investment portfolios, borrowing to invest, complex company and trust structures, and so on. CHPW Financial Pty Ltd's research and technical support services enables advisers to provide value added advice on a broad spectrum of financial products which take into account relevant regulations pertaining to your financial position and goals.

CHPW Financial Pty Ltd is licensed to deal in and provide financial advice on the following range of financial products:

- 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
- Superannuation, and
- Margin Lending

If you would like to discuss any of these financial products, please contact us.

How do I provide instructions?

CHPW Financial Pty Ltd advisers will act on your instructions following your acceptance of their recommendations in the SOA. Your adviser and CHPW Financial Pty Ltd should not act independently of your specific instructions (unless you decide to use CHPW Financial Pty Ltd MDA service). Instructions you provide should be communicated to your adviser in writing. These instructions should be forwarded in an email, fax or posted letter to your adviser.

Tailored, general and ongoing advice

CHPW Financial Pty Ltd advisers usually provide advice tailored to your individual circumstances and also have the capacity to implement the advice they give, except where this may require the use of other professionals (accountants and lawyers). You may choose to enter into an agreement with your adviser to provide you with both initial advice and ongoing advice. If appropriate, we may also provide general advice only, where you are ultimately responsible for ensuring that this advice is suitable to your particular needs, objectives and financial situation. In this case, you should also obtain any relevant product disclosure statements to assist in this purpose.

Should I transfer investment monies to my adviser's account?

No. CHPW Financial Pty Ltd does not allow advisers to receive your investment funds into their own account or into any CHPW Financial Pty Ltd account. You should only transfer investment funds for a financial product to the approved financial institution that issues the financial product (as specified in the Product Disclosure Statement or similar document). You should never transfer investment funds to any other entity or person.

You should also not sign any blank forms or appoint your adviser as your attorney (or authorised signatory). You should not appoint any other person as your attorney or authorised signatory unless you have received legal advice.

What information should I provide to my adviser?

You will need to provide your adviser with your personal objectives and your current financial situation including details

of assets, liabilities, income and living expenses. This can best be accomplished by completing a CHPW Financial Pty Ltd Client Data Form. The amount and type of information we will require from you depends on what financial services you require.

It is important that you provide us with complete and accurate information about your current personal circumstances and financial situation.

If you choose not to supply the required information or provide us with inaccurate information, the advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in the SOA, check any assumptions we make and review the basis for our advice carefully before making a decision about whether to proceed with the advice. You should also obtain and read any relevant product disclosure statements prior to applying for a financial product.

How will I pay for the services provided?

Your adviser's specific method of remuneration and fees, including referral fees, are detailed in their Adviser Profile. The exact remuneration and fee details will be disclosed to you in the SOA.

All fees will be payable to CHPW Financial Pty Ltd.

How are any commissions, fees or other benefits calculated for providing the financial services?

The three stages of financial planning are Initial Advice, Implementation and Ongoing Reviews. There is usually a separate fee for each of the three stages. Your adviser's remuneration structure for each advice stage will be found in their Adviser Profile and the dollar value disclosed to you in the SOA.

All commissions are payments made by the insurance product provider and are calculated as a percentage of the premium paid on insurance products. Commissions are of two types: (a) upfront or initial; and (b) ongoing or trail.

Fees can be based on: a percentage of funds invested or funds under advice, hourly rates multiplied by the hours worked, an agreed dollar amount for the value of the specific service being performed, or a combination of these.

The fees can be collected by platforms and other product providers. The typical ranges of commission and fee rates for investments and insurance products are as follows.

Upfront fees can vary between nil and 5.5% on investment products. Example: \$100,000 invested in a wrap service may involve an upfront fee payment of say 3% or \$3,000 which could be deducted from your investment account and paid to CHPW Financial Pty Ltd leaving a net investment of \$97,000.

Ongoing fees and percentage-based fees can be up to 2% pa, but normally in the range of 0.5% to 1.5% pa depending on the size of the portfolio. Example: A portfolio of \$300,000 may be subject to an ongoing portfolio review fee of 1% per annum paid quarterly. This would amount to \$3,000 per annum.

Upfront commissions can be up to 66% of the premium paid on insurance products.

Ongoing commissions can be up to 33%.

The precise amount of all these commissions and any other fees charged will be disclosed in your SOA, or other advice document.

What should I know about any risks of the investments or investment strategies you recommend to me?

CHPW Financial Pty Ltd advisers may only recommend to you investment products that are researched, analysed and approved by CHPW Financial Pty Ltd. Your adviser should explain any significant risks of investments and financial planning strategies. If the adviser does not do so, you should contact us to explain those risks to you.

Who do I complain to if I have a problem with your services?

If you have a complaint about the service provided to you, you should take the following steps:

1. We believe that the people involved are best placed to resolve the complaint in a fair, timely and effective manner. Therefore, you should firstly contact your adviser and tell your adviser about your complaint.

If your complaint is not satisfactorily resolved within 3 business days, it will be passed on to our Complaints Officer.

2. You can also lodge a complaint directly with our Complaints Officer by telephone on 03 9804 5135 or, in writing by email to clientservices@chpw.com.au or at PO Box 629, South Melbourne VIC 3205. We will try to resolve your complaint quickly and fairly.

In either case, you will receive an acknowledgement of your complaint within 24 hours of lodging and a response to the complaint no later than 45 calendar days after receiving the complaint. This will change to 30 days from 5 October 2021.

3. If you still do not receive a satisfactory outcome, you have the right to complain to the Australian Financial Complaints Authority (AFCA) online at www.afca.org.au, by email at @info@afca.org.au or on the free call number - 1800 931 678. You can also write to AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

CHPW Financial Pty Ltd is a member of AFCA.

Our full Complaints Management Policy is available on our website or can be provided to you on request.

CHPW Financial Pty Ltd Professional Indemnity Insurance and Compensation Arrangements

CHPW Financial Pty Ltd holds Professional Indemnity Insurance that complies with the compensation arrangements under Section 912B of the Corporations Act. The Professional Indemnity Insurance policy we hold covers the financial services provided by CHPW Financial Pty Ltd past and present representatives, including our advisers, subject to the terms, conditions and exclusions of the policy wording. This insurance is not intended to cover product failure or general investment losses. CHPW Financial Pty Ltd policy covers loss or damage suffered by retail clients due to breaches by CHPW Financial Pty Ltd or your adviser of their respective obligations under Chapter 7 of the Corporations Act. This includes negligent, fraudulent or dishonest conduct.

What information do you maintain in my file and can I examine my file?

As a provider of financial services, 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 or an opinion about you. In addition, our ability to provide you with a financial planning and advice service is dependent on us obtaining certain personal information about you.

We will collect information either directly from you or on your authority make investigations with others to obtain the information e.g., other professional advisers, accountant, superannuation fund, insurance and investment providers, etc.

The primary purpose for the collection, maintenance and use of your personal information is to adequately provide to you the services you have requested.

If you do not disclose the information then the services may not be provided to you adequately or at all.

We maintain a record of your personal profile including details of your personal objectives, financial position and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. If you wish to examine your file, please ask us. We will make arrangements for you to do so.

Our Privacy Policy

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial

circumstances, goals and strategies. We provide your information to the product issuers with whom you choose to deal (and their representatives).

We do not trade, rent or sell your information or disclose it to overseas recipients. We may disclose your information to recipients in the Philippines for the purpose of preparing a SOA. If a recipient is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them.

Our business is governed by legislation protecting your personal information, including the Privacy Act 1988 and Australian Privacy Principles (APPs).

Our privacy policy is available on our website or on request from us direct as detailed below.

Contact Us

If you have any further enquiries please contact:

CHPW Financial Pty Ltd
49 Cardigan Place
Albert Park VIC 3206

PO Box 629
South Melbourne VIC 3205

Telephone: 03 9804 5135
Email clientservices@chpw.com.au

CHPW Financial Pty Ltd
(ABN 78 110 598 368)
Australian Financial Services Licence No: 280201
www.chpw.com.au

Additional Privacy Information

Further information on privacy in Australia may be obtained by visiting the website of the office of the Australian Information Commissioner at www.oaic.gov.au

