

Latitude Private Wealth Pty Ltd



Financial Services Guide

24th November 2022

Version 1.0

Purpose of the Financial Services Guide

This Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to your relationship with our Authorised Representative and with us, prior to you being provided with an authorised financial service.

It explains:

- who we are and how we can be contacted;
- the services we provide;
- our fees and how we are remunerated in relation to the services we provide;
- how you can make a complaint.

Latitude Private Wealth Licensee Services Pty Ltd complies with Section 923A of the Corporations Act. Latitude Private Wealth Licensee Services Pty Ltd provides independent advice because it does not take commissions or incentives of any kind, does not have any ownership or influence by any financial institution, and does not have a restricted product list.

Documents we may provide you

You will receive various documents as part of our financial planning process for each stage of your advice journey. We will provide these documents to you either in hardcopy or electronically via a nominated email address.

Advice Documents

When we provide personal advice, ordinarily this will be recorded and provided in a Statement of Advice (SOA), known as a financial plan. The SOA contains a summary of your goals, the strategies and the financial products we may recommend to assist you in achieving your goals. It also provides you with detailed information about product costs, associated fees and other benefits we and others will receive because of the advice we have provided.

If we provide you with further personal advice, it will be recorded in a Record of Advice (RoA).

Product Disclosure Statements

If we recommend or arrange a financial product for you, we will provide you with a Product Disclosure Statement (PDS) or Investor Directed Portfolio Service (IDPS) guide where relevant. These documents contain the key features of the recommended product such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Fee Disclosure Statement

If you enter into an Ongoing Service Agreement with your adviser for a period greater than 12 months, a Fee Disclosure Statement (FDS) will be issued to you. The FDS will contain information about the services you were entitled to, the services you have received and the fees you paid during the previous year. The FDS also includes information about the fees to be charged and services to be provided for the coming year and seeks your consent to renew our ongoing services.

About the Licensee

Latitude Private Wealth Licensee Services Pty Ltd
ABN - 88 661 481 812
AFSL Number - 542876
Address – Level 17, 19 Grenfell Street, Adelaide, SA, 5000
Phone – 08 8221 6083
Email - admin@latitudewealth.com.au

This FSG has been prepared and provided with the authority of Latitude Private Wealth Licensee Services Pty Ltd.

Services We Offer

In providing advice and other services described in this FSG, we act on behalf of Latitude Private Wealth Licensee Services Pty Ltd who is responsible for the services we provide.

We can provide you with personal and general advice about services and financial products below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our firm may not be qualified to provide advice in all the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none">• Investments strategies (strategic asset allocation and goals-based investing)• Budget and cash flow management• Debt management (including borrowing for personal purposes)• Salary packaging• Superannuation strategies and retirement planning• Personal insurance• Estate planning• Centrelink and other government benefits• Ongoing advice and services, including regular portfolio reviews• Aged care	<ul style="list-style-type: none">• Deposit & Payment Products• Government Debentures, Stocks or Bonds• Investment Life Insurance Products• Life Risk Insurance products• Managed Investment Schemes, including IDPS• Retirement Savings Account Products• Securities• Superannuation• Standard Margin Lending Facility

Approved Product List

Latitude Private Wealth Licensee Services Pty Ltd maintains an approved products and services list (APL) from various approved Australian and International providers, periodically reviews these products to ensure they are competitive with similar products that address similar client needs and objectives. These products are researched using external research houses as well as our in-house research team. Generally, the products we recommend are on the APL. However, if it is appropriate for your needs we may, subject to the approval of Latitude Private Wealth Licensee Services Pty Ltd, recommend other products. You can obtain a copy of the APL upon request.

Providing us with instructions

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions via telephone, mail or email using the contact details provided in this Guide.

If the information provided to us is incomplete or inaccurate, the advice or services we provide may not be appropriate.

If at any time you wish to terminate your relationship with us, please contact us using the details provided in this Guide.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Latitude Private Wealth Licensee Services Pty Ltd is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Our Fees

The fee charged to you will depend on the nature of the advice or service we provide and we will discuss and agree on the actual fees with you before we proceed and will be disclosed in your advice document. The following section outlines the types of fees that may apply and are inclusive of GST.

Our agreed advice and service fees may include charges for:

- Initial advice and implementation
- Ongoing /Annual advice and services

We accept the following payment methods for our advice fees:

- Deduction from your superannuation/investment account.
- Direct payment

All fees and commissions will be paid directly to Latitude Private Wealth Licensee Services Pty Ltd who will retain an amount (licensee fee) to cover the licensee costs and then the balance is paid to your Representative subject to any agreements. This amount is determined annually, based on a number of factors, including our business revenue, number of advisers in the practice and business costs.

Service Fees

These are fees paid when you agree to receive our advice and, unless otherwise stated, all fees and commissions are inclusive of GST.

Initial Consultation	This initial meeting is at no cost to you Our main aim is to gather information about you and to determine your primary goals and objectives in seeking advice. At the end of this meeting we will outline the next steps and detail any fees applicable.
Advice Preparation Statement of Advice Fee Paraplanning Fee	The SOA preparation fee will depend on the complexity of your individual circumstances and the type of advice you require. The fee may range from \$0 - \$9,000.
Implementation of Initial Advice Fee (Fee for advice)	The cost of this is included in the Statement of Advice fee, no additional charge will be made.
Ongoing Fee for Advice	These fees support our ongoing services which help you stay on track to meet your goals. These fees vary depending on the scope and complexity of services provided. The Ongoing Advice Fee can range from \$1,500 - \$18,500 per annum. This fee may be paid by invoice or, where authorised by you, deducted from your superannuation or investment account.
Ad Hoc Advice	Where you do not wish to participate in an ongoing advice fee arrangement but require advice on an ad hoc basis, an upfront fee will apply.

Commissions

Any commission amounts will be disclosed to you when providing advice. The following table is a guide of commissions we may receive.

Product type	Initial Commission	Ongoing Commission	Example
Insurance	Up to 66% of the first year's premium for new policies implemented	Up to 22% of the insurance premium each following year	On any insurance policies implemented, if your premium was \$1,000, we would receive an additional commission of up to \$660 and an ongoing commission of up to \$220 per annum.

Note: We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

Associations and Relationships

Our Authorised Representatives may have referral arrangements with other professionals. Where a referral arrangement is in place between the Authorised Representative and a third party, referral payment may be paid by our Authorised Representatives to a third party. Details of any referral fees will be disclosed to you in the Statement of Advice given to you at the time that advice is provided.

We may also receive additional benefits by way of sponsorship of educational seminars, conference or training days. Details of any benefits received above \$100 will be recorded on a register which is available to you on request.

Dispute Resolution

If at any time you feel like you are not satisfied with our services, the following are your options in finding a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Latitude Private Wealth Licensee Services Pty Ltd by:

Post: Wesley Russell
Level 17,
19 Grenfell St
Adelaide SA 5000

Phone: 0414 947 448

Email: wes@latitudewealth.com.au

- If your complaint has not been resolved satisfactorily within 30 calendar days, you may escalate your complaint to the relevant External Dispute Resolution Scheme.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Latitude Private Wealth Licensee Services Pty Ltd is also covered by professional indemnity insurance and this satisfies the requirements imposed by the *Corporations Act 2001*. The insurance covers claims arising from the actions of former employees or representatives of Latitude Private Wealth Licensee Services Pty Ltd even where subsequent to these actions they have ceased to be employed by or act for Latitude Private Wealth Licensee Services Pty Ltd.

Financial Services Guide Receipt

I/We confirm that a Latitude Private Wealth Licensee Services Financial Services Guide has been provided to me/us together with an Adviser Profile Insert.

Financial Services Guide Version is: FSG Version 1 Issue 1 dated 24 November 2022

Client Name	Client Signature	Date
Client Name	Client Signature	Date
Adviser Name	Adviser Signature	Date

OR

I confirm that a copy of the Financial Services Guide dated 24th November 2022 was sent via email / post to:

Client Name(s) _____

Adviser Name	Adviser Signature	Date Sent