

Financial Services Guide

Version: 01092020 (Collins House Advisory Pty Ltd)

Date Issued: September 1st, 2020.

Important: Before we provide you with Financial Advice you should read this Financial Services Guide (FSG) as it contains important information designed to help you decide whether to use our services. It contains information about:

- Who we are,
- The Initial and Ongoing Advice we provide,
- Our Initial and Ongoing Advice fees,
- Who you should contact should you have a complaint, and
- Profiles of our Financial Advisors

About Collins House Private Wealth:

Collins House Advisory Pty Ltd ACN 637 292 490, trading as Collins House Private Wealth is a Corporate Authorised Representative of Collins House Private Wealth Pty Ltd, ACN 166 528 758 which is licensed by the Australian Securities & Investments Commission (ASIC) to carry on a financial services business and holds an Australian Financial Services License (AFSL) No: 449146.

Collins House Private Wealth Pty Ltd has approved the distribution of this FSG, and is situated at:

Level 13, 90 Collins Street, Melbourne VIC 3000
www.collinshouse.com. Phone: +61 3 96296922

Dominic Alafaci, is the Responsible Manager of Collins House Private Wealth Pty Ltd, and is a Chartered Accountant, an accredited CPA Financial Planning Specialist, a Certified Financial Planner, a Fellow and Life Member of the Financial Planning Association of Australia, a Practising Member of the Profession of Independent Financial Advisors and a Self-Managed Superannuation Fund Specialist Advisor, with over 35 years' experience in financial services.

As per Section 923A of the Corporations Act neither Collins House Private Wealth Pty Ltd, nor its representatives such as Collins House Advisory Pty Ltd trading as Collins House Private Wealth, accept commissions (apart from commissions that are fully rebated to you) or any other benefits from issuers of financial products, which may reasonably be expected to influence our Advice.

Collins House Private Wealth Pty Ltd and its representatives such as Collins House Advisory Pty Ltd trading as Collins House Private Wealth, also rebate all forms of remuneration based upon the volume of business placed with an issuer of a Financial Product, such as "stamping fees" paid by institutions when they raise capital through Initial Public Offerings (IPOs), initial and ongoing commissions from Structured Products, or Margin Loans.

Collins House Private Wealth provides Independent Financial & Investment Advice as outlined in this FSG, through utilizing thoroughly researched strategies, and experienced, highly qualified Financial Advisors.

Collins House Private Wealth does not have any relationships with any "third party" supplier of Financial Products, nor are financial products placed on their Approved List, based upon any criteria other than what they believe is in the best interest of their clients.

Ongoing Advisory & Consultancy Services (OA&CS) are generally offered to our clients, the details of which are contained in a separate OA&CS document available from our website www.collinshouse.com or by calling our office on (03) 9629 6922.

Collins House Private Wealth also provides Chartered Accounting services, Self-Managed Superannuation Administration services, Taxation and Strategic Business Services, to high net wealth individuals, self-employed business owners and senior managers, and incorporates the practice of Carrington Myers Chartered Accountants, liability limited by a scheme approved under Professional Standards Legislation.



**Advice we
Can provide:**

We can provide you with advice on **Strategies** including:

- Risk Tolerance
- Investment planning
- Capital Gains Tax and Personal Income Tax planning
- Superannuation planning
- Pre- Retirement planning
- Business Succession planning
- Retirement planning
- Aged Care
- Personal Risk Insurance
- Estate planning

We can provide you with advice on **Financial Products** including:

- Retirement Income Streams
- Cash & Fixed Interest Bank Deposits
- Bank Bills, Government and Semi Government Bonds
- Listed Securities
- Precious Metals
- Retail and Wholesale Managed Investments
- Self-Managed Superannuation Funds (including Limited Recourse Borrowing Arrangements)
- Public Offer Superannuation Funds
- Personal and Key Person Insurance Products

**Transaction
Only Services:**

Generally, we do not provide Transaction Only Services, although can accept retainers for certain Individuals, Estates, Charitable Trusts, and other Entities, on a fee for service basis.

Advice Fees:

Initial Enquiry

Before we arrange an initial consultation, we usually discuss the nature of your enquiry over the telephone on a complementary basis with Dominic Alafaci or one of our Qualified Advisors.

Initial Consultation

If we believe we can assist you, we offer you the opportunity of an Initial Consultation at our Collins Street office or via Microsoft Teams with Dominic Alafaci and/or one of our Qualified Advisors.

In order to prepare for that Initial Consultation, we generally require you to complete two Questionnaires, and provide other documents, so that we have a thorough understanding of your Current Financial Situation Investment Objectives and Particular Needs.

The first Questionnaire is an Online Risk Tolerance Questionnaire which produces a valuable Personalised Risk Tolerance Report, which helps us understand the blend of investments that suit your appetite for risk.

The second Questionnaire is an online Confidential Lifestyle and Financial Questionnaire which provides us with an understanding of your Goals, Objectives, and other matters that are important to you, as well as a summary of your Current Financial Situation.

At the conclusion of the Initial Consultation we will prepare a Summary Report which summarizes the issues we discussed at the meeting, and a suggested way forward.

The Summary Report is not an Advice Document however it is helpful tool in the Financial Planning Process, as it may identify possible mismatches between your Tolerance to Risk and current Investments, as well as other issues that may prevent you from achieving your Objectives.

Our costs for reviewing your documentation, preparing your Personalised Risk Tolerance Report, providing the Initial Consultation and preparing your Summary Report range from \$880 - \$2,200 inclusive of GST, depending on the nature and complexity of the work involved, however, we will confirm the cost before we arrange the initial consultation with you.



Initial Advice

Under the Corporations Act, Personal Advice we provide to Retail clients, must be in the prescribed form known as a Statement of Advice (SOA). The SOA is often referred to as a Financial Plan and contains a summary of your current financial situation, investment objectives and particular needs, and where appropriate a range of illustrations of likely outcomes, from one or more strategies you could adopt.

The typical cost of an SOA for a Retail client, including implementation of the recommendations is usually \$8,800 inclusive of GST, however they may range from \$2,200 - \$35,200 inclusive of GST.

Your SOA fee incorporates the cost of implementing the recommendations, which is in lieu of paying commissions or brokerage fees to commissioned agents and or brokers, and can actually save you costs.

For example an intermediary who works on a commission basis of 1% could receive up to \$20,000 in commission to invest \$2m on your behalf, however our costs to prepare an SOA could be as low as \$2,200 including GST, if it is focused solely on buying investments that match your Tolerance to Risk.

For those who may qualify as Sophisticated or Wholesale investors, there may be cost savings for the preparation of an Initial Advice Document to the extent that the document is permitted to be less comprehensive in nature than is required for a Retail client under the Corporations Act.

Where certain life insurance and/or annuity products are recommended, the commissions we can refund to you, may cover much of or even exceed our SOA fees, however this may not be the case if the commission are clawed back or there are no initial commissions available to be refunded to you.

Ongoing Advice

Our Ongoing Advisory & Consultancy Services (OA&CS) ensure that your investments are regularly reviewed to ensure that they are still suitable given your lifestyle, financial objectives, legislative changes, and market conditions.

Our Ongoing Advice fees are usually deducted monthly in advance from your investments or from your own funds.

Our OA&CS fees usually range from a minimum of \$660 per month inclusive of GST (\$7,920 pa) and are generally capped at \$2,200 per month inclusive of GST (\$26,400 pa) for portfolios up to \$5 million.

Where we receive ongoing commissions, "stamping fees" for IPOs or commission from Structured Products, we refund them to your account, thus reducing the net effect of our fees.

Our OACS fees are reviewed in July every year, as detailed in our Ongoing Advisory & Consultancy Services brochure which can be downloaded from the Downloads section of our Website: www.collinshouse.com or by contacting our office on +61 3 9629 6922.

Documents you may receive:

In addition to receiving an SOA, you may also receive a Product Disclosure Statement (PDS) if we have recommended a Managed Fund, Public Offer Superannuation Fund or Managed Investment Scheme, as well as Research Documents and Fact Sheets.

It is very important that you always read and understand the contents of the PDS and the SOA, together with the relevant Research Documents and Fact Sheets provided, before you invest, and direct any questions that you may to your Financial Advisor.

Once you have become a client you may also receive a Record of Advice (ROA) which we generally provide to clients at no additional cost as part of our OA&CS arrangements when we provide you with a Review Appointment, together with additional Research Documents and Fact Sheets.

It is also very important that you read these additional documents that you may receive from time to time and understand their contents, remembering to direct any questions to your Financial Advisor.



Privacy:

Collins House Private Wealth, has implemented a privacy policy, which ensures the privacy and security of your personal information and you may request a copy of the policy from us at any time.

We maintain a record of your personal information.

You have the right to withhold personal information, however this may compromise the effectiveness of the advice you receive.

It is important that you keep us up to date by informing us of changes to your circumstances, so we are able to determine if our advice continues to be appropriate.

We will retain a copy of any recommendations made to you for seven years.

Please contact your Financial Advisor if you would like to review your file.

Professional Indemnity Insurance:

Professional indemnity insurance has been arranged with certain underwriters at Lloyds of London to cover advice, actions and recommendations which have been authorised by Collins House Private Wealth Pty Ltd and are provided by your advisor.

The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

What if I have A complaint?

If you have any complaints about the services provided to you, you should take the following steps: Contact Dominic Alafaci at Collins House Private Wealth Pty Ltd on (03) 9629 6922, and send your written complaint to:

Attention: Dominic Alafaci
Collins House Private Wealth Pty Ltd
PO BOX 24175
MELBOURNE VIC 3001

We will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the External Dispute Resolution Scheme listed in the following table:

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Australian Financial Complaints Authority (AFCA) 1800 931 678
Personal information held	Commissioner for Privacy and Data Protection 1300 666 444

The Australian Securities & Investments Commission (ASIC) may be contacted on 1300 300 630 to provide further assistance where required.



Your Financial Advisor can provide Advice in the following areas:

Financial Planning and Strategic advice as below:

- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Risk & insurance analysis
- Business succession planning
- Aged care accommodation

Investment Advice and Dealing with the types of products below:

- Retirement income streams
- Cash & fixed interest deposits
- Retail & wholesale managed investments
- Superannuation products
- Personal and group insurance
- Self managed super funds (including limited recourse borrowing arrangements)
- Direct shares

Dominic Alafaci, ASIC Number 001005850

Experience

Dominic commenced his career in Financial Services in 1981 as a Registered Tax Agent and Insurance Advisor prior to providing Investment and Superannuation advice from 1984 onwards. He was a State Councillor of the Financial Planning Association (FPA) from 1994 to 1997, was awarded the Money Management Financial Planner of the Year Award in December 2000 and was granted Life Membership of the FPA in November 2008. Dominic was a member of the FPA National Practitioners' Committee, the Towards Professionalism Task Force, was a Director of the FPA until November 2005, and was a Director of the Financial Industry Complaints Service (FICS) until March 2009 when it merged to form the Financial Ombudsman Service and later the Australian Financial Complaints Authority (AFCA). He appears regularly on Melbourne's 3AW Ross & Russel's Breakfast Radio Programme where he presents the Australian Business Report on weekday mornings at 6.35am, as well as regular guest appearances on Darren James's Weekend Breakfast Programme. Prior to that Dominic appeared on Afternoons with Ernie Sigley and subsequently with Denis Walter for over 20 years.

How Dominic is paid:

Dominic is paid a Salary and is a Shareholder of both Collins House Private Wealth Pty Ltd and Collins House Advisory Pty Ltd. Trading as Collins House Private Wealth and receives a share of profits.

Dominic is a member of the following Professional Associations:

- Chartered Accountants Australia and New Zealand (Certificate of Public Practice)
- CPA Australia (Specialist in Financial Planning)
- Profession of Independent Financial Advisors (Practicing Member)
- Self Managed Super Fund Association (Specialist Advisor)
- Financial Planning Association of Australia (Fellow and Life Member)



FPA Professional Practice



Certified Financial Planner™



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Katherine Nicol, ASIC Number 001005452

Experience:

Katherine (Kate) commenced her career in Financial Services in 2001 and worked as an Independent Financial Advisor in the UK before returning to Australia in 2010. Prior to becoming an Advisor at Collins House Private Wealth in 2011, Kate worked for the Commonwealth Bank, providing advice to customers in their Wealth Management arm. She holds both the Advanced Diploma of Financial Services (Financial Planning) and a Bachelor of Business (Financial Planning) and held the UK Financial Planning Certificate, awarded by the Chartered Insurance Institute. Kate's experience in the financial planning industry means that she is able to provide strategic advice on aspects of wealth management, including superannuation, retirement and investment planning. In 2015 Kate was appointed Joint Model Manager on the Investment Committee with Dominic Alafaci, and in 2016 she became a Director of Collins House Private Wealth Pty Ltd.

How Kate is paid:

Kate is paid a Salary and does not earn any fees, commissions or brokerage; however, she may receive bonuses and other benefits when certain criteria are met, such as meeting client satisfaction levels and retention of fee income.

Kate is a member of the following Professional Associations:

- Financial Planning Association of Australia AFP®
- FPA Professional



Stuart Matheson, ASIC Number 001265079

Experience:

Prior to becoming an adviser at Collins House Private Wealth, Stuart provided comprehensive financial advice to customers of an Accounting firm in their Financial Planning arm. Stuart holds Bachelor of Commerce major in Financial Planning awarded by Deakin University, and is a Certified Financial Planner™. Stuart's experience in the financial planning industry means that he is able to provide strategic advice on aspects of wealth creation, including superannuation, retirement and investment planning.

How Stuart is paid:

Stuart is paid a Salary and does not earn any fees, commissions or brokerage; however, he may receive bonuses and other benefits when certain criteria are met, such as meeting client satisfaction levels and retention of fee income.

Stuart is a member of the following Professional Associations:

- Financial Planning Association of Australia CFP
- Certified Financial Planner™
- FPA Professional Practice

