



Financial Services Guide

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Licensee

WRS Licensee Pty Ltd (AFSL 492410 | ACN 614 528 504)
07 3319 4888

Authorised Representatives

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Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we* offer. It contains information about:

- WRS Licensee
- Wealth & Retirement Solutions & Your Financial Advisor
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

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

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you.
- A Product Disclosure Statement (PDS) which explains the products we have recommended.

* In this document 'we' refers to Wealth & Retirement Solutions and Your Financial Advisor.

WRS Licensee Pty Ltd

WRS Licensee Pty Ltd holds an Australian Financial Services Licence (492410) which has been issued by the Australian Securities and Investments Commission (ASIC).

WRS Licensee is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional

Indemnity insurer for the financial services that it and its representatives provide.

Wealth & Retirement Solutions and Your Financial Advisor

Wealth & Retirement Solutions Pty Ltd has been appointed as a Corporate Authorised Representative of WRS Licensee.

Warren Hohn, Ross Caruso, Levi Hohn and Leon La Rosa have been appointed as Sub- Authorised Representatives under Wealth & Retirement Solutions Pty Ltd.

We act on behalf of WRS Licensee who is responsible for the services that we provide.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Retirement planning
- Portfolio Management
- Personal Risk Insurance
- Managed Investment
- Securities (direct shares)
- Margin Lending facilities

Except that Leon La Rosa is not authorised to provide services for Margin Lending facilities, Securities and SMSF. Levi Hohn is not authorised to provide Securities advice.

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

What is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all issues.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For managed funds and personal risk insurance we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about the advice and investments recommended.

You can provide instructions to us in writing, via phone or via email/fax. Please note you are responsible for ensuring your instructions do however reach us. Quite often in the provision of advice either initially or ongoing we shall provide this through email as a preferred option. It is your responsibility to advise us of any change to your email or if you would prefer another means of delivery.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically

be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to WRS Licensee Pty Ltd.

Plan Preparation Fee

The Plan Preparation fee includes all meetings with you, the time we take to determine our advice and the production of the SoA.

The Plan Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you at our first meeting.

Plan Implementation Fee

If you decide to proceed with our advice we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Ongoing Services Fees

Once your investments are established we will typically provide you with ongoing advice services.

Ongoing fees will depend on what ongoing service we provide to you. They are typically a percentage of your portfolio value, an agreed fixed fee which is paid monthly or a percentage of the transaction value.

The services and fees will be set out in the SoA or RoA that we provide to you.

Commissions

We receive commissions and other benefits from some product and service providers.

The commission will vary depending on the product or service which is recommended. You will be advised of the exact amount in the SoA or RoA.

Insurance Commissions

Wealth & Retirement Solutions receives a one-off upfront commission when you take out an insurance policy we recommend.

We also receive a monthly commission payment for as long as you continue to hold the policy.

Investment Commissions

Wealth & Retirement Solutions may receive a monthly commission payment from some investment providers.

This will be based on your account balance and will continue to be paid for as long as you hold the investment.

Placement Fees

Wealth & Retirement Solutions may receive one-off placement fees where you invest in some listed investments (eg bank issued hybrids and IPO's). These will be paid by the issuer of the investment and will typically be a set % of the investment amount.

Licensee Commission

Some product providers may pay us an additional licensee commission. This is based on the total funds invested in their products or the total insurance premiums for their policies across our entire client base.

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 \$100 will be maintained on a register which is available to you on request.

Referral Fees and Commissions

In some situations Wealth & Retirement Solutions receive fees or commissions where you are referred to an external party. You will be advised of the referral arrangement whenever you are referred to an external party.

In some situations Wealth & Retirement Solutions pay fees or commissions to external parties who have referred you to us. You will be advised of the referral arrangements in the SoA provided to you.

Financial Adviser Remuneration

Warren Hohn and Ross Caruso are the owners of the practice. They are paid a salary and share in the profits that the practice makes.

Leon La Rosa and Levi Hohn are employees of Wealth & Retirement Solutions Pty Ltd and are paid a salary. They may receive the following additional benefits:

- Where they provide advice to clients he may receive up to 30% of all commissions and fees received by Wealth & Retirement Solutions.
- A performance bonus which is based on a number of factors including the revenue that he generates for Wealth & Retirement Solutions.

Conflicts of Interest

Your financial adviser may recommend investments in shares that they hold 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 us. Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Credit and Investments Ombudsman. You can contact CIO on 1800

138 422 before November 1 2018 or with the Australian Financial Complaints Authority if lodged on or after 1 November 2018:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)¹

Mail: Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to CIO or AFCA and so you should act promptly or otherwise consult the CIO and AFCA websites to find out if or when the time limit relevant to your circumstances expires. This service is provided to you free of charge.

Your Privacy

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our full Privacy Policy is available on our website.