

Financial Services Guide

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Retirement Victoria Pty Ltd
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ABOUT THIS DOCUMENT

This Financial Services Guide describes Retirement Victoria Pty Ltd's financial planning and advisory services to assist you to decide whether to use our services. It describes how we are remunerated, our authorising licensee, our professional indemnity insurance and how we handle any complaints you may have.

What other documents are there?

When we provide you with personal financial product advice, you will receive a Statement of Advice (or in some circumstances a Record of Advice) which confirms our recommendations and how they will assist to achieve your goals. The Statement of Advice will also explain the risks of our advice and any remuneration we may receive if our recommendations are implemented.

If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement containing information about the product's features and risks. In combination, these documents will assist you in making an informed decision about whether to proceed with our recommendations.

If you agree to pay us an ongoing fee for our services with no expiry date and our engagement continues for more than 12 months you will receive a Fee Disclosure Statement annually. This will confirm the services you were entitled to receive during the past year and the services your adviser actually provided, as well as the fees paid to your adviser for these services. Details of the services you are entitled to receive are also in your Ongoing Engagement Agreement. If you joined us as a client after 1 July 2013, every second year your adviser will ask you to confirm in writing that you wish to continue to engage us going forward. Our engagement will cease if you do not provide your confirmation for this to continue.

WHAT WE ARE AUTHORISED TO DO?

At the heart of our business is our passion to provide personalised, successful long term strategic financial planning to our clients.

To give you suitable advice, your adviser will work with you to determine your individual financial objectives and needs. To enable your adviser to work with you, you will need to provide relevant information as requested by your adviser. You are not obligated to provide this information, but if you decline to do so your adviser either may not be able to provide advice or the advice may not be entirely appropriate.

Your adviser can liaise with your other professional advisers in relation to matters such as tax, insurance, risk management and estate planning. We are not, however, accountants, nor are we registered tax agents or lawyers.

The Detail

Retirement Victoria Pty Ltd is an authorised representative of RV Wealth Pty Ltd, and can provide advice to and apply on your behalf for the issue, variation or disposal of the following kinds of financial products:

- Superannuation
- Securities
- Managed investment schemes
- Investor directed portfolio services
- Retirement savings accounts
- Derivatives
- Deposit and payment products
- Government debentures, stocks or bonds
- Standard Margin Lending.
- Investment life insurance products
- Life risk insurance products

ABOUT RETIREMENT VICTORIA PTY LTD

Retirement Victoria Pty Ltd employs the following experienced financial advisers, who are Authorised Representatives of RV Wealth Pty Ltd:

- **Robert Jowett** (Authorised Representative number 264944)
- **Lisa Taylor** (Authorised Representative number 232248)
- **Steven McIver** (Authorised Representative number 346060)
- **Kristi Badgery** (Authorised Representative number 1260861)
- **Claire Garrott** (Authorised Representative number 302547)
- **David King** (Authorised Representative number 1007848)
- **Duncan Logie** (Authorised Representative number 393668)
- **David Howell** (Authorised Representative number 319733)

OUR ADVICE PROCESS

This will begin with initial meetings with you to assess if your personal and financial goals and objectives can be met through our professional services. The discussions will also help you to determine if you wish to engage us to assist you to achieve those goals and objectives.

It is important for you to understand that the discussions in our initial meetings will only be in general terms. This means you should not act or make any decisions until you receive personal advice. This will occur after we have thoroughly investigated and considered viable strategies and products that aim to meet your goals and objectives as agreed with you.

REVIEWS

We cannot promise that the recommended strategy and your investments will remain suitable for you over time. Things change, your personal circumstances, legislation and more suitable investments for you may become available.

For this reason, your adviser may recommend that you engage us to review our advice on an ongoing basis and we strongly recommend you consider this. Likewise, you should contact your adviser whenever your circumstances change to see if your strategy or investments need to be adjusted.

HOW DO YOU INSTRUCT US?

We act for you when providing our services. You may give us instructions in writing, by post or email. Sometimes your adviser will be happy for you to tell them what you want to do over the phone or in person.

FEES AND COSTS

Fees for our Advice

The advice fee is calculated based on your individual needs and requirements, and the extent of financial services provided to you. Before commencing work for you, we will discuss and agree with you the scope of the services that you have asked us to provide, the cost of providing those services and the method of payment. We will confirm this in an Engagement Agreement.

Other fees for any advice or work carried out by other professionals, after consultation and agreement with you, will be separately invoiced to you by that other professional.

Initial Advice

The work undertaken to explore your current financial situation, your goals and objectives, and assessing the suitability of options for you is extensive. The minimum fee for our Initial Advice service for a new client is \$3,600 (including GST). Depending on the complexity of your financial affairs, once you become a client, you may also be charged a further 'initial advice fee' should you require additional advice as a result of a material change in your circumstances. For existing clients who require additional advice, the minimum fee is \$1,650 (including GST).

Ongoing Advice

Establishing your financial strategy is important. Equally important is ongoing advice to cater for changes in your personal circumstances, legislation, economic and financial conditions.

The Ongoing Advice service we provide to you will depend on your situation. Retirement Victoria offers different ongoing service packages, depending on the complexity of your circumstances, starting at a minimum fee of \$3,300 per annum (including GST).

Depending on the complexity of your advice needs and subject to a minimum fee of \$3,300, your adviser may calculate the Ongoing Advice fees as a percentage of the value of your investments, using a flat percentage approach. If a percentage based ongoing fee is charged, our fee will be a maximum of 1.1% per annum (including GST) of the value of your investment portfolio. The fee is charged monthly in arrears based on the average daily value of your portfolio during the preceding month

So for example, if your portfolio value is \$500,000, the maximum you would pay is \$5,500 per annum or \$458 per month (including GST).

Member Services

We have developed a member service which offers peace of mind to those clients who do not need personal financial advice each year. For \$330 per annum (including GST) you can retain access to the Retirement Victoria community through a series of regular communications and client events and know that Retirement Victoria is here if you need us – if you do need advice, we will introduce you to a financial adviser who can help you.

As a Member, you will receive a discount on the standard cost of initial or one-off advice equal to the Membership Fee.

Personal Insurance Services

From July 2018, we refer all clients with risk insurance needs to an external specialist insurance firm, from which we have no ownership nor receive any financial benefit.

For clients who had a risk insurance policy arranged by RV before that date, we may be receiving commissions from the insurers for the personal insurance advice and services we provide to you. The amount varies between insurers. As an indication, we may receive up to 66% of the first year's premium to reflect the amount of work we undertake when advising on and arranging the insurance and up to 33% of the ongoing annual premium thereafter, both excluding taxes and statutory charges. This is subject to which commission structure is selected.

As part of the Life Insurance Framework Reforms legislation which commenced on 1 January 2018, the insurance commissions reduced to a maximum of 66% of the first year's premium. For insurance products purchased prior to 1 January 2018, we may continue to be paid commissions in the same manner as what would have been previously advised to you at the time of obtaining the product(s). These commissions are included in the premium for the policy.

The table below illustrates how our commission would currently be calculated for a policy costing \$2,000 in year 1 and increasing to \$2,200 in year 2.

	Year 1		Year 2	
Premium	\$2,000		\$2,200	
Upfront Commission	66%	\$1,320	-	-
Ongoing Commission	-	-	33%	\$726

Where these commissions can be negotiated with the product provider your adviser will agree the amount of up-front and ongoing commissions with you. These will also be set out in your advice document.

ADVISER REMUNERATION

As an employee of Retirement Victoria Pty Ltd, all licensed advisers receive a salary and may also earn a bonus payment based on the individual and the company's performance. Bonuses are paid from the firm's profits and are not an additional charge to you.

RELATIONSHIPS AND ASSOCIATIONS

Our Authorising Licensee

We pay fees to our authorising licensee, RV Wealth Pty Limited a flat rate all fees and commissions we receive for our services.

Fitzpatrick's Financial Group

RV Wealth Pty Ltd is part of the Fitzpatrick's Financial Group and as such is associated with Atrium Investment Management Pty Ltd ABN 17 137 088 745 (Atrium). Atrium issues products and has investment management mandates for financial products issued by other financial institutions. Should an investment recommendation be required, we may recommend that you invest in an Atrium issued or managed product.

Fitzpatricks Self Managed Superannuation Fund Administration Services (Fitzpatricks SMSF Admin) are provided by Fitzpatricks Private Wealth Pty Ltd. These services include compliance, year-end accounting, Pension Administration, SMSF Annual Returns and engagement of other related professional service providers including Auditors and Actuaries. Fees associated with these services are payable to Fitzpatricks Private Wealth. Please note, the Fitzpatricks SMSF Admin services are not provided by Retirement Victoria or any of their authorised representatives.

The Fitzpatricks Financial Group, through a subsidiary, is a substantial shareholder in Retirement Victoria Pty Ltd and on the expectation that Retirement Victoria Pty Ltd is expected to make a profit on an annual basis, then the Fitzpatricks Financial Group through this shareholding will be entitled to share in these profits. Employees within the Fitzpatricks Financial Group are also directors of Retirement Victoria Pty Ltd.

Fitzpatricks Financial Group retains all profit from these products and services. Both we and RV Wealth and our respective families, companies and trusts may have an interest in the investments or securities included in your portfolio.

Business Arrangements

For clients to whom we provided investment advice and services before 1 July 2014, RV Wealth and its associates may receive payments based on the total volume of funds invested in some products issued by Colonial First State Group, IOOF Group and Master trust. These may be either a small percentage of the total funds invested, or the administration fees charged to our clients or a combination of these.

As we have done so in the past where these benefits are relevant to the provision of financial services to you, they will be detailed in the advice document provided to you.

WHAT ELSE SHOULD YOU UNDERSTAND?

Professional Indemnity Insurance

RV Wealth holds a professional indemnity insurance policy, which covers claims against us for errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by us for advice provided whilst authorised by RV Wealth Pty Ltd.

Privacy

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 with (and their representatives). We do not trade, rent or sell your information. We will only disclose your information to recipients who are either regulated by laws which protect your information in a way that is similar to the *Privacy Act 1988* (Cth) or who agree to protect your information in that way.

If you don't provide us with full information, we can't properly advise or assist you with your financial services need. For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy by contacting your Adviser or visiting our website at www.retirevic.com.au

Anti-Money Laundering and Counter-Terrorism Financing

As a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act, we are committed to ensuring our services do not facilitate or are associated with money laundering or terrorism financing practices. Before we arrange a financial product for you, we will need to verify your identity by viewing your identification documents (e.g. passport, driver's licence). We will retain copies of this information and assure you that this information will be held securely.

Complaints

If you have a complaint which you cannot resolve with your adviser, you may contact RV Wealth Pty Ltd. Please put your complaint in writing and forward it to:

Compliance Manager
RV Wealth Pty Ltd
GPO Box 1193
Sydney NSW 2000

If you are dissatisfied with the response, you may raise the matter directly with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers if you have a complaint that is not satisfied within 45 days of raising it. AFCA contact details are:

Telephone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au
Post: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

There are some complaints which AFCA are unable to deal with and AFCA will tell you if this is the case.

Licensee Contact details

RV Wealth Pty Ltd

Telephone: 02 9248 8000
Email: professional.standards@rvwealth.com.au
Office: GPO Box 1193, Sydney NSW 2000

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