

Financial Services Guide

Purpose of this Guide

This Financial Services Guide (“FSG”) is designed to help you decide whether to use any of our services and informs you of certain basic matters relating to our relationship, prior to us providing you with any financial service.

This guide contains important information about:

- the services we offer you
- how we, our licensee and our associates are paid
- what associations or relationships we have with financial product issuers
- our internal and external dispute resolution procedures and how you access them

About our Licensee

To provide financial advice an adviser is required to either hold an Australian Financial Services Licence (AFSL) or be authorised to provide advice by an AFSL holder. We have chosen to be licensed by Hunter Green Pty Ltd. **Hunter Green is 100% privately owned and holds its own AFSL.** Hunter Green acts in your best interests when providing personal advice and is responsible for ensuring the advice we provide meets the various legal and regulatory requirements, and provides us with Professional Indemnity insurance and dispute resolution systems.

For Hunter Green’s services, systems and insurances we pay a monthly fee and may also pay an amount equivalent to up to 3.30% of any remuneration or commissions they, or we, receive for providing you with our advice or services.

HUNTER GREEN PTY LTD

Level 22, 127 Creek Street, Brisbane, QLD 4000

Telephone (07) 3532 4051

www.huntergreen.com.au

Email: invest@huntergreen.com.au

Australian Financial Services License No. 225962



Lack of Independence

Hunter Green, Hampstead Private Wealth and Patrick Quigley cannot call themselves independent because Hunter Green and/or its authorised representatives receive commissions from the sale of risk insurance products that are not fully rebated to clients and may from time to time receive gifts or other benefits (for example meals at conferences or training sessions).

Adviser Profile

Adviser Profile

Hampstead Private Wealth

ABN 51 778 508 572

Corporate Authorised Representative No: 1250396 of Hunter Green Pty
Ltd Australian Financial Services License No. 225962

About Patrick Quigley

Senior Wealth Adviser &
Director of Hampstead Private
Wealth

Authorised Representative No 280945 of
Hunter Green Pty Ltd AFSL No. 225962



Education, Qualifications and Memberships

- Bachelor of Business (honours) at (Oxford Brookes University, England)
- Higher Diploma in Business and Finance (Oxford Brookes University, England)
- Registered tax (financial) adviser

Patrick has had in excess of 20 years' experience in the financial services industry having held positions in highly regarded firms, namely J.P. Morgan, Mercer Wealth Solutions and Citigroup Stockbroking before starting his own practice, Hampstead Private Wealth (HPW).

Patrick is steadfast in his commitment to providing a portfolio which is *tailored to the individual needs of each of his clients*. Specializing in, but not limited to superannuation, retirement planning, tax effective investing, wealth protection and estate planning, Patrick strives to provide holistic solutions for all investment objectives and highly values the trust-based client-adviser relationships which are formed through professionalism and commitment.

Supporting Administrative Staff

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What services do we offer?

Superannuation

- Strategic advice regarding superannuation legislation
- Contribution (getting money into super) strategies
- Superannuation specific investment advice
- Self-managed superannuation; structural, investment and legislative advice

Retirement planning

- Retirement lifestyle planning
- Strategies to minimise or eliminate tax in retirement
- Superannuation pensions / lifetime income streams
- Investment portfolios specific to funding retirement income
- Maximising Centrelink entitlements

Tax effective investing

- Advice on shares and managed investments
- Portfolio construction and management
- Strategic property investment advice
- Investing via trust and company structures
- Wealth creation strategies for high income earners
- Gearing / home equity strategies

Wealth protection and Estate planning

- Life insurance, TPD, trauma and income protection advice
- Business succession planning including Buy/Sell and Key man
- Estate planning and asset protection advice

Do we have any relationships or associations with Financial Product issuers?

Associations

We at Hampstead Private Wealth and Hunter Green Pty Ltd are privately owned and are not part of any company which issues financial products. There are no ownership ties or other relationships with any financial service product provider which might unduly influence which financial products we are authorized by Hunter Green to recommend.

Alternative Forms of Remuneration Register

Licenses and their representatives are required to maintain a register of any form of alternative remuneration paid or received with a value between \$100 and \$300. This register is available for your inspection on request.

What kinds of financial products are we authorised to provide?

I am authorized provide financial product advice and deal in a financial product, to retail and wholesale clients, in relation to the following financial products:

- Securities – meaning shares listed on the Australian Stock Exchange;
- Superannuation, whether self-managed, personal super or corporate super;
- Interests in managed investment schemes including investor directed portfolio services – these are managed funds, master trusts and “wrap” accounts;
- Standard margin lending facilities;
- Retirement savings accounts ("RSA") products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Deposit and payment products; and
- Life products including investment life insurance products and life risk insurance products;

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions.

If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.

How do I pay for Hampstead Private Wealth advice?

All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Initial consultation

This is an opportunity to view our service offer and meet with our financial planner. The meeting provides you with an opportunity to make a decision as to whether you would like to initiate the financial planning process with our company. This meeting generally takes 20 minutes and there is no charge. In order to facilitate a more productive meeting an initial fact find is completed prior to the meeting.

Data collection, Strategy Presentation, Advice Preparation

We will spend time with you to ensure we understand your current personal and financial position. The quality of our advice is largely governed by the quality of the information that you provide to us. This data collection can take considerable time as we seek information from external parties. Your situation may require a strategy presentation to discuss alternate strategies. Not all clients will require a strategy presentation. Should this meeting be required it will occur by mutual agreement.

If you elect to pay us a fee for advice the following fees will apply. A client engagement authority is signed prior to commencing work. The fees will depend on the size of the investment portfolio and the complexity of the advice:

The minimum fee charged is \$550 while the maximum fee is \$55,000.

If, in developing your financial plan, we identify that the nature and scope of the advice to be provided differs to that initially agreed upon, our initial fee may change. In this case, we will provide you with an upfront quote of the amount payable before we proceed further with finalising your financial plan.

Implementation (fee for advice)

If you elect to pay us a fee for advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:

Portfolios less than \$100,000: Implementation fee of between \$330 and \$3,300
 Portfolios \$100,000 - \$300,000: Implementation fee of between \$2,200 and \$7,700
 Portfolios in excess of \$300,000: Implementation fee of between \$5,500 and \$100,000

If we recommend you acquire investments using borrowed funds then your implementation fee will be a minimum of \$330 and a maximum of \$100,000.

Ongoing fee for advice

If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing fee is based on the complexity of ongoing advice and the services provided. The minimum fee is \$330 while the maximum is 2.5% of the value of your portfolio each year. For example an investment valued at \$200,000 the maximum ongoing fee would be \$5,000 pa. An ongoing care agreement will be signed prior to commencement.

The ongoing advice fee will be based on the level of service needed and the complexity of the advice. Complex advice requirements include the use of trusts and ownership structures, overseas assets or incomes, executive options or multiple investment entities. The frequency of the review will also impact on the fee charged

Ad hoc advice

Where you don't have an ongoing service arrangement and require ongoing advice on an ad hoc basis, a fee based on time charged at \$330 per hour may apply.

Execution only service

Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off fee may apply.

Stamping Fees

We may receive stamping fees from issuer companies for raising capital or debt on behalf of that company. If so, the amount will be disclosed to you at the time of making the investment.

Life Insurance products

On insurance products that were in force prior to 1 January 2018 the relevant insurer will pay initial commission between 0% and 130% and ongoing commission between 0% and 33% of the annual premium for as long as you hold the product.

On new insurance policies that came into force from 1 January 2018 the relevant insurer will pay initial commission between 0% and 88% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

On new insurance policies that come into force from 1 January 2019 the relevant insurer will pay initial commission between 0% and 77% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

On new insurance policies that come into force from 1 January 2020 the relevant insurer will pay initial commission between 0% and 66% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

Commissions are paid to us by the product provider and are not an additional cost to you.

The basis and amount of all commissions and fees for service will be set out in the SoA and explained by your Adviser.

How can you give us instructions?

You may tell us how you would like to give us instructions. For example, by telephone, fax or other means such as e-mail.

What information should you provide to receive personalised advice?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

We are also legally required to verify your identity, so we will ask to see your passport, driver's license or other identity documents. You should read the warnings contained in the *Statement of Advice* carefully before making any decision relating to Financial products.

Other documents you will be given if you receive advice from us.

When we give you financial advice you will be provided with a Statement of Advice (SoA) which will contain details about:

- the advice provided, including the basis on which it was given
- fees, commissions and other benefits
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

After receiving our initial advice, a Record of Advice (RoA) may be produced & retained by us instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice since the last SoA was provided. You can request a copy of any RoA at any time.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product—a *Product Disclosure Statement*—to help you make an informed decision about the Financial Product.

What information do we maintain in your file and can you examine it?

We will retain copies of your identity documents and we will maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, including the initial Statement of Advice, and any subsequent Statements of Additional Advice and Records of Advice provided to clients receiving our ongoing service. Copies of these can be requested either verbally or in writing.

We are committed to ensuring the privacy and security of your personal information. A copy of the relevant privacy policy is available on our licensee's website or by contacting us. If you wish to examine your file, please ask us. We will make arrangements for you to do so.

What should you do if you have a complaint?

1. Contact us and explain the nature of your complaint.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Complaints Officer Greg Hunter on (07) 3532 4051 or put your complaint in writing and send it to him at Hunter Green Pty Ltd's address. We will try and resolve your complaint quickly and fairly.

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3. Hunter Green Pty Ltd is a member of the Australian Financial Complaints Authority (formerly the Financial Ombudsman Service (FOS)). If the complaint can't be resolved to your satisfaction you have the right to lodge a complain with the Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001

4. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

Compensation Arrangements

Our licensee, Hunter Green, holds Professional Indemnity Insurance which includes cover for the work done for Hunter Green by its representatives even though they may have ceased employment with Hunter Green. Hunter Green believes its PI insurance complies with the requirements of the section 912B of the Corporations Act and the relevant Regulations.

If you have any further questions about the financial services Hampstead Private Wealth provides, please contact us on 0407 256 070. Retain this document for your reference and any future dealings with Hampstead Private Wealth