



financial services  
guide



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Prosperity Wealth Advisers Pty Ltd  
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ACN 141396376  
Corporate Authorised Representative  
(No 345322) of  
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## why am I receiving this document

This Financial Services Guide (FSG) outlines the financial planning services offered by Prosperity Wealth Advisers Pty Ltd on behalf of Primeplan Securities Pty Ltd (Primeplan).

It is an important document which will help you decide if you want to use the services being offered. It contains information about Prosperity Wealth Advisers and Primeplan and how other relevant persons are paid for the services and how we deal with your complaints where you are not satisfied with the services provided.

It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your Financial Adviser.

You are encouraged to ask your Financial Adviser about the services being offered, the costs involved and any other information included in this FSG.

When Prosperity Wealth Advisers provides you with financial planning services you may also receive:

- a Statement of Advice, which contains information about advice provided to you; and
- a Product Disclosure Statement, which provides information about products recommended to you.

Further information about these documents is set out later in this FSG.

## before receiving our advice

### Who is responsible for the financial services provided?

Primeplan Securities Pty Ltd (Primeplan) is responsible for the financial services provided and has authorised the distribution of this Financial Services Guide (FSG). Primeplan Securities Pty Ltd ABN 59 070 507 274 is an Australian Financial Services Licensee, No. 229537, Suite 16, Level 3, 299 Toorak Road, South Yarra VIC 3141.

### Who will be providing the financial services to me?

The financial services referred to in this guide are offered by Prosperity Wealth Advisers (Corporate Authorised Representative No 345322) on behalf of Primeplan.

### Who is my Adviser?

The details of your Adviser are provided to you as a separate Adviser Profile document.

### Who is Prosperity Wealth Advisers?

Prosperity Wealth Advisers is part of a group of companies originally established in January 2002 and was born from the merger between Financial Security Personal Investment Group and Sneddon McKeown Chartered Accountants. We have a strong commitment to adding value, and to making a positive impact on our clients' long-term financial futures. We strive to form a strong relationship with our clients – a financial partnership for life. The Prosperity Wealth Advisers team has been carefully selected and includes a diversity of professional experience, combining a wealth of skill and expertise to provide a unique level of personalised, professional service to all clients.

From our client service and administrative team to strategists and advisers, each member of Prosperity Wealth Advisers is working for you. Some will become well known to you, while others working hard behind the scenes may not be familiar, but you can be assured we all work for the one goal.....your Prosperity.

### Range of services and products

With the support of Primeplan, Prosperity Wealth Advisers is able to offer you an extensive range of financial planning services which may include:

- superannuation and rollover advice
- redundancy and retirement advice
- investment portfolio management
- wealth creation
- tax minimisation
- ongoing portfolio management
- estate and will planning
- debt management advice
- insurance or risk management
- life insurance and income protection advice
- remuneration planning

Prosperity Wealth Advisers is authorised to advise and deal in respect of the following classes of financial products:

- managed investments (including investor directed portfolio services)
- securities
- superannuation
- investment life insurance products
- life insurance risk products
- basic deposit products
- debentures, stocks or bonds issued or proposed by a Government
- retirement savings accounts
- standard margin lending facilities.

While Prosperity Wealth Advisers has flexibility in the service they provide to you, Primeplan remains responsible for the quality of advice provided by Prosperity Wealth Advisers. Primeplan ensures Prosperity Wealth Advisers:

- is only authorised to provide services to you where its authorised representatives are qualified to do so
- is provided with high quality financial product research
- is monitored and supervised to ensure they use the support and tools provided
- complies with the requirements of the law and the standards of Primeplan.

Primeplan also ensures that Prosperity Wealth Advisers':

- authorised representatives complete continuing education to maintain their qualifications
- authorised representatives are provided with excellent technical support and tools to provide financial planning advice.

Primeplan aims to provide you with quality advice by ensuring Prosperity Wealth Advisers' authorised representatives are backed by top-class training, research, support and supervision. Primeplan has access to extensive resources to support Prosperity, including technical services experts, compliance professionals, business paraplanners and financial planning software.

Primeplan also uses experts for financial product research. From this research, Primeplan maintains an extensive list of Approved Products for Prosperity Wealth Advisers to select from.

You should understand that as most products are market linked there is no guarantee of performance and your investment may fall in value as well as rise.

### What you will receive when provided with a financial service?

Prosperity Wealth Advisers will provide you with a recommendation to meet your needs and/or objectives. Prosperity Wealth Advisers needs to consider and discuss your investment goals and your personal and financial circumstances.

Prosperity Wealth Advisers will:

- have access to a wide range of investment strategies and products which have been researched by external independent Research Houses and meet the standards required by Primeplan.

- only recommend products which meet your needs, objectives and circumstances
- provide you with a Statement of Advice to explain the basis for the advice, and information about fees and commissions and any associations which could have influenced the advice
- provide you with a Product Disclosure Statement, containing information about each product recommended to help you make an informed decision about whether to acquire that product
- explain any risks in relation to the recommendations made.

**Important warning:** You may decide to limit the scope of the advice provided by Prosperity Wealth Advisers if you only want advice on specific areas or because you want to reduce the cost of receiving advice. If you do this you should understand that Prosperity Wealth Advisers will not consider your full needs, objectives and circumstances when making recommendations.

### You should always receive a Statement of Advice

Prosperity Wealth Advisers may meet with you several times to discuss possible investment options before finalising their recommendations. Any general discussions should not be considered as advice and you should not rely solely on information given to you in discussions.

You should only rely on advice documented to you in a Statement of Advice and explained to you by Prosperity Wealth Advisers. You should take the time to read and understand all Statements of Advice given to you, before signing or acting on them.

On an ongoing basis, a Record of Advice (ROA) may be provided instead of an Statement of Advice if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since the last Statement of Advice was provided.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), Statement of Advice (SOA) and/or Record of Advice (ROA).

You have the right to request any of these documents.

### How will I pay for the service and what remuneration, commission, fees or other benefits do you receive in relation to providing the financial services to me and how is that commission calculated?

Traditionally financial planning organisations receive commission or brokerage when investments are lodged on behalf of clients. These commissions and brokerages are paid out of the entry fees charged by fund managers and product issuers in order to access their products.

Our initial meeting is free of charge. After the first meeting, we will discuss the fees and charges that will be applicable to your individual circumstances.

All financial product and advice fees and commissions are received by the Australian Financial Services Licensee, Primeplan Securities Pty Ltd and not by Prosperity Wealth Advisers Pty Ltd or its Authorised Representatives.

Prosperity Wealth Advisers is entitled to 100% of fees and commissions received by Primeplan on behalf of Prosperity Wealth Advisers. Prosperity Wealth Advisers pays Primeplan a fee to maintain their authorisation.

Prosperity Wealth Advisers' Authorised Representatives are remunerated by salary and bonus.

Due to the varying nature of individual client cases, commissions and brokerage, our fee for plan preparation, implementation and our portfolio review service process will be disclosed on an individual basis and may include the following:

#### Fee for Service

This fee is based on an estimation of our timed costs. Our estimation of cost is based on our hourly rates (GST inclusive), which are as follows:

Director	\$375
Financial Adviser	\$275 - \$325
Administration	\$100 - \$150

#### Commissions

Primeplan may receive up to 11% (GST inclusive) of the invested amount from fund managers and other product issuers whose investment products we recommend to you, and up to 125% (GST inclusive) of the insurance premium for insurance products we recommend. Some companies also pay us ongoing commission. Where this is relevant it will be disclosed to you in your Statement of Advice.

#### Combination of Fees and Commissions

Full disclosure of all fees will be contained in the Statement of Advice that is prepared for you. However, you will not be charged unless you have agreed to engage our service and this agreement will generally be contained in the initial Statement of Advice.

#### Portfolio Review Service Fee Scale

In general, our portfolio review service fee will range from .75% p.a. to 1.35% p.a. (GST inclusive) of your total funds under advice. This fee will be exclusive of any previously disclosed ongoing brokerage that may be paid by any of the product providers that we have selected for you.

#### Share Management Service Fees

In general, our share market service fee will range from .75% p.a. to 1.35% p.a. (GST inclusive) of your total funds under advice.

The calculation of fees and commissions is dependent on the level of service appropriate to the needs of you. There are many levels of service each providing benefits befitting the clients they are designed to service.

Ongoing fees are calculated as a percentage of funds under management, this percentage is variable and dependent on the level of service chosen. All levels of service, their associated calculations for fees and charges and the ongoing services provided are discussed in the first meeting and subsequently disclosed, prior to implementation of any recommendations, in the Statement of Advice.

You have a right to request further information in relation to the remuneration and the range of amounts or rates of remuneration received by the licensee and/or Prosperity Wealth Advisers.

## Do any relationships or associations exist which might influence you in providing me with the financial service?

Primeplan is not controlled by any financial institution/s such as a fund manager, bank, insurance company or trade/ credit union. None of these institutions has a vested interest in our business and are not therefore in a position to influence us in the provision of advice.

### MADiSON eWRAP Platform

MADiSON Portfolio Services, a Corporate Authorised Representative of Primeplan Securities Pty Ltd, is the promoter of the MADiSON eWRAP Investment and MADiSON eWRAP Super/Pension and is entitled to receive the fees and charges detailed in the MADiSON eWRAP Investment IDPS Guide and the MADiSON eWRAP Super/Pension Product Disclosure Statement. MADiSON Portfolio Services retains sixty percent of the administration fee set out in the above documents.

The Brockdorf Unit Trust is the sole shareholder of MADiSON Portfolio Services. The unit holders of the Brockdorf Unit Trust are common with the shareholders of PROSPERITY (or entities associated with them). MADiSON Portfolio Services may pay a fee to PROSPERITY.

### Alternative Remuneration Register

We are required to comply with the Investment and Financial Services Association Code of Practice on Alternative Remuneration (the Code) in the Wealth Management Industry. The code aims to eradicate any practices that may influence product providers and financial advisers acting outside of your best interests.

We may from time to time receive a benefit from product providers. This could include sponsorship of educational seminars, conferences or training days. Details of soft dollar benefits received exceeding \$300 are recorded in a register.

We are required by the code to maintain a register to record any material forms of alternative remuneration (being \$300 per item or more) that are paid or received by us. Our register is available for inspection by you and a copy can be requested by contacting Primeplan on 03 9826 2800.

## Marketing Support

Primeplan or Prosperity Wealth Advisers may receive a payment each year for marketing purposes from fund managers and product providers. Full details will be provided to you in your Statement of Advice/Record of Advice.

## Volume Rebate

Primeplan may be entitled to receive additional income in the form of a share of the administration fee charged by various wrap providers. If any of these wrap services are appropriate for your needs, full details will be provided in your Statement of Advice.

Primeplan is also entitled to receive additional income in the form of a share of the volume bonus received by Securitor Financial Group Ltd based on its contribution to the volume bonus pool (with respect to insurance placed with certain insurance providers). Full details will be provided to you in your Statement of Advice.



## when receiving our advice

### Will you give me advice that is suitable to my needs and financial circumstances?

Yes. But to do so we need to find out your individual investment objectives, financial situation and needs before we make recommendations to you.

You have the right not to divulge this information to us if you do not wish to do so. In that case we are required to warn you about the possible consequences of us not having full personal information. You should read the warnings carefully.

### What should I know about any risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain the risks to you.

### Questions we will ask

We have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act 2006 to verify your identity and the source of any investment funds. This means that we will ask you questions in regard to your identity and circumstances and ask that you present identification documents such as passports and driver's licence to us. We may also retain copies of this information. We assure you that this information will be held securely and will only be divulged if we are required to do so under the law.

### Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may wish to give us instructions by telephone, fax or other means. i.e. email.

This will enable us to prepare the documentation to transact business on your investments, however, your signature will be required on such documentation.

### Privacy disclosure statement

In order to comply with the requirements of the Privacy Act, we are required to advise you that Prosperity Wealth Advisers Pty Ltd holds personal information about you. The information has been and will continue to be collected by us for the purpose of providing you with the financial planning services we have agreed upon. These services may include the provision of financial planning advice, the preparation, review and/or implementation of your financial plan, the making, reviewing and/or implementation of securities and investment recommendations and facilitating loans. From time to time we may also provide you with marketing material which may be of interest to you.

Under legislation and the rules of conduct of the relevant industry bodies, we are required to collect information about you for the purpose of providing you with the services referred to above. If you do not provide us with the information requested by us, we may not be able to provide you with the services you require of us.

For the purpose of carrying out their obligations as an Australian Financial Services Licensee, we may disclose your personal information to the licensee, Primeplan, under whose licence representatives of Prosperity Wealth Advisers Pty Ltd are authorised to provide financial planning advice.

We will from time to time disclose information about you to other professionals, superannuation fund trustees, insurance providers, product issuers and administration and/or other service providers in connection with providing you with the agreed services. In the event we consider it necessary to use or disclose information about you for purposes other than those services, or related purposes, we will seek your consent.

We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure.

We may use the personal information collected from you for the purpose of providing you with marketing material which may be of interest to you, however, you may request not to receive such information and we will give effect to that request.

We may be allowed or obliged to disclose information by law e.g. under Court Orders or Statutory Notices pursuant to taxation or social security laws.

We will endeavour to ensure that, at all times, the personal information which we hold is up to date and accurate. If you become aware that any information held by us is not up to date or accurate, you should notify us and we will take all reasonable steps to correct the information.

You are entitled to obtain access to the information which we hold about you by contacting Prosperity Wealth Advisers' Privacy Officer on 02 4907 7222. or by writing to Prosperity Wealth Advisers Pty Ltd, PO Box 234, Newcastle, NSW 2300. We may charge you for providing access.

A copy of our full Privacy Policy and a summary of the National Privacy Principles are available from our office.

### Other information

Primeplan and Prosperity Wealth Advisers will endeavour to provide the best financial service to you. We are also committed to considering your complaints and resolving them as quickly as possible.

If you have a complaint about the service provided to you, take the following steps:

1. Contact Prosperity Wealth Advisers about your complaint.
2. If your complaint is not resolved to your satisfaction within seven days, please contact:

The Complaints Officer, Primeplan Securities Pty Ltd on 03 9826 2800

OR put your complaint in writing and send it to:

The Complaints Officer  
Primeplan Securities Pty Ltd  
Suite 16, Level 3  
299 Toorak Road  
SOUTH YARRA VIC 3141

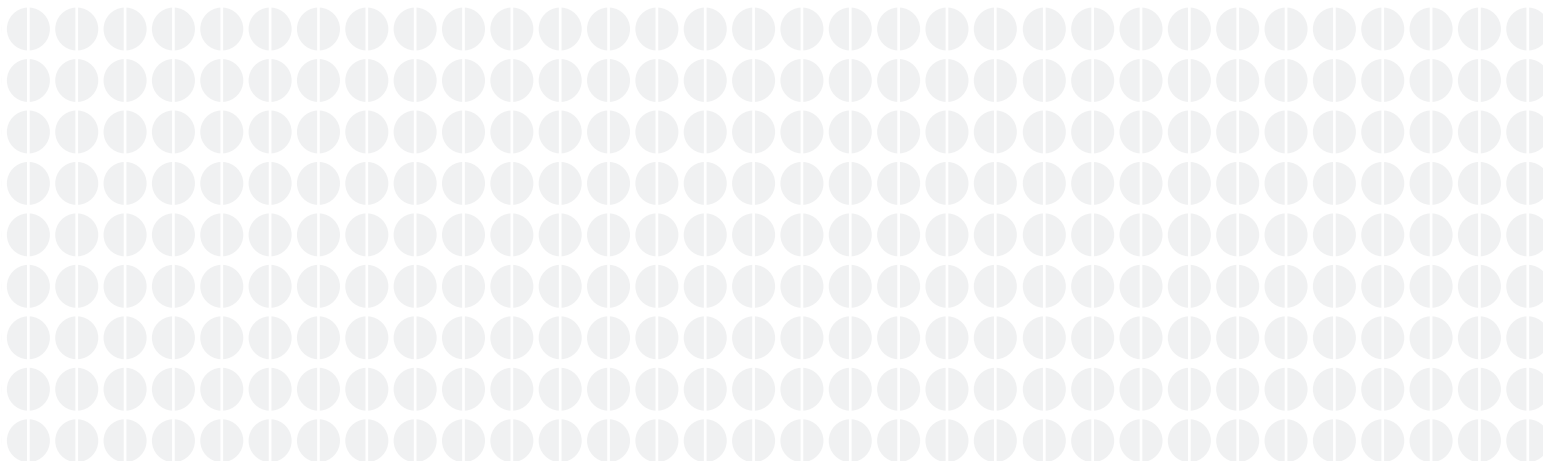
3. Primeplan will aim to resolve your complaint quickly and fairly.
4. If the complaint cannot be resolved to your satisfaction within 45 days and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to the FOS. They can be contacted on 1300 780 808. This service is provided to you free of charge. Primeplan is a member of FOS.



Primeplan confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Primeplan and its Authorised Representatives/Representatives/Employees in respect of our authorisations and obligations under its Australian Financial Services Licence. The policy includes coverage for the advice given by your adviser whilst a Primeplan Securities Pty Ltd Authorised Representative, even if they are no longer authorised by Primeplan Securities Pty Ltd or have left the industry.

If your concerns involve ethical conduct you can raise your concerns in writing with the Financial Planning Association of Australia Limited (FPA). They can be contacted at PO Box 109, Collins Street West, Melbourne VIC 8007.

The Australian Securities and Investment Commission (ASIC) also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights. Alternatively, you can detail your complaint in an email to [infoline@asic.gov.au](mailto:infoline@asic.gov.au).



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