Financial Services Guide

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Licensee:

Access FP Pty Ltd trading as Fortitude Wealth Partners (ASIC# 523195 ABN 85 162 298 286)

Contact Details

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Not Independent

We do not meet the definition of independent, impartial or unbiased in Section 923A of the Corporations Act because we are receiving commissions on life risk insurance products. Our advice on risk insurance is therefore not independent, impartial or unbiased. In all other cases we charge a fee for advice services and do not receive commissions or other payments from product providers.

Purpose of this FSG

This FSG will help you decide whether to use the services that we offer. It contains information about:

- 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.

Our services

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

- Superannuation and SMSF
- Retirement planning
- Personal risk insurance
- Managed investments
- Securities
- Deposit Products

The financial advice process

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

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 provide advice which is in your best interests.

When we first provide personal advice to you it will be explained and documented in a Statement of Advice (SoA). The SoA may be a written document or a video or audio recording with accompanying notes.

The SoA 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.

We will provide you with a Product Disclosure Statement where we recommend a financial product other than securities. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

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 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 Fortitude Wealth Partners.

First Meeting Advice Fee

We provide broad strategic personal advice at $220 per hour including GST.

Further Advice Preparation Fee

The further advice preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA. It is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

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

Ongoing Advice and Service Fee

Our ongoing advice and service fees depend on the advice and services that we provide to you. We typically charge a flat fee, percentage-based fee, or a combination of the two.

We will let you know what the fee will be in the SoA once we know what your situation is likely to look like. If you need to know before committing to an SoA, we can give you an indication of the fee before the SoA.

At the anniversary of each year of service, we will seek your engagement on the services to be provided and the associated fees.

Ad-hoc Advice Fee

If you don't want to commit to an ongoing advice and service arrangement, we can provide further advice on an ad-hoc basis. An hourly fee of up to $440 including GST will apply.

General Administration Fee

We offer general administration from $165 per hour including GST.

Insurance Commissions

We may receive 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. The commission will vary depending on the recommended product and will be documented in the SoA or RoA.

Other Benefits

We may also receive additional benefits by way of sponsorship of education 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.

Adviser Remuneration

Ray Ong is the owner of the practice and he is remunerated through a salary and a share of the profits that the practice makes.

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, we encourage you to contact us. Please call us, send an email or put your complaint in writing to our office. There is information on our website about how we deal with complaints. If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via www.afca.org.au. AFCA provides a fair and independent complaint resolution service which is provided to you free of charge.

Fortitude Wealth Partners is required to hold adequate Professional Indemnity insurance for the financial services that it and its current and past representatives provide.

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. 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 Privacy Policy is available on request and on our website.