



Financial Services Guide

**A guide to the services we provide and how we will work with you
to achieve your goals**

Mort Wagner Financial Services Pty Ltd
Trading as Q Advice ABN 95 050 791 663
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Financial Services Guide:

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Important



Before we provide you with financial advice, you should read this Financial Services Guide (FSG) It contains the following important information to help you decide whether to use our services:

- Who we are;
- Initial and ongoing advice we provide;
- How we are paid;
- Who to contact if you have a complaint.

This profile is part of the Financial Services Guide and is only complete when the adviser profile is attached.

About our practice



Mort Wagner Financial Services Pty Ltd trading as Q Advice is a corporate authorised representative (CAR number 2354788), authorised to provide financial services on behalf of Advice Evolution Pty Ltd.

The business was established in Bundaberg by Mort Wagner in 1985.

We are a leading financial services provider and have developed a reputation for explaining financial concepts simply and clearly.

Our motto is financial planning for life and at Q Advice we aim to provide you with quality financial advice to span a lifetime.

Q Advice is a general financial planning practice offering comprehensive financial advice assisting clients to develop a structured financial plan to help achieve their lifetime financial goal which frequently is "financial freedom and security".

We will provide you with strategies that allow you to take control of your own financial future and we strive to build relationships with you and your family to secure each generation's financial well-being.

Contact Details

Q Advice

7 Bingera Street, Central West Bundaberg 4670

P O Box 650 Bundaberg Queensland 4670

Phone: 07 4153 5558

Email: support@qadvice.com.au

Web: www.qadvice.com.au

About our team



Mort is a dedicated adviser and with the help of his experienced paraplanners and support staff delivers quality financial planning services to you.

Attached to this document is Mort's adviser profile. The adviser profile provides information about your adviser - their contact details, qualifications, experience and any memberships held. It also outlines the strategies and products your adviser can provide advice on and fees charged.

Why you should choose Q Advice

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and undertake training programs so we are up to date with legislative changes to superannuation, investment, social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our financial advisers will help you determine your goals and weigh up different investment strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

Advice we can provide

Advice Evolution Pty Ltd maintains a broad approved list, containing investment and insurance products that have been researched by a number of external research houses as well as our in-house research team.

A copy of the approved list for investment and insurance can be supplied to you upon request. Please refer to your adviser's profile for a list of strategies and products they can recommend.

Transaction services

If you do not require advice from us, but you would like us to help you complete a particular transaction, we can also arrange for you to apply for the kinds of products referred to in your adviser's profile. In these cases, we can take your instructions and arrange for the transaction to be completed without providing you with personal advice.

It is important to understand that in these circumstances we will generally ask you to confirm your instructions in writing and to sign a letter that acknowledges you have declined our offer of advice as well as understand the risks of a transaction service. You will be provided with a copy of the letter for your own records.

You can also contact us directly with any instructions relating to your existing financial products. We will accept instructions from our existing clients via telephone, mail or email.

Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and the strategies and financial products we will recommend to achieve your goals. It also provides you with detailed information about the fees, costs and other benefits we will receive as a result of the advice we have provided.

We will keep a record of any further advice we provide you for seven years. You may request a copy by contacting our office.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest in or purchase a financial product. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan, the PDS or IDPS guides carefully before making any decision relating to a financial strategy or product.

You can contact your adviser directly with any instructions relating to your financial products.

Our financial planning process

Everyone has different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.



Identifying where you want to be

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks

Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

Staying on track with regular ongoing advice

Time goes on and circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

We design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

Advice fees



The fees charged for our advice services may be based on a combination of:

- A set dollar amount; or
- A percentage of the funds that you invest.

Our advice fees may include charges for the following advice services:

Initial Consultation – The initial consultation fee is \$220 which is payable on the day.

Initial advice – This fee covers the cost of researching and preparing your financial plan and the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount which can range from \$3 300 to \$8 800. This fee is dependent upon the complexity of your situation. Before providing you with initial advice we will prepare an Initial Advice Agreement which sets out what our initial advice will cover and how much it will cost you. The initial advice fee will also be disclosed in your SOA.

Ongoing advice – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available. This fee is calculated as a percentage of your investments up to 1.1% per annum with the amount being paid correlating to the level of ongoing service provided. This may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year and you will be advised if this is the case. The Ongoing Advice Fee will be outlined in the SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a \$330 hourly rate. Any additional advice fee will be disclosed in your SOA.

Commission – With this method of payment Advice Evolution Pty Ltd will receive commission directly from the product provider and is based on a percentage of the funds invested or insurance premium paid. Commissions are deducted from the investment or premium by the product provider so are not paid directly by you. The following are the two Commissions Categories

Initial commission – One off commission that is paid at inception of investment or insurance policy. For an investment product this can be up to 5.5% of the amount invested. For an insurance policy this can range from 11% to 130% of initial premium paid.

Ongoing commission – This a part of the product provider's ongoing charges and is paid very year that the investment or insurance policy is retained.

For an investment and superannuation product this can be up to 1.1% of the investment amount. For an insurance policy this can up to 33% on renewal insurance premium paid.

Your advice fees will be calculated at the time we provide you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

Payment Method & Frequency

We offer you the following payment terms:

- Direct debit (credit card or savings), cheque
- Deduction from your investment
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our ongoing advice agreement.

Please refer to the adviser profile for detailed information on the type of fees charged.

Other benefits

Q Advice may receive

Advice Evolution currently uses a number of platforms as part of their Approved Product List. As a result of managing investments on those platforms, Advice Evolution receives Volume Bonus payments. This Volume Bonus entitles Advice Evolution to up to 0.2% of the funds managed under the platform. Please note this payment is made by the platform provider and is not an additional cost to you. Not all of the above platforms pay the rebate as it is subject to volume conditions being met. We currently only receive bonus payments on the Colonial First State retail platform.

Advice Evolution also receives bonus payments from some insurance providers. These payments are based on lapse ratios, new business and premiums in force. These payments vary significantly and can be up to 8% of the insurance premiums. We are yet to receive any payment from any insurers.

Advice Evolution, its advisers, or any related bodies do not have any relationships or associations with any product issuer that could be expected to influence the provision of financial services.

About Advice Evolution Pty Ltd



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Advice Evolution Pty Ltd is a Professional Partner of the Financial Planning Association (FPA) and we are fully committed to the FPA's Code of Ethics and Rules of Professional Conduct. Advice Evolution Pty Ltd is also a Corporate Member of the Association of Financial Advisers (AFA)

Advice Evolution Pty Ltd has approved the distribution of this FSG

Privacy

We maintain a record of your personal information. You have the right to withhold personal information, but this, as well as any inaccurate information you provide, may compromise the effectiveness of the advice you receive.

We will retain a copy of any recommendations made to you for seven years. Please contact your adviser if you would like to review your file.

Together with Advice Evolution we implement a privacy policy, which ensures the privacy and security of your personal information. You can request a copy of the policy from us at any time.

Another financial adviser may be appointed to you if your adviser leaves or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Advice Evolution Pty Ltd will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

Your information is only disclosed to other parties as are necessary for us to provide our services to you. Other parties may include fund managers, life companies, other Licensees and related parties who provide services to us. In certain situations, some of the parties that we share information with may be located in, or have operations in, other countries. This means that your information might end up stored or accessed in overseas countries, including countries within the European Union, New Zealand, and The Philippines.

When we send your personal information to overseas recipients, we make sure appropriate data handling and security arrangements are in place. In all such cases, we commit to making reasonable enquiries to ensure that these organisations comply with their local privacy legislation where such legislation is comparable to the Australian legislation and to comply with the key components of Australian Privacy legislation in cases where their local legislation is considered inadequate or non-existent. In addition, we will disclose your information where we are required to by law.

Your financial adviser and Advice Evolution will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Licensee holds about you at any time to correct or update it as set out in the Advice Evolution Privacy Policy. For a copy of Advice Evolution's Privacy Policy visit www.adviceevolution.com.au or you can contact us.

Professional indemnity insurance

Professional indemnity insurance is maintained by Advice Evolution Pty Ltd and your adviser to cover advice, actions and recommendations which have been authorised by Advice Evolution Pty Ltd and provided by your adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint?



If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Advice Evolution Pty Ltd on 02 9997 6787 or put your complaint in writing and send it to:

Advice Evolution Pty Ltd
 Attention: Complaints Case Manager
 Advice and Licensing
 Suite 302, 20 Bungan Street,
 MONA VALE NSW 2103

Advice Evolution Pty Ltd will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

| Type of complaint | External complaints service |
|--|---|
| Financial advice, investments, superannuation or insurance matters | Financial Ombudsman Service (FOS) on 1300 780 808 |
| Personal information held | The Privacy Commissioner on 1300 363 992 |

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

Adviser profile version: Version 2.3

This profile is part of the Financial Services Guide and is only complete when the business profile is attached.

Date issued 20 March 2018

About Mort Wagner Your financial adviser, Mort Wagner (ASIC number 235792), is an authorised representative of Advice Evolution Pty Ltd. Email: mort@qadvice.com.au

Education and Qualifications

Dip FP, CERTIFIED FINANCIAL PLANNER®



Experience

Mort is the Principal of Q Advice and has been a trusted name in financial planning for more than 32 years.

As a general practitioner of financial planning, Mort uses his professional knowledge and wealth of experience to provide quality unbiased bespoke individualised advice.

Whatever your life stage, Mort will look at your situation and assist you to put plans in place to set you on the path to achieving your financial and lifestyle goals.

Mort will review the strategies that you have put in place giving you peace of mind knowing you are prepared for the future challenges.

Memberships

FPA

Advice your adviser can provide

I can provide you with strategic advice as well as arrange the types of financial products listed below.

I can you to identify the types of services and products that will be appropriate to meet your financial goals. In addition, you can choose whether to receive advice about a range of needs all at once, or we can provide advice about a single issue so your most important goals are achieved first. Further advice can then be provided over time about any other needs or goals as required.

Strategies

- Aged care accommodation
- Centrelink planning
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Gearing strategies
- Guidance on budgeting and goal setting
- Savings and wealth creation strategies

Products

- Self-managed super funds
- Direct shares
- Cash management trusts
- Retirement income streams
- Retail & wholesale managed investment schemes
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Margin lending facilities
- Direct fixed interest
- Socially responsible investments

How the adviser is paid

Advice Evolution Pty Ltd will typically retain 2% of the gross revenue received for the recommended financial services and/or products. Advice Evolution Pty Ltd will pay Q Advice the remaining 98% of the gross revenue received.

Relationships and associatons

Mort Wagner is a trustee of the MJ & SA Wagner Unit Trust which has equity in Advice Evolution Pty Ltd and may receive capital and profit related benefits.

Appendix: Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the *Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006* to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised to review customers' needs and circumstances from time to time.
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser in providing financial advice and services to you.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out.)
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Licensee holds about you at any time to correct or update it.

Your acknowledgement

Before you proceed with the preparation of Your Financial Plan, the Statement of our Advice, please take a moment to read the following information:

Protecting your privacy

- The information you provide me will be kept on file at our business. You are entitled to request reasonable access to any information we hold on file about you.
- Your information is only disclosed to other parties as are necessary for us to provide our services to you. This may include fund managers, life companies, other Licensees and related entities. In addition, we will disclose your information where we are required to by law.
- We will not pass your information to other parties for any purposes other than those for which you have been informed.
- Our communication methods include phone calls, email (may be unsecured) and regular mail.

Duty of care

- The information you provided to us has been recorded in a Financial Needs Analysis document and will be used to prepare Your Financial Plan. Any discussions held during your fact finding meeting do not constitute personal advice and should not be implemented before you receive the financial plan we will prepare for you.
- It is important you provide me with detailed and accurate information so I can provide you with appropriate recommendations. Advice Evolution Pty Ltd will not accept liability for recommendations based on inaccurate or incomplete information you supply.
- The following sections of this fact find have been completed:
 - 'your investment goals'
 - 'determining your investment strategy'
 - 'your insurance goals'

Sign off

Account and reference numbers

I/We authorise Q Advice to:

- Retain and store my/our account numbers and/or Centrelink number for the purpose of providing me with initial and ongoing financial planning advice,
- Retain, store and quote my tax file number information to the Australian Tax Office when necessary and to investment bodies when making investments on my behalf.

Financial Services Guide

- I have received or have been provided with access to a Financial Services Guide version 2.3 dated 20 March 2018

Personal information

- The information I have provided in this fact find is a true and accurate record of my current personal and financial position. I am/we are not aware of any other information that my financial adviser would need to be aware of before providing me/us with financial advice.
- I/we give permission for the information supplied in this fact find to be used for the preparation of my/our financial plan.
- Depending on the product or service concerned, your personal information may be disclosed to service providers and specialist advisers who have been contracted to provide Advice Evolution Pty Ltd with administrative, financial, insurance, research or other services.

| | |
|-------------|-----|
| Client name | / / |
| Client name | / / |