Financial Services Guide

Advice Evolution Pty Ltd Limited ABN 66 137 858 023

Australian Financial Services Licensee 342880

Suite 302, 20 Bungan Street, MONA VALE NSW 2103

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Financial Services Guide: Version 2.4 Issue date: 01st November 2018

Business profile

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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 corporate authorised representative (CAR) number 2354788 is authorised to provide financial services on behalf of Advice Evolution Pty Ltd. Q Advice is a general financial planning practice. Mort is the Principal and has been a trusted name in financial advice for more than 30 years. Our motto is planning for life and at Q Advice we aim to provide you with quality financial advice for your lifetime. We look at your situation whatever stage of life you are at and endeavour to share our professional knowledge and experience so you can put plans in place to set you on the path to achieving your financial and lifestyle goals. We help you manage and review your strategies as life changes giving you peace of mind knowing you are prepared for the challenges that the future holds.

Contact Details

Q Advice

7 Bingera Street, Central West Bundaberg Queensland 4670

P O Box 650 Bundaberg Queensland 4670

Phone 07 4153 5558

Email mort@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.

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

Licensee 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.

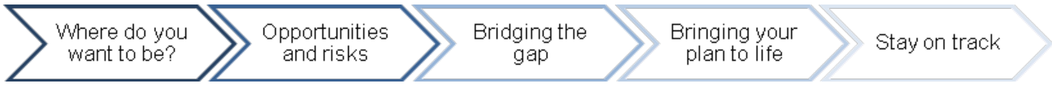
We will keep a record of any further advice we provide you for seven years. You may request a copy by contacting our office.

If we recommend or arrange a financial product for you, we will make available a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits, and risks as well as the costs you will 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 guide carefully before making any decision relating to a financial strategy or product.

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:

- Bpay, 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.

Other benefits Q Advice may receive

We may be offered or receive non-commission benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both Advice Evolution Pty Ltd and Q Advice maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

About Advice Evolution Pty Ltd

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Australian Financial Services Licensee 342880
Suite 302, 20 Bungan Street, MONA VALE NSW 2103

Advice Evolution Pty Ltd has approved the distribution of this FSG

Relationships and associations

Advice Evolution Pty Ltd currently uses a number of platforms as part of their Approved Product List. As a result of managing investments on those platforms, Advice Evolution Pty Ltd receives Volume Bonus payments. This Volume Bonus entitles Advice Evolution Pty Ltd 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 Pty Ltd 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.

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.

It is important that you keep us up to date by informing us of changes to your circumstances so we are able to determine if our advice continues to be appropriate.

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.

Disclosure

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.

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
  Suite 302, 20 Bungan Street
  Mona Vale 2103

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

If your complaint has not been resolved satisfactorily, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

Website: www.afca.org.au
Email: info@afca.org.au
Phone:1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Adviser profile

Adviser profile version: Version 2.4 (Mort Wagner)

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

Date issued 01 November 2018

About Mort Wagner

Your financial adviser, Mort Wagner (ASIC number 235792), is an authorised representative of Advice Evolution Pty Ltd.

Email address: mort@qadvice.com.au

Education and Qualifications

Dip FP, CERTIFIED FINANCIAL PLANNER®

Experience

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

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

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

Products

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

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.