

Financial Service Guide

Version 11 | 1 July 2021

The Wealth Network Pty Ltd

AFSL **403895**
ABN 25 150 383 289

GPO Box 3718, Sydney NSW 2001

PART 1 – THE WEALTH NETWORK

Why am I receiving this document?

You are considering using the services of a financial advice practice which is an authorised representative of The Wealth Network.

This Financial Services Guide (FSG) will help you decide whether to use the services offered. This document comes in two parts.

Part 1 contains information about:

- The Wealth Network
- Fees and charges
- Any conflicts of interest which may impact the services
- Complaints handling
- Your Privacy

Part 2 contains information about

- Your financial advice practice and financial adviser(s)
- The services offered and their cost
- Financial adviser remuneration

NOT INDEPENDENT

The Wealth Network Pty Ltd receives commissions and referral incentives from life and health insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'

THE WEALTH NETWORK

The Wealth Network Pty Ltd holds an Australian Financial Services Licence (403895) which has been issued by the Australian Securities and Investments Commission (ASIC) and authorises The Wealth Network and its representatives to provide Personal Financial Advice.

The Wealth Network is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its representatives provide.

The Wealth Network Pty Ltd

02 9161 1000 | admin@wealthnetwork.net.au | www.wealthnetwork.net.au

GPO Box 3718, Sydney NSW 2001

AFS Licence No. 403 895 | ABN: 25 150 383 289

FEES AND CHARGES

All fees and commissions payable for the service you receive from an authorised representative of The Wealth Network are payable to The Wealth Network and then distributed to the financial advice practice. There are no commissions or fees payable to staff directly for any advice or service delivered.

A Fee Disclosure Statement (“FDS”) will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you received and the fees you paid during the period.

A Renewal Notice will be issued every 2 years if you have entered an ongoing fee arrangement. The Renewal Notice will give you the option of renewing the ongoing fee arrangement. If you do not renew your service, the ongoing service and fee will cease.

Staff receive a salary and may receive bonuses and other benefits from time to time. Bonuses and other benefits are subject to factors such as company performance and the performance of the individual employee. However, these bonuses and other benefits are a minority portion of their remuneration and are at no additional cost to you.

REFERRAL FEES

In some situations, your adviser may receive fees or commissions where you are referred to an external party. You will be advised of the referral arrangement whenever you are referred to an external party.

COMMISSIONS

Your adviser may receive commissions from some product and service providers. The commission will vary depending on the product or service, which is recommended. You will be advised of the expected amount in the statement of Advice (SoA) or Record of Advice (RoA).

NON-MONETARY BENEFITS

Advisers may receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits receive above \$300 will be maintained on a register which is available to you on request.

CONFLICTS OF INTEREST

Potential conflicts of interest may occasionally arise. The Wealth Network maintains a register for these circumstances, which you can view at any time. You will be advised in your SOA or ROA where a conflict of interest may exist and how the conflict will be managed.

COMPLAINTS HANDLING

The Wealth Network and its representatives endeavour to provide you with appropriate advice and service at all times. If you are not satisfied with our services, then we encourage you to contact your financial adviser. Your adviser’s individual details will be displayed on your Statement of Advice that you received as part of the advice process.

If after speaking your financial adviser, your complaint is not resolved within forty five [business days, please contact:

The Wealth Network:

Phone: 02 9161 1001

Email: admin@wealthnetwork.net.au

Mail: GPO Box 3718 Sydney NSW 2001

We aim to investigate and resolve your complaint with 45 days. If after 45 days, we cannot reach a satisfactory resolution you can refer the matter to the Australian Financial Complaints Authority (AFCA).

Phone: 1800 931 678

Email: info@afca.org.au

Mail: GPO Box 3 Melbourne VIC 3001

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. We will collect personal information from you so that we can understand your personal situation and provide you with advice, which meets your needs and objectives. We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all the information requested, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where the law requires us to do so, and/or you consent for us to do so.

Our Privacy Policy contains further information on 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 full Privacy Policy is available on our website.

PART 2 – THE FINANCIAL PLANNING PRACTICE

Version 10.1

Headland Wealth Pty Ltd

Authorised and distributed by
The Wealth Network Pty Ltd
ACN 150 383 289 | ABN 25 150 383 289
Australian Financial Services License 403895

Level 13, 50 Carrington Street, Sydney NSW

Phone: 0402 878 810

Email:

advice@headlandwealth.com.au

Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide if you want to use the services being offered by Headland Wealth.

It contains information about:

- Our Licensee, The Wealth Network
- Headland Wealth
- The services offered and their cost
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services.

In addition to this document, when we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Further Advice (RoFA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we recommend.

Who is Headland Wealth?

Headland Wealth is a privately owned financial planning firm.

We specialise in providing strategic financial planning advice, insurance and investment management services to individuals, business owners and high net wealth families.

Who is The Wealth Network Pty Ltd?

The Wealth Network has been issued with an Australian Financial Services License (AFSL) by ASIC that authorises The Wealth Network to provide Personal Financial Advice.

The Wealth Network (Australian Financial Services Licence Number 403895) is responsible for the financial advice and services Headland Wealth provide. The Wealth Network supports us with essential services and resources to ensure you receive sound financial advice.

As a licensee The Wealth Network Pty Ltd is required to comply with the obligations of the Corporations Act and the conditions of their licence. This includes the need to have compensation arrangements in place with a Professional Indemnity insurer.

What services do we provide?

Headland Wealth is authorised to provide a comprehensive range of financial planning services which include:

- Cash flow management advice
- Debt management advice, including margin lending advice
- Asset ownership advice (for tax planning, asset protection and estate planning needs)
- Personal insurance advice

- Managed investment and direct equity advice
- Superannuation advice
- Retirement planning advice

Your adviser can liaise with your other professional advisers. We are not, however, accountants, nor are we tax advisers or lawyers.

Your Financial Advisor

Paul Barrett will be your financial Advisor and will provide these services to you as an Authorised Representative of The Wealth Network.

The Wealth Network is responsible for the services provided by Headland Wealth.

Your adviser acts on behalf of The Wealth Network who is the holder of Australian Financial Services Licence Number 403895.

The Financial Planning Process

Headland Wealth recognises that the objectives and personal circumstances of each client are different. What is right for one client may not be right for another.

We will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all your issues and concerns.

When we provide advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for the advice, why the advice is in your best interest, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice.

Where we recommend you use a financial product, we will also provide you with a Product Disclosure Statement (PDS). This contains information to help you understand the product being recommended.

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

We provide an annual review service to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products available.

The ongoing advice we provide to you may be documented in a Statement of Advice or Record of Further Advice.

Fees

Your first meeting with us is complimentary and obligation free. From this meeting we will set out the services we can provide and the cost.

Wealth Mentor Fees

If you are seeking strategic financial planning advice, we will quote you a Wealth Mentor Fee for the completion of this work.

The Wealth Mentor Fee will be determined by the scope and complexity of advice provided to you. We will agree the fee with you before commencing any work.

The Wealth Mentor Fee includes all meetings with you, the time we take to determine our advice, the production of SoA's and the implementation of our advice.

Wealth Manager Fees

If we manage an investment portfolio for you, we will charge you a Wealth Manager Fee. This fee is charged as a percent of the funds we manage for you.

We will agree the fee with you before commencing any work and full details will be provided to you in the SoA.

Commissions

Headland Wealth may receive commissions in relation to insurance and investment products.

A commission is a payment to Headland Wealth from a Product Provider which is determined by the Product Provider.

Headland Wealth may receive one-off upfront commissions from Product Providers when you use their product or service which was recommended by us.

Headland Wealth may also receive monthly commission payments for as long as you continue to use the product or service.

The commission amounts vary based on the advice we provide and the Product Providers we recommend. As such we will tell you the exact amount in the SoA when we recommend a product to you.

Non-Monetary Benefits

Headland Wealth may receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$300 will be maintained on a register which is available to you on request.

Making a Complaint

If you are not satisfied with our services, then we encourage you to contact us. Please call us at our office or put your complaint in writing to your advisor.

Alternatively, you may wish to contact the Compliance Manager of The Wealth Network. Please put your complaint in writing and forward to:

The Wealth Network
GPO Box 3718
Sydney NSW 2000
admin@wealthnetwork.net.au

If you are not satisfied with our response you may raise the matter directly with the Financial Ombudsman Service (FOS). You can contact FOS on 1300 780 808 or view their website www.fos.org.au. This service is provided to you free of charge.

Privacy

Headland Wealth is committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

Our privacy policy explains our commitment to the protection of your personal information. We and our advisors treat all personal information which you provide to us in confidence and will not disclose it to anyone other than for the purpose of fulfilling your instructions or as the law requires. To view our Privacy Policy please contact your advisor.