Financial Services Guide – Part 1

A guide to the services we provide and how we will work with you.

Your financial security will play an important role in the quality of life experienced by you and your family in the years to come. Crown Wealth Group Pty Ltd - ABN: 22 603 037 510, (Crown), is an Australian Financial Services Licensee (AFSL) and our role is to provide the advice, services, products and carefully planned strategies to meet your wealth creation goals and family protection needs.

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 document is Part One of the Financial Services Guide and is only complete when Part Two - the Adviser Profile - is attached.

Authorised Representative Profile – Part Two

Your financial adviser is the Authorised Representative listed in Part Two of this FSG. Crown's financial advisers act for you and not for any life insurance company, fund manager or bank.

Part Two of this FSG provides detailed information about your financial adviser such as their contact details and the types of financial products and services they can advise and deal in. Please retain both Part One and Part Two of the FSG for your reference and any future dealings with Crown and your financial adviser.

About Crown Wealth Group "Crown"

Crown is the holder of AFSL No: 494274. Under the Corporations Act and our licensing obligations regulated by the Australian Security & Investment Commission (ASIC), our primary responsibility is to you, our client. Our Authorised Representatives act on our behalf and Crown is responsible for the advice they provide.

Contact details:
Crown Wealth Group
Tel: 1300 722174
Email: compliance@crownwealthgroup.com.au
Web: www.crownwealthgroup.com.au

Crown Wealth Group Pty Ltd is a registered Tax (Financial) Adviser of the Tax Practitioner Board, as is all our authorised representatives.

Crown has approved the distribution of this FSG.

Why you should choose Crown

We aim to provide personalized 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.

Crown's financial 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 broad range of issues.

Considering opportunities and risks

Good personal advice starts with understanding 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 liaise 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 arrangement to ensure your plan remains up to date as your life changes 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 Crown can provide

Crown maintains an approved product list containing financial products that have been researched by a number of external research houses and assessed by Crown's Investment Committee. A copy of the approved product list can be given to you if requested. We may recommend products and platforms promoted or issued by our product partners if appropriate to your needs. Please refer to your adviser's profile for a list of strategies and products they can recommend

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 our advice to help you achieve them. 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 or the PDS 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

How you can provide instructions

You may specify how you would like to give us instructions. You can give us instructions or information verbally or in writing. In some situation we will require your instructions to be in writing. We will advise you what information we need or what documentation we need you to complete and sign.

Advice fees

All fees will be paid directly to Crown as the Licensee, on the
Authorised Representative's behalf. Crown will pay your financial adviser in accordance with their Authorised Representative Agreement with Crown.

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

- A set dollar amount; or
  - A percentage of the funds that you invest.
  - Brokerage or commission which is paid by a
    product issuer.

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

Initial advice – The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount. Before providing you with initial advice we will prepare an Initial Advice Agreement. The Initial Advice Agreement sets out what our initial advice will cover and how much it will cost you.

In addition, the initial advice fee will be disclosed in your SOA.

Advice implementation – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and are based on a set dollar amount. The advice implementation fee will be disclosed in your Initial Advice Agreement and / or 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. The fee for the ongoing advice fee service is calculated as either a set dollar amount or a percentage of your investments.

Before providing you with ongoing advice your adviser will prepare an Ongoing Advice Agreement. This agreement will set out what our ongoing advice will cover, including the advice and services we will provide, as well as frequency these will be delivered, how much it will cost, your payment method and how
the service can be terminated. In addition, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount. Any additional advice fee will be disclosed in your SOA.

Commission – Please note that for services in relation to insurance and business/corporate superannuation, commissions will be paid from the insurance
product providers to cover both our initial advice and the ongoing commissions for the renewal of your insurance products.

Payment method & frequency

We offer you the following payment terms:

- Direct debit (credit card or savings), cheque via your Bank
- 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. The specific amount will be agreed to by you and outlined in our ongoing advice agreement.

Other benefits Crown may receive

- From time to time, Crown may receive Education, Training and/or IT Software and Support benefits from our product partners.
- Payments from other professionals: You may be referred to an external specialist to receive further advice. We may receive a referral fee for introducing you to the specialist. This will be disclosed in your financial plan if applicable.
- Payments to other professionals: We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your financial plan if applicable.

Both Crown and your financial adviser maintain a Register to document benefits received. A copy of this register will be made available within seven days of a request.

Privacy

Your privacy is important to us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy please refer to the Appendix to this FSG.

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, we 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 policies will be paid to your new adviser.

Professional Indemnity Insurance

Professional indemnity insurance is maintained by Crown and your financial
adviser to cover advice, actions and recommendations which have been authorised by Crown and provided by your financial 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 business days, please contact Crown on 1300722174 or put your complaint in writing and send it to: Crown Wealth Group, PO Box 224, WARNERS BAY, NSW 2282,

Crown will try to resolve your complaint quickly and fairly. If your complaint has not been resolved satisfactorily, you may escalate your complaints to:

1. Australian Financial Complaints Authority on 1800 931 678
2. Personal information held - refer complaint to the Privacy Commissioner on 1300 363 992

Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 for further information.

Privacy Collection Statement

Appendix to FSG 4.1, Issue Date: 1 November 2018

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 only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your financial adviser and Crown may have access to this information when providing financial advice or services to you;
- Your financial adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Crown to review customers' needs and circumstances from time to time;
- Your information may be disclosed to external service suppliers who supply administrative, financial or other services to assist your adviser and Crown in providing financial advice and services to you. Crown does not disclose personal information to recipients in foreign countries.
- 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 as set out in the Crown Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your financial adviser and Crown 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 Crown holds about you at any time to correct or update it as set out in the Crown Privacy Policy.

To raise any concerns you might have in relation to your privacy, please refer to page 2 of your FSG "What should you do if you have a Complaint?" and Crown's Privacy Policy. You can request a copy of Crown's Privacy Policy from your adviser or Crown at any time.

Financial Services Guide – Part 2

INTRODUCTION

This Financial Services Guide describes the services we provide. It is designed to assist you in deciding whether to use any of our services, and it describes how we are remunerated for our services, our professional indemnity insurance and how we handle any complaints you may have.

We may give you other documents when providing our services including: -

- **Statements of Advice** - If we provide you with advice about your personal circumstances in relation to a Superannuation, Investment and Insurance we will give you a Statement of Advice. This will confirm the advice we have given and explain our fees for arranging the products and services we have recommended.
- **Product Disclosure Statements**- If we recommend a particular product or service to you, or you ask us to arrange insurance, we will also provide you with a Product Disclosure Statement containing information about the product, service, and / or insurance.

How Can You Instruct Us?

You may instruct us in person, by phone or email. It is important that you provide us with complete and accurate information otherwise the advice we give you may not be appropriate for your needs.

Please tell us about any changes in your circumstances so that we can confirm that our advice continues to be suitable for your needs.

How are we paid?

Commission	Crown Wealth Group Pty Ltd, after deduction of licensing fees and other associated costs, will pay the Authorised representative after deduction of service fees and other associated fees. We receive a commission from the Insurance product provider with whom we place your business. The amount varies depending upon the product, in the range of 30% - 80% of the premium (excluding taxes and statutory charges). Details of the commission will be outlined to you in your Statement of Advice. **The commission is included in the premium quoted to you and therefore not an additional cost.** On-going commissions may also be payable upon renewal of the policy and these will be disclosed to you by the Adviser and within the Statement of Advice.
Adviser Fees	The Adviser may also charge you an Adviser fee for arranging the product and an ongoing management fee. The amount depends upon the type of product and is specific to your circumstances. This is generally in the range of a once off payment of $1,000 - $5,000 plus GST of an hourly rate of $250 for a Statement of Advice which is dependent on the complexity, number of strategies and recommendations.

	The adviser can also charge for the implementation of the recommendations and for the ongoing servicing of your advice. **These fees will be disclosed to you by the Adviser and within the Statement of Advice and the advice will not proceed without your agreement**.
Non-monetary benefits	Some product providers may give other benefits such as movie tickets, or stationery. These benefits may change from year to year. We do not permit our advisers to accept this type of benefit where the value is greater than $300.00 in any year.

Who We Pay

Referrers	If you were referred to us, we may pay the person who referred you a share of the revenue we receive. **These fees will be disclosed to you by the Adviser and within the Statement of Advice**

Ongoing service

Depending on your requirements, we can provide different levels of service, from advice on a particular product only to the preparation of a comprehensive financial plan. Your adviser will explain the available service levels together with the associated fee options to enable you to decide the types of services you require going forward to maintain your strategy. Although the success of our business is based on our commitment to ongoing review of your circumstances, portfolio and strategy, you are able to tell us how often you would like us to undertake a review of your financial situation. We recommend that reviews should be undertaken at least 12 months

If I cancel in the cooling-off period, will I receive a refund of the initial advice fee?

We understand there are circumstances where you may change your mind following our first meeting. For this reason, we provide a **5-business-day cooling-off period**. If you do not provide to us with written notice of your intention to proceed within the 5 business days, then you are legally bound by any agreement that you have made with us. We believe that this is a fair arrangement considering the labour and expense that we will incur in developing strategies, documenting this and preparing paperwork within the 5-day period following our initial interview.

> **“As a professional financial services provider, we are committed to acting efficiently, honestly and fairly. We value your support and appreciate any feedback that will help us to meet your expectations and needs.”**