

# Financial Services Guide (FSG)

This Financial Services Guide was prepared  
on 5 October 2022.



**A N N E X**  
W E A L T H

# What is a Financial Services Guide?

This Financial Services Guide (FSG) helps you understand and decide if you wish to use the financial services, we are able to offer you.

It provides you with information about the entities that may provide you with financial services:

- Annex Wealth Advisory Pty Ltd ACN (622 930 812) Australian Financial Services License Number 504681 “licensee” including representatives who may be its employees or employees of the licensee’s related body corporate;
- individual representatives of the licensee.

The licensee and its employees (including any employees of a related body corporate of the licensee) are collectively referred to as “us, our, we” throughout this FSG.

This FSG sets out the services we provide. It tells you:

- who we are and how we can be contacted;
- who the licensee is and how it can be contacted;
- what services and products we are authorised to provide to you;
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

## **NOT INDEPENDENT**

Annex Wealth Advisory Pty Ltd and its Representatives receive commissions from life risk insurance products held by our clients. As such, we are neither independent, impartial, or unbiased as defined in Section 923A of the Corporations Act.

We may provide you with personal advice that takes into account your needs, financial situation and circumstances. We will make enquiries about your personal financial situation and goals so that we can provide appropriate advice. Where you choose to provide us with incomplete or inaccurate information, the resulting advice may not be suitable in light of your broader circumstances and you will therefore carefully consider whether to proceed. If you do not wish to disclose information that we request, there are situations where we may not be able to advise you.

Our Privacy Policy explains how we collect, store, use and disclose the information that you provide to us, available at [www.annexwealth.com.au](http://www.annexwealth.com.au)

Where we provide you with personal advice we will provide you with a Statement of Advice (‘SOA’). The SOA outlines our advice and the basis on which the advice was given. It also outlines relevant information about us, our fees and charges associated with our advice. We are only able to provide personal advice about certain products as stipulated under the licensee’s Australian Financial Services Licence (‘AFSL’).

If we provide further personal advice after providing our initial advice, we may record this in a Record of Advice, instead of an SOA. You may request a record of the further advice that is provided to you, if you haven’t already been provided with it. You can also contact us, using the details at the start of this FSG, within 7 years from when the advice is provided to request this record.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we have not considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives. Additionally, we will provide you with an applicable Product Disclosure Statement (‘PDS’) (if one is available) which you should read before making a decision that the product is right for you.

When a financial product is recommended to you, you will be provided with a PDS issued by the product provider. The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word ‘FSG’ in the heading.

# Who will be providing the financial services to you?

## THE LICENSEE

The licensee is the authorising licensee for the financial services provided to you and is responsible for those services. The licensee authorises, and is also responsible for, the content and distribution of this FSG.

The licensee's contact details are as follows:

**LICENSEE NAME:**

**Annex Wealth Advisory Pty Ltd ACN (622 930 812)**

**AFSL NUMBER:**

504681

**ADDRESS:**

16/459 Collins Street Melbourne VIC 3000

**WEBSITE:**

www.annexwealth.com.au

**PHONE:**

(03) 8456 1037

**EMAIL:**

contact@annexwealth.com.au

You may be provided with services by the licensee through its employees, or directors (or the employees of a related body corporate), or financial advisers.

The licensee's representatives who may provide services to you are listed below.

## REPRESENTATIVE DETAILS

The individual representatives (financial advisers) under this AFSL are:

**NAME: Peter Matthews (Director)**

**AR NUMBER:** 001004110

**PHONE:** 0457 616 267

**EMAIL:** peter@annexwealth.com.au

**NAME: Lindsay Felsenthal (Director)**

**AR NUMBER:** 001002821

**PHONE:** 0421 479 069

**EMAIL:** lindsay@annexwealth.com.au

**NAME: Simone McMullin (Director)**

**AR NUMBER:** 001236350

**PHONE:** 0402 075 758

**EMAIL:** simone@annexwealth.com.au

**NAME: Mark Rowell (Director)**

**AR NUMBER:** 001003934

**PHONE:** 0422 079 227

**EMAIL:** mark@annexwealth.com.au

**NAME: Mark Doubleday**

**AR NUMBER:** 001001021

**PHONE:** 0412 447 176

**EMAIL:** mark.doubleday@annexwealth.com.au

The representatives named above share the same office as the licensee.

You can provide instructions to us by contacting us using the contact details above.

The licensee and the representatives listed in this FSG act on your behalf when we provide financial services to you.

# What services and products are we authorised to provide to you?

We are authorised to provide financial product advice and deal in the following financial products:

<b>Deposit and non-basic deposit products</b>
<b>Government debentures, stocks or bonds</b>
<b>Managed investments including Investor Directed Portfolio Services</b>
<b>Securities</b>
<b>Life insurance investment products</b>
<b>Life insurance risk products</b>
<b>Superannuation (including SMSFs)</b>
<b>Retirement savings accounts</b>

We are authorised to provide these services and products to both retail and wholesale clients.

There is an important difference between ‘general advice’ and ‘personal advice’. If we provide you with ‘general advice’ it means that we have not considered any of your individual objectives, financial situation and needs. If we provide you with ‘personal advice’ we will consider your individual objectives, financial situation and needs when making our recommendation to you.

We will only provide services to you, with your prior, informed consent. If you do not understand any of the information in this Financial Services Guide, or have any other questions relating to the terms on which we will be acting please contact us.

We engage external compliance consultants from time to time to review our advice documents and procedures. We may disclose your personal information to external contractors or agents, which might be located in the Philippines, for research, strategy development and compliance. It is a condition of our agreement with each of our external contractors and agents that they adopt and adhere to our privacy policy, or an established privacy policy of that entity that outlines how the contractor or agent complies with its obligations under the Australian Privacy Principles.

In providing our services, other financial matters may arise, however, we are not authorised to assist with any financial and product services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

# What fees and commissions are payable to us?

Fees for providing you with our services are received by the licensee.

All fees described in this FSG include GST. We are remunerated by the fees you pay and/or insurance commissions received from product issuers. The fees charged by our advice and services may be based on a combination of:

- a set dollar amount; or
- a percentage-based fee.

Our agreed advice and service fees may include charges for:

- initial advice; and
- ongoing advice.

The licensee receives 100% of these fees, and the representatives receive a salary.

The licensee's directors and employees (including any employees of a related body corporate) are remunerated by salary and may also be awarded an annual bonus. Bonuses will depend on several factors including:

- company and individual performance;
- professionalism and adherence to compliance procedures; and
- team performance.

The licensee's director's and shareholders (including any shareholders of a related body corporate) will also receive a benefit based on the licensee's ongoing company performance.

All fees will be clearly stated and agreed with you in the Statement of Advice.

## SERVICE FEES

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

## FEES FOR ADVICE

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice. This will generally range between \$2,200 and \$11,000 depending on the complexity.

## ONGOING ADVICE FEES

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances. Our ongoing fees can be dollar based or % based. Where % based they may range between 0%-2.2%. For example, a portfolio of \$200,000 with an ongoing fee of 1.1% would have a fee of \$2,200.

## COMMISSIONS

### Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by us. These commissions are paid to us by the company that issues the product that we recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

### Example

We recommend an insurance product to you and it is applied for and issued on 2 August 2020. The annual policy cost is \$1,000. We may receive up to \$660 (66% inc. GST) as an initial commission. Assuming the policy cost stays the same each year, we may receive up to \$220 pa (22% excl. GST) as an ongoing commission.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that we and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

## How are we and third parties remunerated?

You may request more details about the way we are remunerated within a reasonable time after receiving this document.

The licensee's directors and employees (including any employees of a related body corporate) are remunerated by salary and may also be awarded an annual bonus. Bonuses will depend on several factors including:

- company and individual performance;
- professionalism and adherence to compliance procedures; and
- team performance.

The licensee's shareholders (including any shareholders of a related body corporate) will also receive a benefit based on the licensee's ongoing company performance.

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. Where referral fees are received, these are paid to the company and not to the adviser. We may receive up to 33% including GST of their upfront and ongoing remuneration for referring you to them. We will disclose the referral arrangements to you when we provide you with a Statement of Advice.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

1. All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. We do not charge asset-based fees where you are investing using borrowed money.
3. You understand, consent to, authorise and direct us to charge you in this way.

## What arrangements may influence our advice to you?

The licensee has an Approved Product and Services List which includes superannuation and investment products, Australian and International fund managers and insurance providers. The licensee periodically reviews these products to ensure they remain competitive and appropriate to address client needs and objectives. Generally, we recommend products that are on the approved products list, however, if appropriate for your needs we may recommend other products, subject to the licensee approval process. A copy of the approved product list can be supplied upon request.

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$50 and \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available free of charge.

# What should you do if you have a complaint?

If you have a complaint, you can contact us and discuss your complaint.

Please contact the Compliance Manager of our licensee using any of the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed time frames and in any event will acknowledge receipt of your complaint within one business day.

We will review your concerns and provide a full written response within 30 days of receipt of your complaint, unless the matter is complex or circumstances beyond our control delay the management of your complaint. If this occurs, we will notify you within 30 days of the reason for the delay and provide you the option to escalate the matter to AFCA if you are dissatisfied. If you disagree with our final response to your complaint, you may also escalate your concerns to AFCA, at no cost to you. The contact details for AFCA are:

**WEBSITE:**

[www.afca.org.au](http://www.afca.org.au)

**EMAIL:**

[info@afca.org.au](mailto:info@afca.org.au)

**TELEPHONE:**

1800 931 678 (free call)

**IN WRITING TO:**

Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001.



## Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Corporations Act 2001. This insurance provides cover for claims made against us and our representatives including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

[www.annexwealth.com.au](http://www.annexwealth.com.au)

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