

Prestige Wealth Management Pty Ltd

Australian Financial Services Licence Number: 478891

Trading as Prestige Wealth Management

ABN: 93 409 856 975

Suite 1307, Level 3, Bermuda Point

Lakeside 2, 1 Lake Orr Drive

Varsity Lakes Qld, 4227

PO Box 2871, Burleigh Waters Qld, 4220

Tel: 07 5531 3644

Email: info@prestigewm.com.au

Financial Services Guide & Adviser Profile

Dated 4th September 2019 – Version 1.8

How can we help you?

Before seeking our advice, you probably have a number of questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this Financial Services Guide (FSG) which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know
7. Our relationships

If you need more information or clarification, please contact us.

1. Who we are

The relationship between Prestige Wealth Management, its advisers and our clients is our most important asset.

At Prestige Wealth Management, our core purpose is to change people's lives by making a significant and robust improvement to their long-term financial position.

Every client has their own set of financial circumstances that are unique to them. That is why we prefer to get to know you as a person and to understand your perspective on your financial future.

We will provide you with trusted financial advice to help you realise your goals and secure your financial future.

For further information on our authorised representatives, please see the Adviser Profile.

This FSG is given to you by your adviser with the authority of Prestige Wealth Management Pty Ltd. When a member of our team provides financial services to you, they will be acting for you on behalf of Prestige Wealth Management Pty Ltd. Prestige Wealth is responsible for the advice provided to you.

2. Matters we can help you with

We can help you with the following:

- Retirement planning strategies
- Wealth creation
- Superannuation strategies
- Salary packaging
- Insurance services
- Gearing strategies
- Social security advice
- Estate planning
- Aged Care
- Consequences in relation to tax (financial) advice

In addition, we can offer you an on-going monitoring and review service for your investment portfolio or life insurance program.

We are licenced to provide financial product advice and deal in some or all of the following financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection, business expense insurance and total and permanent disability insurance
- Retirement savings accounts
- Superannuation
- Managed investments
- Margin lending
- Securities

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

You may specify how you would like to give us instructions. For example, by telephone, email or other means. But in all cases, we must receive a written confirmation of these instructions.

3. How we are paid

Initial & On-going Commissions and Fees

Commissions for risk insurance

We may be remunerated by commissions or fee for service or a combination of both. We may also receive commissions on investment advice for arrangements we entered into with you before 30th June 2013.

There are **no** initial or ongoing commission payments for investment type financial products, including super and pension products.

Starting from 1 January 2018, upfront commissions in insurance products where a stepped premium is recommended will be capped at 80% (+ GST), then reduce to 70% (+ GST) from 1 January 2019, before settling at 60% (+ GST) from 1 January 2020, with a maximum trailing commission of 20% (+ GST) of the premium in all subsequent years.

For example, on an insurance premium of \$1,000 paying 80% (+ GST) initial commission and 20% (+ GST) on-going commission, the upfront commission would be \$880 and the on-going commission \$220 per year (these \$ figures include GST).

If we recommend an insurance product with a level commission, the initial commission will be capped at 30% (+ GST) and the ongoing commission paid will be 30% (+ GST).

OR

Fee for Service

We may charge a one-off adviser service fee for an investment type financial product advice, including superannuation and pension products. Upon the set-up of the product and where agreed, we will enter into an ongoing fee arrangement where we may charge you an ongoing annual fee.

The cost of the one-off adviser service fee varies for each client, depending on the complexity of the advice and the time spent on the advice preparation. The one-off adviser service fee can range from \$0 - \$12,500. The fee is usually deducted from your investment product upon commencement of our financial advice recommendation.

The ongoing adviser service fee is charged as a flat dollar fee for superannuation, pension and investment products. The ongoing adviser service fee varies for each client and can range from \$500 pa - \$12,500 pa.

Where we charge an ongoing adviser service fee for existing clients, it may be charged as an asset-based fee. An asset-based fee is calculated as a percentage (1.30% p.a.) of the balance for super, pension and investment products. Percentage asset-based fees do not apply to gearing strategies.

For example, if an asset-based ongoing adviser service fee was charged on an investment product with the value of \$100,000, the ongoing adviser service fee would equate to 1.30% of the balance of \$100,000 or \$1,300 per annum.

4. Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

We use cloud storage which, in basic terms, is data storage made available via the internet. Commercial cloud storage provides an alternative to local network and physical storage devices for storing and backing up your data and provides remote access to that data from any computer with an internet connection. Currently we use DropBox to store your personal information.

Data stored on DropBox is stored on servers in the United States of America (where Australian privacy laws do not apply), this is known as cross border disclosure. We have taken steps to understand how your information is stored and have satisfied ourselves that DropBox does not breach Australian Privacy Principles.

We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. A copy of our Privacy Policy is enclosed for your information.

5. If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact the Complaints Manager of Prestige Wealth Management Pty Ltd on 07 5531 3644 about your complaint and we will try and resolve your complaint within 45 days.

If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Australian Financial Complaints Authority and you can raise your concerns with them through the contact details below:

Australian Financial Complaints Authority

As of the 1st November 2018 all financial services complaints are dealt with by the Australian Financial Complaints Authority (AFCA). Prior to this date, financial services complaints were dealt with by the Credit and Investments Ombudsman (CIO). AFCA is also dealing with all complaints prior to the aforementioned date.

AFCA's Contact Details are as follows:

P: 1800 931 678 or 1800 138 422 (existing CIO complaints)

W: www.afca.org.au

E: info@afca.org.au

M: GPO Box 3 MELBOURNE VIC 3001

We are a member of AFCA.

6. Other matters you might want to know

We will also provide you with a Statement of Advice whenever we provide you with any advice which takes into account your objectives, financial situations and or needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If we give you further advice, or when no financial product is recommended, a RoA may be provided to you instead of a SoA. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of s.912B of the *Corporations Act 2001* for compensation arrangements. The insurance will cover claims in relation to the conduct of authorised representatives, representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

7. Our relationships

Neither your Adviser nor the Licensee has any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

Neither the Licensee or your Adviser receives any volume bonuses from the issuers of financial products and they do not receive any other incentives, monetary or otherwise, via any other means from the product providers.



Adviser Profile

Brendan McAllister
CFP®, Adv Dip FS (FP), MBA

Contact Details:

Suite 1307, Level 3, Bermuda Point
Lakeside 2, 1 Lake Orr Drive,
Varsity Lakes Qld 4227
PO Box 2871 Burleigh Waters QLD 4220

Phone: 07 5531 3644
Mobile: 0411 026 427
Email: brendan@prestigewm.com.au
Website: www.prestigewm.com.au
Authorised Rep. No.: 318424

Brendan McAllister is an Authorised Representative of Prestige Wealth Management Pty Ltd and is authorised to provide with advice in the following areas:

- Deposit and Payment Products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Gearing / Margin Lending strategies
- Interests in Managed Investment Schemes including Investor Directed Portfolio Services
- Life Products
- Superannuation
- Retirement Income Streams
- Securities

Education

CERTIFIED FINANCIAL PLANNER®
Advanced Diploma of Financial Services (Financial Planning)
Diploma of Financial Services (Financial Planning)
Master of Business Administration in Accounting & Finance

Memberships

Financial Planning Association of Australia
Association of Financial Advisers

Fee for Service

Brendan McAllister, as an employee and shareholder of Prestige Wealth Management Pty Ltd. Brendan is paid a wage and is also entitled to a share of the profit from the business.

Experience

Brendan commenced university in 1997 and has a Masters of Business Administration in Accounting and Finance, Diploma of Financial Services in Financial Planning and the Advanced Diploma of Financial Services in Financial Planning. Brendan is a member of the Financial Planning Association (FPA) and has recently completed his CFP® certification.

Brendan is an Authorised Representative of Prestige Wealth Management Pty Ltd, and has worked in a medium to large financial planning businesses for many years in Brisbane. In 2007, Brendan acquired a long standing Gold Coast Financial Planning practice – Rogers, Jankowski, Anderson from which Prestige Wealth Management was born.

Brendan is a member of the Financial Planning Association of Australia (FPA) and must comply with FPA's Code of Ethics and Rules of Professional Conduct. Brendan's focus is **always** on the client and providing them with the best possible outcome.

www.prestigewm.com.au

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Prestige Wealth Management Pty Ltd ABN 93409856975 / Brendan McAllister (AR318424) and Lisa Kirk (AR1004668) are Authorised Representatives of AFSL No. 478891



Adviser Profile

Lisa Kirk

CFP®, Adv Dip FS (FP), BBusiness

Contact Details:

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PO Box 2871
Burleigh Waters QLD 4220

Phone: 07 5531 3644
Mobile: 0438 788 998
Email: lisa@prestigewm.com.au
Website: www.prestigewm.com.au
Authorised Rep. No.: 1004668

Lisa Kirk is an Authorised Representative of Prestige Wealth Management Pty Ltd and is authorised to provide with advice in the following areas:

- Deposit and Payment Products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Gearing / Margin Lending strategies
- Interests in Managed Investment Schemes including Investor Directed Portfolio Services
- Life Products
- Superannuation
- Retirement Income Streams
- Securities

Education

CERTIFIED FINANCIAL PLANNER®
Advanced Diploma of Financial Services (Financial Planning)
Bachelor of Business

Memberships

Financial Planning Association of Australia

Fee for Service

Lisa Kirk is an employee of Prestige Wealth Management Pty Ltd and is remunerated via a salary.

Experience

Lisa commenced university in 2003 and has a Bachelor of Business, majoring in Financial Economics and Management, Diploma of Financial Services in Financial Planning and an Advanced Diploma of Financial Services in Financial Planning. Lisa is a member of the Financial Planning Association (FPA) and has completed her CFP® certification.

Lisa is an Authorised Representative of Prestige Wealth Management Pty Ltd. Lisa established her career in 2006, working across a number of roles within BT Financial Group, including a financial adviser, before joining a medium financial planning business in 2016. In 2018, Lisa relocated from Sydney to the Gold Coast and joined Prestige Wealth Management in 2019.

Lisa is a member of the Financial Planning Association of Australia (FPA) and must comply with FPA's Code of Ethics and Rules of Professional Conduct. Lisa's focus is **always** on the client and providing them with the best possible outcome.



Prestige Wealth Management Pty Ltd Privacy Statement (May 2019)

The privacy of your personal information is very important to us at Prestige Wealth Management. Privacy laws apply to how we collect, maintain, use and disclose your personal information and this Privacy Statement explains how these laws effect Prestige Wealth Management and you, including:

The types of information that we keep on record and how we may use that information
Our policies in relation to how we collect, maintain, use and disclose your personal information
Your privacy rights along with our general rights and obligations

What information do we hold

The types of information we collect is reasonably necessary for us to perform our functions. The kind of personal information we collect and hold will depend upon the type of products and services that you request from us and may include:

- Information that identifies you, such as your name and address and other identification information provided by you and people nominated by you
- Financial details including information about your financial needs and objectives, your current financial circumstances including your assets and liabilities, income, expenditure, insurance cover and superannuation
- Details of your investment preferences and risk tolerance
- Family circumstances and social security eligibility
- Information about your employment, beneficiaries, bank accounts for funds to be transferred to or from and, in some cases, health information about you

What happens if you don't give us your personal information

Unless required by law (for example to comply with a legal duty of disclosure when applying for an insurance product) you need not give us any of the personal information about you or any other person which may be requested in our communications with you. However, without that information, we may not be able to provide you with an appropriate level of service or advice and the advice given may not be appropriate.

Where we collect information from you about another individual (for example you nominated beneficiaries) please make that individual aware of that fact and the contents of this Privacy Policy.

How your personal information is collected

Generally, Prestige Wealth Management and its authorised representatives only collect personal information about you from you, by phone, email or in an application form, unless it is not reasonable or practical for us to do so. For example, we may collect information from a third party, like your accountant or a product provider, or your employer for superannuation purposes, if you authorise us to do so.

How your personal information is held

Your personal information is generally held on a computer database, further information pertaining to the database we use for storing said information is outlined in 'cross border / overseas disclosure' within this privacy statement. We are a 'paperless' office and as such, we hold no paper copies of any information provided to us. All paper copies are destroyed on a regular basis by a recognised security company that offers that service.

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. We have physical, electronic and procedural safeguards to protect your information held by us. For example, your personal information is stored in secured office premises, in encrypted electronic databases requiring logins and passwords for access. We require all staff to maintain the confidentiality of your personal information at all times.

Using and disclosing your personal information

Your personal information may be disclosed for purposes related to the provision to you of the financial advice you have requested. The types of service providers that may be provided with your personal information are:

- Other financial planners and organisations involved in providing the financial advice you have requested (which may include ongoing service) such as fund managers who assist us in providing financial advice and paraplanners
- Insurance providers, superannuation trustees and product issuers in connection with the provision to you of the financial advice you have requested
- Organisations that assist in operating a financial planning business such as those that provide administrative, financial, accounting, insurance, research, legal, computer or other business services
- Your representatives or service providers such as your accountant, solicitor, tax agent, stockbroker or bank
- Government authorities and other organisations when required by law
- Organisations that you have consented to your personal information being disclosed to

We will seek to ensure that your personal information is not used or disclosed for any purpose other than:

- The primary purpose for which it was collected or a purpose that is related to the primary purpose for which it was collected or a related secondary purpose
- Where you have consented to the use or disclosure
- In other circumstances where the Australian Privacy Principles authorise the use or disclosure such as when it is required by or authorised under law

Correcting your personal information

We try to ensure that all information we collect, use or disclose is accurate, complete and up to date. However, you must promptly notify us if there are any changes to your personal information by contacting us on 07 5531 3644 or via email to admin@prestigewm.com.au

If we agree that the personal information requires correcting, we will take reasonable steps to do so. If we disagree as to the accuracy of the information, we will provide you with the reasons for not correcting your personal information. You may request that we make an appropriate notation in relation to that information, noting you consider it is not accurate, complete or up to date.

What are your rights

You can gain access to your personal information that we hold. This is subject to exceptions allowed by law such as where providing you with access, would have an unreasonable impact upon the privacy of others. If we deny a request for access we will provide you with the reasons for this decision. To request access please contact us on 07 5531 3644 or via email to admin@prestigewm.com.au

Changes to our privacy policies

We may amend this Privacy Policy from time to time. Not all changes to our privacy policies will require your consent (for example where office security procedures are changed). We will notify you of any change to our policies that require your consent before being implemented.

Marketing practices

We may contact you via mail, email, SMS or telephone about news, products and services that you might be interested in. We may also use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

If you do not want the benefit of receiving information about products and services, then please tell us. You can do this at any time by either writing to us, emailing or phoning us or by contacting your Prestige Wealth Management authorised representative.

Cross Border / Overseas Disclosure

As at the date of this Privacy Statement, Prestige Wealth Management does consent to storing client or adviser information overseas.

We use cloud storage which, in basic terms, is data storage made available via the internet. Commercial cloud storage provides an alternative to local network and physical storage devices for storing and backing up your data and provides remote access to that data from any computer with an internet connection. Currently we use DropBox to store your personal information.

Data stored on DropBox is stored on servers in the United States of America (where Australian privacy laws do not apply), this is known as cross border disclosure. We have taken steps to understand how your information is stored and have satisfied ourselves that DropBox does not breach Australian Privacy Principles.

Contacting Us or Complaints About Privacy Issues

You can obtain further information on request about the way in which we manage the personal information that we hold or you can raise any privacy issues with by contact us on 07 5531 3644 or via email to admin@prestigewm.com.au

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P: (07) 5531 3644

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We will attempt to resolve any issues you may have within 14 days but if you are not fully satisfied with our response, you may wish to register your complaint with the Office of the Australian Information Commissioner. Please see below for contact details:

Office of the Australian Information Commissioner – Phone: 1300 363 992; Website: www.oaic.gov.au; Email: enquiries@oaic.gov.au; Mail: Office of the Australian Information Commissioner, GPO Box 5218, SYDNEY NSW 2001