

Watermark AFSL Pty Ltd

Financial Services Guide

AFSL 355042

ABN 49 143 473 287

Contact Details

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Authorised Representatives:

Westwood Group Pty Ltd (ASIC # 305184)

Dominic Cronk (ASIC # 245876)

Peter Rowsell (ASIC # 246133)

Rebecca Stacy (ASIC # 259524)

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Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we* offer. It contains information about:

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- Watermark AFSL
- The Westwood Group and your financial adviser
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

When we provide you with financial planning services you may receive:

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

* In this document 'we' refers to the Westwood Group and your financial adviser.

Watermark AFSL

Watermark AFSL Pty Ltd holds an Australian Financial Services Licence (355042) which has been issued by the Australian Securities and Investments Commission (ASIC).

Watermark AFSL 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 Westwood Group and your financial advisor

The Westwood Group has been appointed as a Corporate Authorised Representative of Watermark AFSL.

Dominic Cronk, Peter Rowsell and/or Rebecca Stacey have been appointed as Authorised Representatives of Watermark AFSL.

We act on behalf of Watermark AFSL who is responsible for the services we provide.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Investments (direct equities, managed funds, fixed interest and derivatives)
- Retirement planning
- Personal risk insurance
- Margin lending & gearing
- Tax and structuring
- Estate planning
- Cash flow management & budgeting
- Financial modelling & projections
- Wealth creation & management

The financial advice process

We recognise 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 issues.

When we first 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 our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For MDA service recommendations, we will provide you with an MDA service agreement and Investment Program.

For managed funds and personal risk insurance recommendations, we will provide you with a Product Disclosure Statement.

These documents contain 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 investments recommended.

You can provide instructions to us in writing, via phone or via email/fax. Please note you are responsible for ensuring your instructions do however reach us.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to Westwood Group Pty Ltd. Your financial adviser is a shareholder of the Westwood Group and shares in the profits of the business.

Westwood Group charge a professional fee based on the scope and complexity of the services that we provide to you under the Private Client Partnership. This professional fee is detailed in the engagement documentation that we sign with you and then in the SoA that we provide to you.

Our fees are mostly an agreed fixed fee but they may also be a percentage of your portfolio value in some cases.

Commissions

Westwood Group and your financial adviser may receive commissions and other benefits from some product and service providers.

The commission amount will vary depending on the product or service which is recommended. We will tell you the exact amount in the SoA or RoA.

Investment Commissions

We may receive a monthly commission payment from some investment providers. This will be based on your account balance and will continue to be paid for as long as you hold the investment.

Licensee Commission

Some product providers may pay an additional licensee commission. This is based on the total funds invested in their products.

Insurance Commissions

We may receive a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conference or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Associated Businesses

We will typically recommend the Whitehaven Model Portfolio or Whitehaven Equity Income Fund to our clients.

Your financial adviser has an equity interest in Whitehaven Private Portfolios and shares in the profits of that business.

Making a Complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact us.

Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Financial Ombudsman Service. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

Your Privacy

Watermark AFSL is 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 of the information that we request, 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
- 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.