



# Financial Services Guide

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Authorised Representative of  
Asparq Private Wealth Pty Ltd AFSL 228914

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### **Important**

Before we provide you with financial advice, you should read this Financial Services Guide (FSG) because it contains important information designed to help you decide whether to use our services. It contains information about:

- The initial and ongoing advice we provide;
- Our service offer and advice fees;
- Who to contact should you have a complaint.

### **Our financial planning process**

We follow a defined financial planning process so that you can achieve all of the benefits of financial planning advice. Of course, everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but by following a defined process, you know what to expect from us.

The initial advice process covers our first appointment all the way through to the implementation of your financial plan. We do this by:

#### **(1) Identifying where you want to be**

Initially, we help you identify your financial and lifestyle goals. This ensures we understand your needs and you know what to expect from us.

#### **(2) Considering the opportunities and risks**

We assess your current situation and investigate the range of financial options available for you to reach your goals.

#### **(3) Bridging the gap**

Based on discussions with you and research we conduct, we will devise a strategy to bridge the gap between where you are now and where you want to be.

#### **(4) Bringing your plan to life**

We work closely with you to implement your financial strategy. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

As time goes on and circumstances change, your financial plan will need to be changed to keep up to date with your changing needs. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

#### **(5) Staying on track with regular ongoing advice**

Finally, we design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing professional advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, please call us. We are there to help you – whatever the occasion.

## About Graeme Ali

Your financial adviser, Graeme Ali trading as Pathway2, is an Authorised Representative of Asparq Private Wealth Pty Ltd (AFSL 228914), Authorised Representative No. 310619.

### Education and Qualifications

- Advanced Diploma of Financial Services (Financial Planning)

### Experience

- Graeme has many years providing financial advice to busy successful people as well as over 30 years in managing businesses and people in professional services organisations

### Memberships

- Fellow Chartered Financial Practitioner (FChFP)
- Association of Financial Advisers (AFA)
- Financial Planning Association of Australia (FPA)

Graeme can provide you with advice on the following:

## Advice Graeme can provide

### Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Gearing strategies

### Products

- Cash management accounts
- Retirement income streams
- Direct fixed interest
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Margin lending facilities
- Self managed super funds
- Direct shares

Asparq Private Wealth maintains an approved product list, containing financial products that have been researched and approved by our investment committee. A copy of the approved product list can be supplied to you upon request.

### Tax Implications of Our Advice

Under the Tax Agent Services Act 2009, Asparq Private Wealth and its advisers are registered with the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

## 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. You may request a copy by contacting our office.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest 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 Graeme Ali directly with any instructions relating to your financial products.

## Advice fees

Your financial plan will outline all fees and/or commission inclusive of GST.

### Initial Advice Fees

Preparation of Statement(s) of Advice	Can vary between \$0 and \$5,500 (inc GST) depending on the nature of the advice, and time involved.
Implementation of Statement(s) of Advice (including the placement of funds).	Depending on the nature of the investments and time required to complete implementation, this fee can vary between \$0 and \$5,500 (inc GST).

If, in developing your financial plan, we identify that you have a complex situation that requires extensive planning and development our initial advice fee may change. In this case, we will provide you with an upfront quote of the amount you will be required to pay, before we proceed with developing your financial plan.

Our initial advice fees cover the cost of researching and reviewing options, developing an appropriate strategy and preparing your financial plan. These fees also cover the administrative time spent implementing the recommended strategies and products.

Before implementing our initial advice we will provide details of the exact costs.

### Ongoing Advice Fees

Our ongoing advice fees are generally charged in accordance with the following schedule:

Value of Portfolio	Minimum (inc GST)	Maximum (inc GST)
\$0 - \$200,000	\$1,100	\$2,640
\$200,000 - \$500,000	\$1,980	\$5,500
\$500,000 - \$1,000,000	\$4,400	\$11,000
\$1,000,000 - \$2,000,000	\$7,700	\$22,000
\$2,000,000 - \$5,000,000	\$16,500	\$38,500

The above fees are generally debited from your portfolio on a monthly basis or alternatively we can arrange to invoice you directly on a quarterly or yearly basis.

Our ongoing advice fees ensure your strategy and products are continually reviewed to help you take advantage of opportunities as they become available.

If, during our assessment of your ongoing needs, we identify that you require ongoing advice outside of our standard advice offer, our ongoing advice fee

may change. In this case, we will provide you with a quote of what you will be required to pay to receive these additional services.

Before implementing our advice we will provide exact details of the ongoing costs.

### **Payment Method & Frequency**

We offer you the following payment terms:

- Bpay, direct debit (credit card or savings), cheque
- 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 in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed with you prior to implementing.

### **Commission**

Commission is payable by life companies when we recommend insurance and annuity products. The commission is factored into the annual premium and may range as follows:

- Up to 70% of the initial premium (reducing to 60% from 01/01/2020)
- Up to 30% per annum of the renewal premium.

### **How am I remunerated**

As an Authorised Representative of Asparq Private Wealth Pty Ltd, Graeme Ali receives advice fees and other benefits for the provision of his financial services.

### **Client referral policy**

With so little independent information available, a referral from a friend or colleague makes finding a professional adviser so much easier.

Our business is based on referrals from our clients and we treat each referral very seriously.

As you may know someone who could use our assistance, you should be aware of our Referral Policy.

All referrals from clients are treated on a no-obligation basis. We welcome the opportunity to meet with any referrals, but there is no pressure placed on them to proceed any further than an initial meeting.

We maintain strict confidentiality and privacy between clients and any of their referrals. We cannot discuss either party's situation or disclose their personal information.

### **About Asparq Private Wealth**

Asparq Private Wealth Pty Ltd ABN 77 085 878 897  
Australian Financial Services Licensee No. 228914  
Level 3, 3 Prospect Hill Road, Camberwell VIC 3124  
[www.asparq.com.au](http://www.asparq.com.au)

Asparq Private Wealth holds a licence in its own name and is responsible for the financial advice provided to the client.

### **Privacy**

Asparq Private Wealth collects and maintains your personal information for the purpose of providing financial services to you. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

A copy of any recommendations made to you will be retained by Asparq Private

Wealth for seven years. Please contact Graeme Ali to review your file.

Asparq Private Wealth has implemented a privacy policy, which ensures the privacy and security of your personal information. You can refer to the privacy policy for information on what steps you can take if you wish to access or correct the information we hold, or if you feel the need to make a complaint about how we managed your personal information, the Privacy Policy also outlines the unlikely events in which information may be disclosed overseas.

You can request a copy of the policy from Graeme Ali or access the privacy policy on our website.

Another financial adviser may be appointed to you if Graeme leaves or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Asparq Private Wealth 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 financial information. They will be responsible for providing you with ongoing advice and all future advice fees will be paid to your new adviser.

### **Professional indemnity insurance**

Professional indemnity insurance is maintained by Asparq Private Wealth to cover advice, actions and recommendations which have been authorised Asparq Private Wealth and provided by Graeme Ali. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

### **What should you do if you have a complaint?**

We are members of the Financial Ombudsman Service (Membership Number 11176). If you have any complaint about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please put your complaint in writing and send it to us at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly and generally within 45 days.
3. If your complaint has not been resolved satisfactorily, you may escalate your complaint as follows:

<b>Matter you are concerned about</b>	<b>Contact Details</b>
For any matter relating to financial services, if an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers	<ul style="list-style-type: none"><li>• <a href="http://www.afca.org.au">Website: www.afca.org.au</a></li><li>• Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a></li><li>• Telephone: 1800 931 678 (free call)</li><li>• In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001</li></ul>
If you have a complaint about how we have handled your personal information you can contact the Australian Privacy Commissioner	<ul style="list-style-type: none"><li>• Website: <a href="http://www.oaic.gov.au">www.oaic.gov.au</a></li><li>• Telephone: 1300 363 992</li></ul>

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.