

Solace Wealth Management JSW Partners

ISSUED & AUTHORISED BY

JSW Partners Pty Ltd ABN 57 644 103 042
Australian Financial Services License No. 527791
11 Jasper Court, Coolum Beach QLD 4573
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FINANCIAL SERVICES GUIDE

This Financial Services Guide ('FSG') describes our financial planning and advisory services to assist you to decide whether to use our services.

It is in two parts and together Parts 1 & 2 form a complete FSG. Please ensure you read both parts before making any decision to engage our services.

Not Independent

JSW Partners Pty Ltd and Solace Wealth Management are not independent, impartial or unbiased because we receive commissions for the advice we provide on life risk insurance products.

Part 1 - General Details

Who We Are

JSW Partners Pty Ltd is the company that holds the Australian Financial Services License. Your financial planner provides their advice and investment services as an 'authorised representative' of JSW Partners. JSW Partners, as the Licensee (also 'providing entity'), is responsible for the services and product advice provided to you by your Financial Planner, as well as the content and distribution of this Financial Services Guide.

Interests & Relationships That May Influence Our Advice

JSW Partners is a privately held company part-owned by interests associated with your financial planner. Neither JSW nor any of its authorised representatives are owned or part-owned by any product providers. All authorised representatives of JSW Partners are licensed financial advisers and thus are bound by the Code of Ethics as set by the Financial Adviser Standards & Ethics Authority (FASEA). Your financial planner cannot advise, refer, or act in any manner that would present either a conflict with your own interests, or in the fiduciary duty owed to you and where such a conflict arises, we will explain the nature of the conflict and we will decline to act in your service.

How JSW Partners Can be Contacted

Your first contact point should always be your financial planner (refer to Part 2 for details).

You are welcome to write to us, to call us, or email us.

JSW Partners Pty Ltd

Adam Storey - 0401 029 478

Kate Trost - 0423 313 486

directors@jswpartners.com.au

Postal Address

PO Box 7846

Sippy Downs QLD 4556

How our Advice will be Provided to You.

Your financial planner is our authorised representative. When your planner provides advice to you, we are responsible for that advice. Your planner is under an obligation to act in your best interests in relation to any advice provided and any product recommendations he or she makes. The duty is to ensure the advice and product recommendations are suitable, and remain suitable, in light of your individual situation, needs and objectives. As your situation and circumstances are likely to evolve you will be required to update your financial planner with timely information so that your planner may ascertain the ongoing suitability of existing advice and recommendations. If you do not provide timely updates, or neglect to volunteer information from time-to-time and/or inquire as to how a situation or circumstance, including those outside of your control or influence, may affect the advice and recommendations previously provided to you, it may result in advice that is inappropriate in light of your situation, needs and objectives.

How We Can Help You

Our financial planning and advisory services can assist you to:

- Identify key financial and lifestyle goals and objectives;
- Develop strategies to maximise the opportunity to achieve those goals, taking into account your current financial situation, personal circumstances and other constraints;
- Advise how to implement investment and other strategies to maximise the opportunity for achieving your goals;
- Recommend and arrange financial products suitable to assist you to maximise the opportunity to realise your goals; and
- Monitor how you are tracking to achieve your objectives and to provide additional advice as your situation and other circumstances evolve.

The financial advice we are authorised to provide includes:

- Cash Management – including budgeting and debt management;
- Superannuation – consolidating or optimising superannuation;
- Life Insurance – including personal and business succession policies;
- Investment – investment products, investment strategies & portfolio construction advice;
- Retirement planning – including transition to retirement planning, retirement income and investments, social security & aged care advice;
- Self-Managed Super Funds – advice and establishment; and
- Estate Planning.

The financial products we can arrange for you include:

- Deposit (basic & non-basic) and payment products (e.g. bank accounts);
- Life risk insurance and investment life insurance (mature) products;
- Government-issued stocks and bonds;
- Managed investment schemes (including investor directed portfolio services - IDPS);
- Superannuation (including self-managed superannuation funds – SMSF's);
- Retirement savings accounts; and
- Securities.

The advice we do not provide includes:

- Direct property - buying and selling an investment property; and
- Direct shares - advising on which individual company shares to buy or sell

We can however provide strategic advice on these products as part of an overall assessment of your goal's objectives and the products best suited for the achievement of those goals and objectives.

How We Charge Fees

We, and your financial planner, receive fees from:

- Service and advice fees paid by you, which may be initial and ongoing;
- Commissions paid by product providers (e.g. insurance providers); and
- Other benefits.

Your financial planner will discuss their fees with you and agree a fee payment arrangement with you before any advice services are provided to you. The types of fees you can negotiate with your financial planner are detailed below. You may be charged one of these fees only, or a combination of these fees.

Fee for advice - your planner may charge an initial fee for the work required to understand your situation, needs and circumstances and to prepare a statement of his/her advice. The initial fee may range up to \$5,500 incl GST.

Implementation fee - your planner may include implementation of his advice and recommendations in the fee-for-advice (above) or 'implementation' may be charged separately. The implementation fee may range up to \$5,500 incl GST.

Service fees - a specific job/transaction such as making an insurance claim on your behalf, or for other ad-hoc advice or services may be charged as a one-off or fixed fee amount, or at an hourly rate agreed with you.

Ongoing fees - your planner may charge a fee to provide ongoing advice to you, for example annual reviews and/or the maintenance of his/her recommendations. The ongoing advice fee may range up to \$5,500 per annum or charged as a percentage of the fees under management.

Fees may be charged as a fixed fee (i.e. a set amount), charged either monthly or annually as agreed, or the fees may be charged as a percentage of your investable assets, or the balance of your superannuation account.

Where our fees may vary is in the nature of the services you require us to provide and the complexity of your situation.

In every instance before your planner undertakes any work on your behalf he/she will discuss and agree with you in writing, the fees you will pay and how these are calculated, and the services you will receive in exchange for the fees you will pay.

You and your planner will also agree a method of payment (e.g. direct debit, or deducted from superannuation etc) and how you will be invoiced. Cash transactions are not accepted. The fees will also be disclosed to you in your 'Statement of Advice' document.

Remuneration or Other Benefits Received by Financial Planners and Staff

Our 'authorised representatives' (financial planners) may be employees of JSW Partners Pty Ltd, or they may be non-employed planners operating their own independent business under the JSW Partners financial services License. No authorised representative or staff member receives any commissions for recommending particular financial products, nor do they receive any financial 'bonus', or payment or other non-financial benefit for recommending any particular financial products approved by JSW Partners.

Commissions on Insurance Products

In relation to insurance products our authorised representatives may receive payments in the form of initial commissions and/or ongoing commissions from the fees you pay to the insurance providers for the products you choose to use as recommended by your financial planner. You do not pay any commission payments to JSW Partners directly as the commissions received are paid out of the fees and/or 'premiums' you pay to the product provider. JSW Partners may receive up to 66% of your first year's premium (60% plus GST) and 33% (30% plus GST) in ongoing 'trailing' commissions on an ongoing basis from year two. For example, a \$1,000 premium will attract upfront commission of up to \$660 incl GST and ongoing commission of up to \$330 incl GST.

Commissions on Investment Products

As of the 1st January 2021, it is illegal for any Licensee, or their authorised representatives to receive product commissions from fund managers, superannuation funds and other financial/investment product 'issuers' for investment products that have been recommended to you by your financial planner.

Benefits for Those Who Refer Clients to Us

External parties may 'refer' clients to us, however generally speaking your planner does not pay referral fees to 3rd parties, nor any 'commissions' or provide any other benefits in exchange for client referrals. In the event a referral fee is paid to another person or entity, it will be disclosed in your Statement of Advice document.

Small Benefits & Sponsorship Payments

Neither JSW Partners or any of its authorised representatives accepts any sponsorship payments from any financial product issuer or financial service providers (e.g. stock brokers). Occasionally our authorised representatives may accept and receive 'small' benefits from product providers such as access

to meeting rooms or other functional workspaces at the product provider's place of business, including refreshments and ordinary 'hospitality' while in the company of the product provider. JSW Partners makes estimates of, and keeps a register of, any small value benefit (i.e. \$100 to \$300 in value) that it perceives it has received from product and service providers and you may request a copy of this register through your financial planner who will make it available to you within 7-days of your request.

Professional Indemnity Insurance

JSW Partners is covered by professional indemnity insurance satisfying the requirements under section 912B of the Corporations Act (2001) relating to insurance obligations.

The insurance arrangements cover claims made against JSW Partners as the Licensee and for the conduct of any of its authorised representatives. This includes claims relating to the conduct of our representatives who were once, but are no longer authorised by us, but did so at the time of their conduct.

Other Important Documents You May Receive

In the course of providing our services you will likely receive a variety of correspondence, documents, checklists, forms and other materials from time to time but two additional documents you should consider very important are:

Statements of Advice ('SoA') – Anytime your planner provides you with advice that takes into account any of your personal circumstances, it is a requirement by law that the advice is set out in a prescriptive document called a Statement of Advice (or 'SoA') or in specific circumstances, a Record of Advice ('RoA').

The SoA will confirm the discussions you have had with your planner, the recommendations they are making and the basis for those recommendations, including how those recommendations work towards the achievement of the goals and objectives you have outlined.

In the event your planner provides further advice, this will be held by the financial planner as a 'Record of Further Advice' which may not be provided to you. You may however request the further advice be provided to you by making a written request to your financial planner to provide you with the advice, so long as the request is made within 7-years of the provision of the further advice.

Product Disclosure Statements ('PDS') – If, in our advice to you, we recommend that you acquire a financial product, (such as recommending an investment in a managed fund, or purchasing an insurance contract) we will also provide you with a

Product Disclosure Statement, which is a document created by the 'issuer' of the financial product (for example, the Fund's Manager) that contains information about the product's features including the risks associated with acquiring the product, the benefits and costs.

Once your planner has provided advice to you, you will have an opportunity to review the advice, to ask questions and seek clarification on any item, and to formally instruct your planner to implement the advice. If you do not wish us to implement any of the advice, or any part of the advice, we will not do so.

What To Do If You Have a Complaint

If you have a complaint, please tell us so we can fix the problem. Letting us know about the problem is often all that's required to resolve most issues. The complaints policy can be viewed here - <https://bit.ly/3ec9kNO>

To assist us in helping you:

1. Gather all supporting documents about the matter of your complaint. Then think about the questions you want answered and what you would like us to do that would resolve the issue to your satisfaction.
2. Next, contact us and explain the problem. Talking it through with your financial planner is the fastest route to resolution. We will acknowledge your complaint within 24 hours or as soon as practical. We will resolve your complaint, or send a final response, within 30 days of your complaint being made.

3. If you are not satisfied with the outcome of your complaint, you can refer your concerns to the Australian Financial Complaints Authority (AFCA), provides you with an accessible, fair and independent dispute resolution service.

JSW Partners Pty Ltd

11 Jasper Court, Coolum Beach, QLD 4573

Email: directors@jswpartners.com.au

Phone: Adam Storey - Director, 0401 029 478

How long will it take before we get back to you?

Our aim is to resolve the complaint as quickly as possible and certainly within 14-days you should expect a response from us. Some complaints may take a little longer to resolve however and if that is the case, we'll keep you regularly informed of our progress.

What if your complaint is still not resolved?

If, despite our best efforts you believe your complaint has not been satisfactorily dealt with, or if you have not received a response within a set period, you may wish to contact an external dispute resolution service.

JSW Partners is a member of the Australian Financial Complaints Authority (Member No. 82194) which is designed to provide an accessible, fair and independent dispute resolution service.

Australian Financial Complaints Authority ('AFCA')

GPO Box 3

Melbourne VIC 3001

Online at <https://afca.org.au/make-a-complaint>

By email at info@afca.org.au or

By calling 1800 931 678 (free call)

Your Personal Information

To deliver our services it is necessary to collect and record personal information, including details of your present financial circumstances, your financial goals and other objectives, as well as records of discussions of significance that your planner may have had with you.

If you do not consent to this, or your planner is unable to collect all the necessary personal information, we will not be able to provide you with financial planning advice and services.

In most cases, your financial planner will collect personal information directly from you. In other cases, however, we may collect your personal information from third parties.

The third parties we may collect information from may include:

- Your accountant
- Your lawyer/solicitor
- Your bank or other financial services institution
- Insurance advisers
- Any other third parties including your previous advisers

In all cases, it will be necessary for you to provide your express consent, which we will seek from time-to-time. Further, in order to manage and administer our financial planning services, it may be necessary for us to disclose your personal information to third parties.

The parties to whom we may disclose your personal information include:

- Financial institutions - for the provision of financial products such as investments, superannuation and life insurance
- JSW Partner's representatives including 'paraplanning' services for the purpose of managing or administering your investments and other financial products
- Organisations undertaking compliance reviews/audits of our financial planners activities and/or the standard and adequacy of JSW partner's systems and arrangements

We will only disclose your personal information to these organisations to enable them to undertake the specified services. We will not disclose your information for any other purpose without your prior written consent.

The collection of any personal information by us is in accordance with our Privacy Policy which is consistent with Australian Privacy Principles. Other legislation may also apply, such as the Anti-Money Laundering and Counter-Terrorism Financing Act.

Privacy Policy

You may request a copy of JSW Partner's Privacy Policy by **contacting your financial adviser** by telephone or email. The privacy policy includes details of how you may access, and seek correction of, your personal information which JSW Partners holds . It also includes details of how you may complain if you feel JSW Partners or your adviser has breached the Australian Privacy Principles under the Privacy Act and to determine how JSW Partners deals with complaints.

Part 2 – Planner Details - Kate Trost

Kate is a Licensed Financial Adviser (Authorised Representative No. 465078) and the principal and director of Solace Wealth Management Pty Ltd (Corporate Authorised Representative No. 1262350).

Kate has worked as a licensed financial planner since 2014 and holds a Bachelor of Business (Financial Planning) with specialist accreditation in Self-Managed Super Funds.

Contact details:

Phone: 0423 313 486

Address: 10 Bonaire Court Parrearra, QLD 4575

Email: kate@solacewealth.com.au

Postal: PO Box 7846 Sippy Downs, QLD 4556

What advice is Kate able to provide?

Kate is authorised to provide financial advice and to arrange to deal in all of the products and services listed on page 3 of this Guide.

How is Kate remunerated and what other benefits does she derive?

Kate is self-employed by Solace Wealth Management drawing income from this business. She does not receive any financial (investment) product-based commission payments from product issuers, but may receive commission fees from insurance providers and fees for services provided to you and negotiated directly with you. Kate may receive other 'small' financial or nonfinancial benefits connected with the advice she provides you with.

How you can deal with Kate

You may specify directly with Kate how you would prefer to deal with her including instructions for how you wish to be contacted, such as by phone, or in writing via email or other digital means, or by arranging to meet with Kate in person. In some instances, Kate will seek specific and formal instructions from you (e.g. in writing) such as following a product recommendation when she requires your consent to implement the recommendation (e.g. to invest in a financial product).

It is important that you do not sign any blank forms or documents, or appoint Kate to act unilaterally on your behalf (i.e. as your attorney), or to receive statements without you also receiving a copy, or to give Kate vague, or unclear instructions or any false information.

It is a very good idea to maintain a proactive relationship with Kate because as your circumstances naturally change Kate's initial advice and recommendations may no longer be appropriate for you. Advising Kate of any changes to your situation, or your objectives will enable her to review the advice she may already have provided to you and the strategies she may have recommended, to determine if these remain appropriate in light of your evolved situation, needs and objectives.