



Poynter Hargraves
Personalised Wealth

INTRODUCTION

This Financial Services Guide (FSG) is issued by:
Poynter Hargraves Financial Consultants Pty Ltd
ABN 13 077 155 143
Australian Financial Services Licence No 237846

Not Independent

We are not independent, impartial or unbiased within the meaning of the Corporations Act because we receive life insurance commissions, we have our own investment and superannuation offering from which we receive fees, and our advisers generally recommend financial products from a limited Approved Product List.

Poynter Hargraves Financial Consultants Pty Ltd authorises the distribution of this FSG.

This FSG is to assist you in determining whether to use our services. It contains important information about the services we provide, the fees we charge, the information we collect and how you can make a complaint. You have the right to ask us questions about any of these matters.

OTHER DOCUMENTS YOU MAY RECEIVE

You should also be aware that you are entitled to receive a **Statement of Advice (SoA)** whenever we provide you with any advice that takes into account your objectives, financial situation 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.

On an ongoing basis, if further advice is provided and there has been no significant change to your circumstances a **Record of Advice (RoA)** may be provided to you instead of a SoA. You have the right to request a copy of the RoA (if you have not previously received a copy) within 7 years of that further advice being given.

If we recommend that you 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 which will assist you to decide whether to acquire that product.

OUR SERVICES AND ADVISERS

Where can I find out about your Advisers?

For details of our Authorised Representatives and the products and services they can offer, please see the section titled 'Meet the team' [here](#).

What Advisory Services Are Available To Me?

Poynter Hargraves provides the following types of services:

- Retirement Planning & Strategies;
- Wealth Creation;
- Superannuation/Rollover Advice & Strategies;

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- Managed Funds;
- Personal Insurances (including risk);
- Gearing Strategies;
- Social Security Advice;
- Estate Planning Advice;
- Standard Margin Lending Facility.

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

Poynter Hargraves' investment philosophy follows the guiding principles used by Morningstar.

- **We put investors first** – We believe firms that put investors first win in the long term because their investors win.
- **We're comfortable standing out from the crowd** – To deliver results, we think it's necessary to invest with conviction, even when it means standing apart from the crowd.
- **We invest for the long term** – A patient, long-term view helps us to stay the course during the market's ups and downs and take advantage of opportunities when they arise.
- **We're valuation-driven investors** – We anchor on an investment's underlying intrinsic value, rather than fleeting news, sentiment or momentum. Much of the market's daily volatility is meaningless noise.
- **We are research driven** – Powerful research is behind each decision we take, and we invest significant time and resources to truly understand what we own and why we own it.
- **We strive to minimise investment costs** – Controlling costs helps investors build wealth by letting them keep more of what they earn.
- **We build portfolios holistically** – To help manage risk and deliver better returns, truly diversified portfolios combine investments with different underlying drivers, improving stability and total returns over time.

Whom Does the Adviser Act For?

Your adviser will be acting for you when they provide financial services.

What if my Adviser cannot provide the service I need?

If you require services that we are not authorised to provide advice in, we can provide a referral to a professional who can assist. Additionally, we may identify a requirement for you to receive advice in these areas, and refer you to a specialist accordingly.

COST

How Will I Pay For The Services?

Your initial consultation is free of charge. During this meeting we will examine your situation and explain how we can work with you. If you choose to appoint us to provide financial planning advice, we will charge one or more of the following fees. All fees will be agreed with you before we proceed:



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- An **initial advice fee** ranging from \$500 - \$5,000 (plus GST) depending on the complexity of your financial affairs and the time required.
- An **advice implementation fee** ranging from \$500 - \$20,000 depending on the complexity of our advice recommendations.
- A **one off initial investment/contribution fee** (entry fee) of up to 4.0% (incl. GST) of the total amount you wish to invest.
- If we provide an ongoing review service, an **adviser service fee** of between \$880 and \$30,000 p.a. (incl. GST), paid monthly, depending on the Service Level Agreement entered into.
- A **Portfolio Management Fee** of 0.22% p.a. (incl. GST) of the amount of your investments, paid monthly.
- An **hourly rate** between \$220 and \$500 per hour (plus GST) for additional advice and services you may ask us to provide from time to time.

The initial advice and ongoing review service fees can either be invoiced to you or paid from your investment portfolio.

If you engage us to provide you wish financial advice, we will generally research your current financial product and compare it against the products on our Approved Product List, including Executive Choice Investments (our 'white label' investment and superannuation solution), MLC Wrap and Navigator.

For insurance services, we receive an **upfront commission** when the policy is arranged and **ongoing commissions** for each year the policy remains in place. This is paid to us by the insurer. The maximum upfront commission is 66% (incl. GST) in the first year and the maximum ongoing commission in the second and subsequent years is 22% (incl. GST). Alternatively, we could take the same amount each year, up to 31% (incl. GST), from inception.

The amount we are actually paid will be disclosed to you in dollar terms in your Statement of Advice before you proceed.

Claim Administration Fee – Successful lump sum claims may incur a fee of up to 3% of the lump sum payable.

You can request further information in relation to our remuneration, the range of amounts or rates of remuneration by contacting your adviser or our Head Office.

Ongoing Fee Arrangements

If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us a **Fee Disclosure Statement (FDS)** annually setting out the fees you have paid to us, the services you were entitled to receive and the services we actually provided to you over the last 12 month period. The FDS will also outline the fees you will pay and the services you will be entitled to receive over the next 12 month period.

At the time of engagement, we will enter into a service agreement with you that clearly explains the services that

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we will provide and the fees you will pay. The ongoing service fee is calculated based on the funds under advice at the time of appointment and updated at each Regular Progress Review.

Every year, we will ask you to confirm that you wish to continue receiving ongoing services from us, and that you consent to continue paying ongoing fees to us. If you don't provide us with your consent, our ongoing service arrangement will automatically terminate.

Do You Have Any Relationships That May Influence The Advice Being Given?

Poynter Hargraves has a white label investment and superannuation solution called Executive Choice Investments (ECI). HUB24 Limited is the trustee and administrator of (ECI) product. ECI is only available to clients of Poynter Hargraves.

Poynter Hargraves receive a Portfolio Management Fee of up to 0.22% p.a. in exchange for services that the Poynter Hargraves Investment Committee provides to clients who invest in ECI.

Poynter Hargraves may from time to time receive benefits from product providers by way of sponsorship of educational seminars, conferences or training days. Non-cash benefits with a cash value of \$300 or greater are not permitted. Details of benefits between \$100 and \$299 are maintained on a register. You can request further information about any non-cash benefits received by your adviser or Poynter Hargraves.

WORKING WITH US

What Information Do I Need to Provide and How Do you Manage It?

To allow us to advise you properly, we will ask you to provide financial and personal information relating to your current situation, needs and objectives.

You do not have to divulge this information to us. However if you choose not to do so, we may not be able to advise you or our advice may not be appropriate to your needs, objectives and financial situation.

We maintain records of your personal profile and any recommendations we make to you. If you wish to examine your file, please ask us and we will arrange for you to do so at no fee, other than possibly the reasonable costs of providing the information you have requested.

Under the Anti-Money Laundering and Counter Terrorism Finance Act, we are required to verify your identity and the source of any funds when we arrange financial products for you. This means that we will ask you to present 100 points of identification including at a minimum one document that contains your signature and or photo i.e. passport or drivers



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licence. We will also retain copies of this information. We take measure to ensure that this information is held securely.

We are committed to implementing and promoting a **privacy policy** that will ensure the privacy and security of your personal information. A copy of our privacy policy is available on our website and [here](#).

How Can I Give You Instructions?

You may specify how you would like to give us instructions, for example, by telephone, email, fax or other means. However, we always need written confirmation of these instructions.

IF YOU HAVE ANY COMPLAINTS

What Should I Do If I Have A Complaint?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have a complaint about the services provided to you, you should take the following steps:

Contact your adviser and tell your adviser about your complaint. If your complaint is not satisfactorily resolved within 5 days please contact the Complaints Manager at Poynter Hargraves Financial Consultants Pty Ltd on 1300 797 710 or put your complaint in writing and send to us by email or post. We will try and resolve your complaint quickly and fairly.

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.

Website: www.afca.org.au

Email: info@afca.org.au

Tel: 1800 931 678 (free call)

In writing: AFCA, GPO Box 3, Melbourne, VIC 3001

The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

Do You Have Professional Indemnity Insurance?

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The insurance will also cover claims in relation to the conduct of our authorised representatives and employees after they cease to work for us. We believe that our Professional Indemnity Insurance cover satisfies the requirements of section 912B of the Corporations Act.

CONTACT DETAILS

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OFFICE LOCATIONS

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Queensland

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