

# FINANCIAL SERVICES GUIDE



# Financial Services Guide

Provided by

WCA Wealth Management Pty Ltd ABN 35 615 560 686 Authorised Representative No. 1250329

Tony Bazzana Authorised Representative No. 433142

Robyn Hatch Authorised Representative No. 416216

Emma Walsh Authorised Representative No. 328244

Steven Trustum Authorised Representative No. 1270610

Ned Hawkey Authorised Representative No. 1293176

(together **we, us, our**)

As authorised representatives of Wealth Management Matters Pty Ltd ABN 34 612 767 807,  
AFSL No. 491619 (**Licensee**)

Date: 17/12/2021.

The distribution of this financial services guide (**FSG**) is authorised by the Licensee.

## Purpose of this document

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

## Not Independent

Because:

- we receive commissions on the sale of life risk insurance products that are not rebated in full to clients;
- we recommend financial products issued by us or our associates which are referred to as “in house products”

we are not able to refer to ourselves or our advice as ‘independent’, ‘impartial’ or ‘unbiased’.

## Additional documents you may receive from us

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

- a Statement of Advice (**SoA**) or Record of Advice (**RoA**). These documents set out the advice we provide to you. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us;
- a Product Disclosure Statement (**PDS**) which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive annual fee disclosure statements and we will ask you to renew the agreement and consent to the deduction of advice fees from your account each year.

## Financial services we are authorised to provide

The Licensee has authorised WCA Wealth Management Pty Ltd to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services;
- retirement savings accounts products;
- securities;
- standard margin lending facility and superannuation

WCA Wealth Management Pty Ltd is a corporate authorised representative of the Licensee. Any financial services will be provided by WCA Wealth Management Pty Ltd and its sub-authorised representatives, who are listed in the Adviser Profile section. More details about them, including the financial services they are authorised to provide, is included in the Adviser Profile section.

### **How can you provide us with instructions?**

You can give us instructions by phone, email or any other means that we agree with you from time to time. Please refer to our engagement letter for more information on this.

### **Who does the Licensee act for?**

As authorised representatives, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

### **Fees**

All fees are payable to WCA Wealth Management Pty Ltd. Tony Bazzana, Robyn Hatch and Steven Trustum are owners of the shares on issue in WCA Wealth Management and share in the profits that WCA Wealth Management makes.

All fees quoted are inclusive of GST.

### **Personal advice**

We will charge you a fee for any personal advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with personal advice. For example, a plan-based fee usually starts from \$5,500. If the scope of advice is limited, then a reduced SoA fee will be charged an hourly rate of \$412.50 per hour, with a minimum of 2 hours. These fees will be agreed with you beforehand as part of an engagement letter and will be disclosed in a SoA or RoA which will be provided to you.

If you are not receiving ongoing services from us and wish to engage us to provide once-off strategic or placement advice only, you may be charged an hourly rate of \$412.50 per hour, with a minimum of 2 hours.

### **Ongoing fees**

Our ongoing advice service fees depend on the ongoing service that we provide to you. They are typically charged as a percentage based on the value of your portfolio and are paid monthly, annually or otherwise by agreement. The amount of ongoing fees will depend on your total assets under management and other factors such as the complexity of your portfolio, the regularity of reviews and any additional services we are providing.

The ongoing advice service fee will be agreed with you in our ongoing service agreement. The below table provides a guide as to these fees.

| <b>Value of portfolio</b> | <b>Ongoing advice service fee</b> |
|---------------------------|-----------------------------------|
| \$0 - \$500,000           | 1.10% per annum                   |
| \$500,001 - \$750,000     | 0.88% per annum                   |
| \$750,001 - \$1,000,000   | 0.77% per annum                   |
| \$1,000,001 - \$2,000,000 | 0.66% per annum                   |
| \$2,000,001 +             | 0.55% per annum                   |

The ongoing advice service fee is calculated on a sliding scale basis. For example, for an investment portfolio of \$650,000 the ongoing service fee would be:

\$500,000 @ 1.1% = \$5,500

\$150,000 @ 0.88% = \$1,320

Total = \$6,820 per annum

You also have the option of a fixed price ongoing Financial Planner service fee. This can be reviewed at your request.

#### **Managed portfolio investment management fees**

We may charge you a fee in relation to selected managed portfolios that form part of your investment strategy. This investment management fee is calculated as a percentage of your managed portfolio calculated daily and deducted from your cash account monthly in arrears. Full details of the fee will be detailed in your SoA or RoA and will only be deducted with your consent. If you do not provide consent, you will not be able to invest via the managed portfolio.

The investment management fee is paid in full to HUB24 and used to remunerate the portfolio manager for its services in relation to the fund and to meet the costs of the asset consulting and investment management services associated with the portfolio.

In addition to the investment management fee, there may be indirect costs associated with the underlying investments held within the managed portfolio.

#### **Insurance commissions**

We receive an initial commission when you take out an insurance policy we recommend. This initial commission is based on the value of your premium, which will be capped under an upfront structure at 66% from 1 January 2020. Ongoing commissions under an upfront structure will be capped at 22% of the annual premium paid. Both initial and ongoing commission under a level structure will be capped at 31%.

You will be advised of the exact amount of these commissions in the SoA or RoA.

## **Other Benefits**

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

## **Adviser remuneration**

Tony Bazzana, Robyn Hatch, Emma Walsh, Steve Trustum and Ned Hawkey are paid a base salary and do not receive commissions from product issuers. However, Tony Bazzana, Robyn Hatch, and Steve Trustum owns shares on issue in WCA Wealth Management Pty Ltd and shares in the profits WCA Wealth Management Pty Ltd makes.

## **Associations**

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you.

Wappetts Pty Ltd trading as WCA Chartered Accountants and WCA Wealth Management Pty Ltd have an equity ownership relationship. Upon referral, neither party receives a referral fee or any other payment other than sharing of the profits of the business based on their equity holding.

## **Conflicts of Interest**

Tony Bazzana, Robyn Hatch, Emma Walsh, Steve Trustum and Ned Hawkey may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

## **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 the Licensee. We accept complaints over the phone, in person, via email or letter or on our social media channels. The best option is to call the Licensee or put your complaint in writing to the Licensee's office. The Licensee will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or the Licensee does not respond to you within 30 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (**AFCA**) at the following address:

GPO Box 3

Melbourne VIC 3001

Ph: 1800 931 678

Fax: 03 9613 6399

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

You may only contact AFCA once you have followed the above procedure.

Our Complaints Handling Procedure is available on request and at our website at <https://www.wealthmanagementmatters.com.au/>

## **Your Privacy**

We are committed to protecting your privacy.

We have a Privacy Policy which sets out 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.

For ease of information collection, WCA Chartered Accountants and WCA Wealth Management Pty Ltd may share information that they have about you for as long as you remain a client of either entity.

Our Privacy Policy is available on request and on our website at <https://www.wca.com.au/>.

## **Compensation arrangements**

The Licensee holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act 2001 (Cth). The professional indemnity insurance covers all of the financial services we are authorised to provide to you.

## **Contact us**

If you have any queries about our financial services, please do not hesitate to contact us:

### *Licensee's contact details*

Wealth Management Matters Pty Ltd  
62 Woodlark Street LISMORE NSW 2480  
T 02 6619 1939  
E [admin@wealthmm.com.au](mailto:admin@wealthmm.com.au)

### *WCA Wealth Management Pty Ltd's details*

62 Woodlark Street LISMORE NSW 2480  
T 02 6621 5281  
F 02 6621 9740  
E [fpadmin@wca.com.au](mailto:fpadmin@wca.com.au)

# Adviser Profile

This adviser profile forms part of the FSG dated 17/12/2021.

*About Tony Bazzana*

## **Qualifications**

- Bachelor of Business
- Diploma of Financial Planning

## **Memberships**

- Chartered Accountant (CA)

## **Financial Advisers Register**

Further Information about Tony's Qualifications and Memberships can be found on the [Financial Advisers Register](#).

## **Authorised financial services**

The Licensee has authorised Tony Bazzana to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services;
- retirement savings accounts products;
- securities;
- standard margin lending facility;
- superannuation.



# Adviser Profile

This adviser profile forms part of the FSG dated 17/12/2021.

*About Robyn Hatch*

## Qualifications

- Bachelor of Commerce
- CFP® Professional Financial Planner

## Memberships

- CFP® Professional Financial Planner of The Financial Planning Association of Australia
- Affiliate Chartered Accountants ANZ

## Financial Advisers Register

Further Information about Robyn's Qualifications and Memberships can be found on the [Financial Advisers Register](#).

## Authorised financial services

The Licensee has authorised Robyn Hatch to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services;
- retirement savings accounts products;
- securities;
- standard margin lending facility;
- superannuation.

# Adviser Profile

This adviser profile forms part of the FSG dated 17/12/2021.

*About Emma Walsh*

## **Qualifications**

- Diploma of Financial Planning
- Graduate Certificate in Financial Planning

## **Memberships**

- AFP® Member – Financial Planning Association of Australia

## **Financial Advisers Register**

Further Information about Emma's Qualifications and Memberships can be found on the [Financial Advisers Register](#).

## **Authorised financial services**

The Licensee has authorised Emma Walsh to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services;
- retirement savings accounts products;
- securities;
- standard margin lending facility;
- superannuation.

# Adviser Profile

This adviser profile forms part of the FSG dated 17/12/2021.

*About Steven Trustum*

## **Qualifications**

- Bachelor of Business
- Diploma of Financial Planning

## **Memberships**

- Chartered Accountant (CA)

## **Financial Advisers Register**

Further Information about Steve's Qualifications and Memberships can be found on the [Financial Advisers Register](#).

## **Authorised financial services**

The Licensee has authorised Steven Trustum Emma to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services;
- retirement savings accounts products;
- securities;
- standard margin lending facility;
- superannuation.

# Adviser Profile

This provisional adviser profile forms part of the FSG dated 17/12/2021.

*About Ned Hawkey*

## **Qualifications**

- Bachelor of Commerce Degree

## **Financial Advisers Register**

Further Information about Ned's Qualifications and Memberships can be found on the [Financial Advisers Register](#).

## **Authorised financial services**

The Licensee has authorised Ned Hawkey to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services;
- retirement savings accounts products;
- securities;
- superannuation.



WEALTH MANAGEMENT MATTERS

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