



Innate Wealth Pty Ltd

Financial Services Guide (Inclusive of Credit Guide)

*What you need to know about our
services and how we work with you*

Version 13.00
Date: August 2016

1. About this Financial Services Guide

This Financial Services Guide (FSG) provides you with important information to help you understand the services we offer. After reading this FSG, you will know:

- Who we are and how we can be contacted;
- The financial advisers at Innate Wealth Pty Ltd;
- The financial planning & credit assistance services and products we provide advice on;
- How Innate Wealth Pty Ltd is paid for the services it provides;
- Disclosure of any association or relationship that could create potential conflicts of interest;
- What to do when you receive our advice;
- How we treat and maintain your personal information;
- Our privacy policy;
- How to access our internal and external complaints handling arrangements.

2. About Innate Wealth and your Adviser

Innate Wealth Pty Ltd (ABN 66082986641) (“Innate Wealth”) has been involved in financial planning for our clients since 1984 and is a Financial Planning Association (FPA) Professional Practice and is bound by its Professional Code of Conduct and Ethics.

Innate Wealth is independently owned and is not aligned to any Bank, Life Insurance company or Industry Fund.

Innate Wealth is a holder of an Australian Financial Services Licence (229242) and an Australian Credit Licence 229242.

Our contact details are:

Offices 9-12 Arabin Plaza
Arabin Street
Keilor Victoria 3036
Tel No: (03) 9999 4100
Fax No: (03) 9999 4150
Email: admin@ifsg.com.au
Website: www.ifsg.com.au
ABN: 66082986641

We also have access to offices in Camberwell, Kew, Richmond, Bacchus Marsh and Melbourne CBD.

Innate Wealth appoints Authorised Representative to act on its behalf for the provision of authorised financial services. Your Adviser is an Authorised Representative of Innate Wealth. Innate Wealth is therefore responsible for the financial services provided by it and its authorised representatives. Innate Wealth has authorised its advisers to distribute this Financial Service Guide.

Under its credit licence, Innate Wealth also appoints Credit Representatives to provide credit assistance services on its behalf. Your adviser is also a Credit Representative of Innate Wealth.

You are entitled to receive a 'Statement of Advice' on the first occasion that we provide you with personal advice, or a 'record of small investment advice' if the advice relates to amounts under certain thresholds. These documents will:

- Explain the advice and the basis of the advice;
- Provide information about our remuneration (including commissions); and
- Disclose any associations or relationships that could potentially influence us in providing the advice.

After providing you with our Statement of Advice, any ongoing personal advice that we may provide will be documented in a further 'Statement of Advice' or a 'Record of Advice' depending on the nature of advice.

Copies of all advice documents will be retained on your client file and if you have not already been provided with one, you may ask for a copy of these documents at any time.

We will also provide you with, or explain how to access, a Product Disclosure Statement ('PDS') issued by the product issuer for any financial product we recommend. The PDS contains information about the costs, benefits, risks and other features of the recommended financial product. You should read this information to enable you to make an informed decision to purchasing the recommended financial product.

Where we provide you with credit assistance services, your advisers will conduct an 'unsuitability assessment' to determine whether the credit contract recommend is suitable for you. We will generally provide the written assessment to you as part of your Statement of Advice or Record of Advice document.

If your adviser determines that the credit contract will not be suitable for you, either because you could not repay the credit without suffering financial hardship, or it just does not meet your needs or requirements, then the adviser cannot provide credit assistance to you in relation to that contract.

If you have not been provided with a copy of your unsuitability assessment, you may request a copy free of charge within 7 years of being provided a quote. We will provide this to you within 7 business days if you request it within two years of the quote, or within 21 business days after this time.

3. Our Services & Fees

Innate Wealth is authorised to provide advice on the following strategies and products:

<i>Services</i>	<i>Products</i>
<ul style="list-style-type: none">▪ Self Managed Superannuation Funds▪ Retirement Planning▪ Retrenchment and Termination of Employment Advice▪ Aged Care Facility Planning▪ Superannuation Strategies▪ Wealth Creation Strategies▪ Wealth Protection▪ Investment Advice▪ Cashflow Management▪ Debt Management & Budgeting▪ Business Succession Planning▪ Business Risk Management Strategies▪ Social Security / Centrelink entitlements▪ Estate Planning	<ul style="list-style-type: none">▪ Deposit products▪ Managed investment funds and trusts▪ Wrap accounts and master trusts▪ Superannuation▪ Risk Insurance▪ ASX Listed Securities▪ Government Stocks and Bonds▪ Annuities, allocated pensions and account based pensions▪ Managed Investment Schemes▪ Margin lending facilities (standard)▪ Home and business loans▪ Personal and Business leasing▪ Reverse Mortgages▪ Managed Discretionary Accounts▪ Property Investments

Our Authorised Representatives can only provide advice on financial products within these classes where they appear on the Innate Wealth “Approved Product List” The Approved Product List includes a large range of investment and insurance products for which the appropriate research and analysis has been undertaken.

An Authorised Representative of Innate Wealth cannot advise you on, or influence you in favour of, a financial product which:

- Is not on the approved product list; or
- Is a product they are not authorised to provide advice on.

Credit Services

Innate Wealth has a number of arrangements with credit providers to provide credit services. These providers have associations with a number of lenders to assist you with your lending needs including:

- Home and investment loans
- Reverse Mortgages
- Personal and Commercial leasing
- Personal lending needs
- Transactional Banking Requirements

Please be aware that Innate Wealth shall not be responsible where an Adviser provides any services to you which are outside of their authorisation limits. You should therefore ask your financial planner to specifically confirm that the service or product does not fall within the approved areas, listed above.

We will only recommend that you apply for, make an increase to or remain a credit / lease contract with a particular provider if we assess that the credit / lease contract is suitable to help you address your stated needs and objectives.

We will provide you with information on a broad range of finance providers and loan products. Once you have chosen a loan or lease that is suitable for you, we will assist in obtaining approval for the finance. We source finance products from a panel of finance providers.

Innate Wealth may also use the services of FinSure an aggregation service, to provide access to a wide range of credit products through a large range of credit providers. In addition to the credit providers below.

Our Current Top 6 providers to which our Representatives introduced borrowers are

1. Westpac
2. Commonwealth Bank of Australia (CBA)
3. National Australia Bank (NAB)
4. Resimac
5. ANZ
6. BankWest

Under the Act, we are obliged to make sure that any loan, or principal increase to a loan, or lease that we assist you to obtain is not unsuitable for you. We will need to ask you a series of questions to make this assessment. The law requires us to:

- Make reasonable enquiries about your borrowing objectives and requirements;
- Make reasonable enquiries about your financial situation; and
- Take reasonable steps to verify the details of your financial situation.

Credit will be unsuitable if, at the time of making the assessment, it is likely that, at the time the recommended loan or lease is made:

- You cannot afford to repay the loan or lease or can afford to repay it only with substantial hardship; or
- The loan or lease does not meet your borrowing objectives and/or requirements.

For these reasons, we must ask you to provide us with a significant amount of information, much of which we will need to verify. It is therefore very important that the information you provide to us is accurate and complete.

If we provide you with credit assistance, we are required to provide you, upon your request, a copy of our preliminary credit assessment for up to seven years after the date of the assistance.

We do not provide financial or legal advice. It is important to understand your legal obligations under a proposed loan or lease and the financial consequences imposed by the debt. If you have any doubts, you should obtain independent financial and legal advice before you enter into any finance contract.

We do not make any representations about the current value of any real estate you finance through us, or the future prospects of its value. You should always rely upon your own enquiries.

Can I provide my Financial Planner with instructions?

You can provide your Financial Planner with specific instructions by letter, email, telephone, fax or other means (as agreed with your Financial Planner)

How will I pay for the service?

▪ STRATEGIC ADVICE (WHICH INCLUDES INVESTMENT ADVICE)

Innate Wealth operates on a **fee for service basis for our initial advice and our ongoing advice service.**

Fees are charged at the rate of \$110 to \$385 per hour (GST Inclusive) or part thereof, depending on which financial adviser, para-planner or administrative assistant is involved in providing our service to you.

A fee for service will be charged on our written recommendations (Statement of Advice). The cost to prepare our Statement of Advice is dependent on the complexity of the advice. It is calculated on the anticipated time, experience and expertise required in formulating and documenting the advice strategy.

Innate Wealth has a minimum fee for preparing a Statement of Advice of \$3,300.00 (inclusive of GST), however this fee may vary according to the intricacy and complexity of the advice required and will be mutually agreed by you and our office.

Please note that, with respect to ongoing services, Innate Wealth may receive a commission based fee due to the existence of legacy based products. In these instances, the commission fee will generally be offset against the advice fee. Details of which will be disclosed in your Statement of Advice.

▪ WEALTH PROTECTION

If you purchase or retain a life insurance policy on our recommendation, we may receive a commission payment from the insurer who issues the policy. There are a number of ways these payments can be structured. The initial commission varies depending on the issuer and the product. This can range between 0% and 130% of your first years' premium. The on-going commission varies depending on the issuer and the product. This can range between 0% and 30% of your annual premium.

Innate Wealth will provide you with a choice of fee for service or commission on any recommended insurance product. Due to design and cost features of the insurance product, you may be given the choice of payment that suits your individual circumstances.

As is required by law, all fees, and commissions and on ongoing fees will be disclosed to you in a tailored Statement of Advice.

Before the preparation of the Statement of Advice, you will be asked to sign an authority to proceed.

▪ CREDIT SERVICES

We may charge you for our services if you apply for a home loan, an investment property loan, a personal loan or lease. If a fee is to be charged, this will be disclosed to you in a Credit Quote which will be provided to you before applying for finance.

You may need pay fees to the finance provider as part of the application process. These will be detailed in a Credit Proposal Disclosure Document that we will provide to you before applying for finance.

We may receive commissions from the finance provider that provides your loan or lease. These are not fees payable by you. Further details of the commission earned by us will be provided in the Credit Proposal Disclosure Document that we will provide to you before applying for finance.

We may receive between 0.33% and 1.65% of the initial loan balance and between 0.15% and 0.20% on the outstanding loan balance each year.

Innate Wealth has a number of referral arrangements that can assist you with credit services. There will be fees and charges that would be applicable to services provided by those credit providers. Innate Wealth may receive up to 20% upfront and ongoing commission of any finance contract for referrals to those credit providers.

Do we accept soft dollar benefits from providers?

Innate Wealth neither accepts nor receives any soft dollar benefits. By refusing such benefits it ensures that our personal advice is never compromised by external influences.

Do any relationships or associations exist which might influence the financial advice we provide?

Innate Wealth is an independently owned and operated financial planning business. Innate Wealth is not aligned to any Bank, Financial Institution, Life insurance company or Industry Superannuation fund. As such, this ensures that we do not have any relationships or associations which can/could influence the financial advice that we provide.

All recommendations made to you and detailed within your Statement of Advice are selected purely on our independent research.

Will anyone be paid for referring me to you?

From time to time, Innate Wealth may receive referrals from existing clients and other professionals.

These referrals are important to Innate Wealth as they help to build our business. If you have been referred to us by another party, we may pay that party a referral fee. The amount and details of the referring party will be disclosed to you in your Statement of Advice.

4. Our Advisers

Your adviser is an authorised representative of Innate Wealth and Innate Wealth is responsible for the financial services provided by its representatives and the distribution of this Financial Services Guide (FSG).

Our advisory team includes:

Luke Eres: Director - Principal Wealth Consultant

- SMSF Specialist Advisor™
- CERTIFIED FINANCIAL PLANNER® professional
- Diploma of Financial Planning
- Bachelor of Social Science - Major Economics and Law
- 20 Years Advisory Experience
- Superannuation and Retirement Planning Specialist
- Authorised Representative Number 230831
- Authorised Credit Representative Number 400501

Mirko Cugura: Director - Principal Wealth Consultant

- SMSF Specialist Advisor™
- CERTIFIED FINANCIAL PLANNER® professional
- Certified Investment Management Analyst®
- Graduate Diploma in Financial Planning ASIA
- Bachelor of Economics
- F Fin – Fellow of Financial Services Institute of Australasia
- Postgraduate Diploma of Econometrics
- Certificate IV in Finance and Mortgage Broking
- 18 Years Advisory Experience
- Superannuation and Retirement Planning Specialist
- Authorised Representative Number 230833
- Authorised Credit Representative Number 400503

Shane Nicholas: Director - Principal Wealth Consultant

- SMSF Specialist Advisor™
- CERTIFIED FINANCIAL PLANNER® professional
- Bachelor of Business (Financial Planning) with distinction
- 15 Years Advisory Experience
- Superannuation and Retirement Planning Specialist
- Aged Care Specialist
- Authorised Representative Number 260900
- Authorised Credit Representative Number 400502

Ben Nguyen: Wealth Consultant

- CERTIFIED FINANCIAL PLANNER® professional
- Bachelor of Business (Financial Planning) with distinction
- 10 Years Industry Experience
- Authorised Representative Number 332178

Timothy Dawe: Wealth Consultant

- Bachelor of Commerce – Major in Finance, Financial Planning & Management
- CERTIFIED FINANCIAL PLANNER® professional
- LRS® Life Risk Specialist
- 8 Years Industry Experience
- Authorised Representative Number 410551

Garry Beattie: Wealth Consultant

- Bachelor of Business – Financial Risk Management / International Trade
- 2 Years Industry Experience
- Authorised Representative Number 1237423

Jelena Cugura: Administration Assistant

- Certificate IV in Finance and Mortgage Broking
- Credit Representative Number 484895

Innate Portfolios Pty Ltd

- Corporate Authorised Representative Number 1000528

Innate Finance Pty Ltd

- Credit Representative Number 484892

5. Our Process

Will you provide me with advice, which is suitable to my needs and financial circumstances?

The advice provided to you by Innate Wealth, should complement your lifestyle and financial objectives. In order to do this, your Financial Planner needs to have a clear understanding of what your individual objectives, financial situation and needs are before any services and products are recommended to you. Our Financial Planning team is specifically trained to help you articulate the information that they require to provide you with appropriate advice.

Whilst you do retain the right not to divulge certain information to your Financial Planner, we are obliged to advise you of the potential risks you face in failing to do so.

What should I know about the risks of the financial products or strategies you recommend to me?

When presenting your tailored Statement of Advice, your Financial Planner will clearly explain why a particular strategy has been pursued and outline all potential risks that could undermine the recommended approach. We would strongly encourage you to ask as many questions as possible, because the better you understand the strategy; the better we believe the outcome will be.

How do we maintain information about you?

National Privacy Principles apply to the collection of personal or sensitive information. In effect, this means that information provided by you in the course of receiving financial planning services must be used only for the following purposes:

- to provide you with information, products or services that you might reasonably expect or request;
- to fully understand or anticipate your needs during our relationship;
- to manage rights and obligations under any laws applying to the services provided; or
- to conduct research, or planning and marketing, which includes direct marketing; although, you do have the right to specifically instruct that your details are not used for these purposes.

The type of information which will usually be requested will include significant details about your financial, taxation, health, employment and estate planning matters. This may include details relating to your partner or family members.

You are entitled to request access to your file for the purpose of reviewing and correcting the information held. However, you cannot access information where it would have an unreasonable impact upon the privacy of another person, or if the information is relevant to legal obligations or legal proceedings.

We will, from time to time, disclose information about you to our Authorised Representatives and to other professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you, however this will naturally be agreed upon by you prior to doing so.

You are entitled to obtain access to the information which we hold about you by contacting our Privacy Officer on (03) 9999 4100 or by writing to our:

Privacy Officer
Innate Wealth
PO Box 380
KEILOR VIC 3036

For more information regarding our collection, use, storage and disclosure of your personal information, our Privacy Policy can be accessed on our website www.ifsg.com.au

How can you access Innate Wealth's complaints handling arrangements?

Innate Wealth and your Financial Planner is member of the Financial Ombudsman Service (FOS). If you have a complaint regarding the provision of financial services or credit assistance services to you, you should take the following action:

1. Speak to your Financial Planner about your concerns, or
2. Contact us on (03) 9999 4100 and ask to speak to our compliance manager.
3. If after speaking to your Financial Planner or our compliance manager, your complaint is not resolved within three (3) days, please put your complaint in writing and send it to us ,addressed to:

Compliance Manager
Innate Wealth
P.O. Box 380
Keilor Vic 3036

Whilst every endeavour will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is dealt with, you can elect to refer the matter, free of charge to the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 367 287. You can also write to them at:

Financial Ombudsman Service
GPO Box 3
Melbourne Vic 3001

If your concerns involve your Financial Planner's conduct, you may wish to raise this with the Financial Planning Association of Australia (FPA). You can write to them at:

Financial Planning Association
P.O. Box 109 Collins Street West
Melbourne Vic 8007

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website www.asic.gov.au

Professional Indemnity Insurance

Innate Wealth Pty Ltd and your Financial Planner maintain professional indemnity (PI) insurance policies. These insurances cover advice, actions and recommendations which have been authorised by Innate Wealth to be provided by your Financial Planner. These arrangements satisfy the requirements imposed by the Corporations Act 2001 and financial services regulations.

Innate Wealth Pty Ltd has Professional Indemnity Insurance in place to cover us and our representatives for liability arising from the financial services we provide. This includes claims relating to the conduct of representatives who no longer work for Innate Wealth Pty Ltd, but did so at the time of relevant conduct. We understand it is adequate to meet our requirements as a financial services licensee.

What ongoing services are provided?

If you elect to participate in Innate Wealth's ongoing maintenance program, we will ask that you sign a Financial Services Agreement (FSA). The FSA will be tailored to meet your individual requirements and will consist of one or both of the following components:

- Strategic Partner Program
- Enhanced Investment Program

Your Financial Planner will discuss this with and will set out the details in your Statement of Advice. Your Financial Planner is required to provide you with an annual 'Fee Disclosure Statement', which outlines the fee you have paid to your Financial Planner and the services that your Financial Planner has provided you.