



FINANCIAL SERVICES GUIDE

S.L.A. Financial Services Pty Ltd trading as
Hall Chadwick Melbourne Financial Services

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A.R.: 001245308

ABN 79 613 274 669

Why Am I Receiving This Document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we offer. It contains information about:

- Hall Chadwick Melbourne Financial Services
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

When we provide you with financial services you may receive:

- A Statement of Advice (SOA) or a Record of Advice (ROA) which documents the advice we provide to you.
- A Product Disclosure Statement (PDS) which explains the products we have recommended.

Hall Chadwick Melbourne Financial Services

Hall Chadwick Melbourne Financial Services is an Authorised Representative of Hall Chadwick Wealth Advisory (A.R. Number: 001245308) and is required to comply with the obligations of the Corporations Act and conditions of its appointment under Hall Chadwick Wealth Advisory.

This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its representatives provide.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Establishment and wind-up of Self Managed Superannuation Funds (SMSF)
- Roll-Over member balances to and from SMSF
- Member contributions to Super
- Member benefit withdrawal from Super
- Limited Recourse Borrowing Arrangement
- SMSF property ownership structuring.

The Financial Advice Process

We recognise that the objectives and personal circumstances of each client are different. What is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all issues.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

At all times you are able to contact us and ask questions about the advice and investments recommended.

You can provide instructions to us in writing, via phone or via email/fax. Please note you are responsible for ensuring your instructions do however reach us.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You may request a copy of the ROA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to Hall Chadwick Melbourne Financial Services.

Your Financial Adviser may be a director and owner of the practice in which case they share in the profits that the practice makes.

Alternatively, your Financial Adviser is an employee of the practice and they are paid a salary. They may also receive a performance bonus which is based on a number of factors including the revenue that they generate for the practice.

Plan Preparation Fee

The Plan Preparation fee includes all meetings with you, the time we take to determine our advice and the production of the SOA.

The Plan Preparation fee is based on the scope and complexity of advice provided to you. We will agree on the fee with you before we start on your plan.

Plan Implementation Fee

If you decide to proceed with our advice we may charge a fee for the time we spend assisting you with implementation. The fee for this service will be detailed in the SOA.

Ongoing Services Fees

We do not provide ongoing financial services.

Commissions

While Hall Chadwick Melbourne Financial Services does not typically work on a commission basis, there may be some circumstances, inherited or otherwise where it receives commissions and other benefits from some product and service providers. These commissions may vary depending on the product or service which is recommended.

You will be advised of the exact amount in the SOA or ROA.

Insurance Commissions

Not Applicable – Hall Chadwick Melbourne Financial Services does not provide personal insurance advice and does not recommend personal insurance products.

Investment Commissions

Not Applicable – Hall Chadwick Melbourne Financial Services does not provide investment advice and does not recommend investment products.

Other Benefits

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

Referral Fees and Commissions

In some situations Hall Chadwick Melbourne Financial Services may receive fees or commissions where you are referred to an external party. You will be advised of the referral arrangement whenever you are referred to an external party.

In some situations Hall Chadwick Melbourne Financial Services may pay fees or commissions to external parties who have referred you to us. You will be advised of the referral arrangements in the SoA provided to you.

Associated Businesses

Hall Chadwick Melbourne Financial Services may refer you to Hall Chadwick Melbourne Chartered Accountants for accounting, tax or other business services.

Hall Chadwick Melbourne Financial Services and Hall Chadwick Melbourne Chartered Accountants have common ownership.

Conflicts of Interest

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 us. Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Financial Ombudsman Service. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

Your Privacy

Hall Chadwick Melbourne Financial Services is committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on 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. Our full Privacy Policy is available on our website <http://hallchadwickmelb.com.au/our-privacy-policy/>.

Changes to this Financial Services Guide

We reserve the right to review and amend this Financial Services Guide from time to time and to notify you by posting an updated version on our website www.hallchadwickmelb.com.au.

Financial Services Guide and Privacy Policy

(Version: 19 February 2020)

Confirmation of Receipt

- I/we confirm that I/we have received the Hall Chadwick Melbourne Financial Services Pty Limited Financial Services Guide.
- I/we confirm that I/we have received the Hall Chadwick Melbourne Financial Services Pty Limited Privacy Policy
- I/we accept that every care has been taken to ensure that material in the Financial Services Guide is accurate and reliable and that Hall Chadwick Melbourne Financial Services Pty Limited accepts no responsibility for errors or omissions, except where provided by law.

Name

Signature

Date

Name

Signature

Date