Financial Services Guide

About this Guide

Before seeking our advice, you may have questions about us and how we can help you. To enable you to get to know us, and decide whether to use our services, we have prepared this Financial Services Guide (FSG) to explain:

- Who we are
- Matters we can help you with
- How we are paid
- Privacy
- If you have a complaint
- Other matters you might want to know
- Our relationships.

If you need more information or clarification, please contact us.

Throughout this FSG, Ulton Wealth Services Pty Ltd is referred to as "we", "us", "our" or any variations.

The term "adviser" refers to Ulton Wealth Services' Authorised Representatives.

About us

Ulton has a long and proud tradition of providing accounting services since 1926 and financial planning services since 1986. Since then, we have strived to constantly improve the services and strategies offered by our wealth management team. In 2001, we were among the first Australian financial planning firms to adopt a "fee for service" approach. We have also specialised in niche areas of financial planning including Self-Managed Super Funds strategies and estate planning, often working closely with other professionals.

In 2017, Ulton Wealth Services Pty Ltd became licenced by the Australian Securities Investment Commission as an Australian Financial Services Licensee (AFSL 497721). From 1 October 2017, Ulton Wealth Management Pty Ltd became a Corporate Authorised Representative of Ulton Wealth Services Pty Ltd (CARN 460875).

Ulton Wealth Services Pty and Ulton Wealth Management Pty Ltd are part of the Ulton group, ultimately owned by all nine Partners of Ulton, and not by a bank, product provider or insurance company. The Partners are committed to forging strong relationships with clients that seek the best in the business. We make an open, honest and upfront commitment to deliver exceptional client service, and to provide valuable and innovative solutions that will empower your decision making. We also recognise that every client is unique. We tailor our services and advice to exceed your expectations. It's our consideration of how you do business and the flexibility in our service delivery style that makes us the perfect partner for you.

Daryl Corpe, Mark McLean and Kylie Wright are directors of both Ulton Wealth Services Pty Ltd and Ulton Wealth Management Pty Ltd. Daryl and Mark are Chartered Accountants and have been Partners of Ulton since 1986 and 1998 respectively. They are Ulton's Senior Partners, leading the Partner group. Kylie is a Certified Financial Planner who has been an Ulton Partner since 2006.

This FSG is given to you by your adviser with the authority of Ulton Wealth Services Pty Ltd. When a member of our team provides financial services to you, they will be acting for you on behalf of Ulton Wealth Services Pty Ltd.

How we can help

We can help you with the following:

- Wealth Creation
- Superannuation and Retirement Planning
- Risk Insurance
- Managed Investments
- Estate Planning
- Gearing strategies
- Direct Equities
- Self-Managed Superannuation Funds
- Social Security Advice
- Aged Care Advice
- Tax (Financial) Advice.

In addition, we can offer you an ongoing monitoring and review service for your financial position, to ensure that you are on-track to meet your objectives and goals. This may include review and monitoring of your investment portfolio or life insurance policies, if applicable. We are licensed to provide financial product advice and deal in some or all of the following financial products:

ulton

- Superannuation funds and Self-managed superannuation funds
- Retirement planning, including aged care and estate planning
- Risk insurance (personal and business)
- Securities
- Investment products
- Managed funds
- Margin lending
- Basic deposit products
- Debentures, stocks and bonds.

We maintain an Approved Product List (APL), and our advisers recommend products from our APL. There may be instances where we need to consider products that are not on our APL, and in these cases, our Investment Committee will determine whether this is suitable. Zenith Investment Partners provides independent research for our underlying investment selection and model portfolios. **If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.**

Our approach

Ulton Wealth Managers specialise in providing strategy based solutions to our clients and illustrating lifelong cash flows. We believe that your Financial Adviser must:

- hold appropriate qualifications
- act in your best interests at all times
- provide advice where any possible conflict is removed or fully disclosed
- not be employed by a product provider or institution
- have the business and staff resources to deliver on their service promises
- adhere to the Codes of Ethics and Conduct of the Financial Planning Association of Australia and the Association of Financial Advisers.

Wealth accumulation

Wealth creation starts with spending less than you earn in order to create a surplus cash position. This surplus can then be used to reduce debt or to create assets. If there is no ability to create a surplus, then we cannot work with you. If you can create a surplus, we will work with you to accumulate assets through three key areas:

1. Wealth creation strategies to meet your objectives
2. Superannuation for long term retirement goals
3. Understanding your business (if applicable) and the net income required to meet your objectives.

In all cases, management of debt is an important issue. We will then undertake Wealth Protection strategies by ensuring that:

- You and your family are protected now in the event of a medical catastrophe
- Your business (if applicable) has a Business Will and that key man risks are managed
- Your Estate has been adequately planned.

Retirement

Whether you are about to retire or already retired, you will need to be financially organised to make your life as stress free as possible. This will allow you to achieve all of the lifestyle objectives that you will now have the time to enjoy. We use our retirement fundamentals to meet your financial objectives. We specialise in providing strategy based solutions to our clients and illustrating lifelong cash flows. Once we present our Statement of Advice, you will know exactly where you are financially, whether your objectives can be met, and how long your money will last. Key areas for retirees include:

- Asset management
- Income maintenance
- Estate planning
- Maximisation of entitlements.

Client services

We may accept your instructions by phone, letter or email. In some instances, our wealth managers can only accept written instructions from you and will let you know when this is the case. We are required to maintain a physical or electronic record of your personal information, which includes details of your relevant personal and financial circumstances. We are also required to maintain records of documentation for any financial advice given to you in the course of taking instructions from you, as well as any advice documents we have provided to you. These records are required to be retained for at least seven (7) years.

How we are paid

Initial fees and commissions

The cost of providing a financial advice service to you, including initial consultation, strategy development, product considerations and a statement of advice including implementation of that advice, will depend upon the nature and complexity of the advice and or service provided. We operate on a Fee for Service basis. Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all forms of remuneration. Commission is paid only on investment arrangements entered into prior to 1 July 2013 and or amounts invested in relation to those arrangements before 30 June 2014 (where clients chose not to have a fee for service arrangement).

You may be charged a Statement of Advice preparation fee which starts from $4,400 (inclusive of GST) and depends on the complexity and the time spent. Any fee for service must be paid within seven (7) days of the date of the tax invoice issued to you. Full details of all fees and/or commissions will be outlined in the advice document that we will provide to you.

We will offer you Risk Insurance services and products on either a fee for service or commission basis at your discretion. Commission is not paid where insurance is placed as a group risk policy inside superannuation or where the policy is for the benefit of the member of a default fund. An example of commission paid on a risk insurance policy is: On a $1,000 annual insurance premium with an upfront commission of 76%, Ulton Wealth Management will receive a commission of $760.

Ongoing fees

Our preference is to charge a fee for the ongoing advice and management of your financial affairs (known as a **Fixed Price Agreement**) which is renegotiated each financial year. This fee is calculated based on the number of services you require and the complexity of your affairs. This fee has no correlation to the value of your portfolio. Our Fixed Price Agreements cover three different service levels ranging from Value to Premium. This will be a personalised quotation based on the services that you require. If you decline a Fixed Price Agreement, then any further work or contact with Ulton Wealth Management will be charged as incurred.

Further details about fees, commissions and or other benefits your adviser receives for recommending investments will be available to you when specific recommendations are made in the SoA or Record of Advice (RoA).

Documents you may receive

When we provide you with personal financial advice, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA) previously known as the SoA (Incorporation by Reference)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS).

We provide you with a SoA whenever we provide you with any advice which takes into account your objectives, financial situations 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. If we give you further advice, or when no financial product is recommended, a RoA may be provided to you instead of a SoA.

In the event we make a recommendation to 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 about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. At your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than seven years. Please note that a fee for this service may apply. We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. A copy of our Privacy Policy can be located on our website at **www.ulton.net**.

Reporting your concerns

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you. If you have a complaint about any financial service provided to you by your adviser, you should contact:

Complaints Manager
Ulton Wealth Services
PO Box 1000
Bundaberg Qld 4670
T (07) 4154 0426
E wealthservices@ulton.net

We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable. We will then investigate the complaint and respond to you within 45 days. If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Credit and Investments Ombudsman and you can raise your concerns with them through the contact details provided:

Credit and Investments Ombudsman
PO Box A252
South Sydney NSW 1235
T 1800 138 422
E info@cio.org.au

Other matters

Professional indemnity

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of s.912B of the Corporations Act 2001 for compensation arrangements. The insurance will cover claims in relation to the conduct of both the corporate authorised representative and the sub authorised representatives, and also employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

Our relationships

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services. If you require equity advice, we may refer you to Morgans Bundaberg, which is owned by Ulton. However, you may utilise an alternative stockbroker if preferred.

Our team of advisers

Kylie Wright*

Kylie is a Partner of Ulton and head of our firm's Wealth Management division. She has worked in the financial services industry since 1996 and has been continuously authorised as an Adviser since 1999.

Kylie is passionate about helping clients to solve their problems and overcome the obstacles to achieve their success. She partners with clients over the long term to deliver certainty in their financial lives.

Qualifications

- SMSF Specialist Advisor™
- Certified Financial Planner®
- Advanced Diploma of Financial Services
- Diploma of Financial Planning
- Certificate of Self-Managed Superannuation Funds
- Certificate of Margin Lending
- Certificate of ASX Securities
- Certificate IV Finance and Mortgage Broking

Memberships

- Associate, SMSF Professional Association of Australia Ltd
- Affiliate, Institute of Chartered Accountants
- Member, Financial Planning Association
- Member, Association of Financial Advisers Ltd.

T **T (07) 4154 0427**
M **0409 510 554**
E **kwright@ulton.net**

Jessica Wilkinson*

Jessica's career in the financial services industry commenced in 2006.

Throughout her career in Financial Planning, Jessica has taken on various roles including Client Services, Paraplanning and providing advice since 2012. Her strong background of technical Paraplanning and research skills assists Jessica in being able to provide the best outcome for her clients

Jessica is based in the Bundaberg office but regularly travels to Gladstone to meet with clients. She specialises in providing comprehensive strategic advice to our clients.

Qualifications

- SMSF Specialist Advisor™
- Graduate Certificate in Financial Planning
- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Planning
- Certificate of Self-Managed Superannuation Funds
- Certificate of ASX Securities
- Certificate IV in Financial Services (Finance/Mortgage Broking)
- Diploma of Business.

Memberships

- Member, SMSF Professional Association of Australia Ltd
- Member, Association of Financial Advisers Ltd.

T (07) 4154 0424
M 0437 791 434
E jwilkinson@ulton.net

Paul Moloney*

Paul has over 16 years of Wealth Management experience and joined the Ulton Wealth Management team in 2018.

Paul has extensive financial planning knowledge and can explain often technical concepts in a client-friendly manner. Paul has a special interest in the more complex strategies and financial modelling.

Paul is passionate about helping clients overcome their financial obstacles to achieve success in their lives. Paul's focus is to provide clients with financial certainty over their futures, so they can achieve the lifestyle they desire.

Paul is based in our Fraser Coast office and sees clients in the Sunshine Coast, Gayndah, Mundubbera and Kingaroy.

Qualifications

- Bachelor of Buisness
- Graduate Diploma of Financial Planning

Memberships

- Member, Association of Financial Advisers Ltd.

T **(07) 4197 6325**
M **0436 602 645**
E **pmoloney@ulton.net**

Gemma O'Shanesy*

Gemma joined Ulton Wealth Management in 2004, and became an Authorised Representative in 2006. She is now responsible for managing both the Wealth Management and Superannuation divisions at Ulton. Gemma is also the Compliance Manager and Complaints Manager for Ulton Wealth Services.

Gemma's responsibilities include:

- Drafting policies and processes and ensuring compliance
- Workflow management
- Review of strategies, documents and SMSF financials
- Compliance management
- Project work.

Qualifications

- Advanced Diploma of Financial Services (Financial Planning)
- Certificate of Self-Managed Superannuation Funds
- Bachelor of Business in Accounting

Memberships

- Member, Association of Financial Advisers Ltd.

T **(07) 4154 0426**
E **goshanesy@ulton.net**

All wealth management services are provided by Ulton Wealth Management Pty Ltd Corporate Authorised Representative No 460875 of Ulton Wealth Services Pty Ltd AFSL NO.: 497721 | ABN: 86 614 308 628 | www.ulton.net | Ulton Wealth Management Pty Ltd ABN 73 168 815 450 | *Kylie Wright (245052), *Gemma O'Shanesy (304440), *Paul Moloney (1003860) and *Jessica Wilkinson (378670) are Sub Authorised Representatives of Ulton Wealth Management Pty Ltd

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