



FOLEY WILSON & Co

LICENSED DEALERS & FINANCIAL PLANNERS

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Australian Financial Services Licence No. 231208 A.B.N. 91 007 211 118



Financial Services Guide

4th January 2022
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Let us guide you

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

This FSG covers the following:

- Information about Foley Wilson & Co Pty Ltd (Foley Wilson & Co) as an Australian Financial Services licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Details of the services and/or products Foley Wilson & Co can provide
- The documents you may receive
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, Foley Wilson & Co is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to Foley Wilson & Co’s authorised representatives.

Who we are

Foley Wilson & Co has been providing share market and investment advisory services in Ballarat and Western Victoria since 1950.

At Foley Wilson we pride ourselves on building long-term relationships with our clients.

We achieve this by taking the time to care, helping you to identify your financial goals and working with you to achieve them.



Our responsibility

Your Adviser provides financial advice and services on behalf of Foley Wilson & Co and accordingly we are responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances. Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

Financial Advisers are required to comply with the Financial Planners and Advisers Code of Ethics.

Due to Foley Wilson & Co's receipt of insurance commissions, where insurance policies are placed with various insurance companies, Foley Wilson & Co is restricted from referring to ourselves as independent, impartial or unbiased.

Who is my Adviser

Your adviser is one of the following Authorised Representatives of Foley Wilson & Co:

- Ashley Madigan
- Nicola Freeman

Further information about your adviser is contained in the Adviser Profile attached to this FSG.

Foley Wilson & Co is the licensee and holds an Australian Financial Services Licence (No 231208). Your adviser acts on behalf of Foley Wilson & Co. Foley Wilson & Co is therefore responsible for any financial services your adviser provides to you.

Foley Wilson & Co transacts equity dealings on behalf of clients through the following participating organisation of the ASX Group:

- Ord Minnett Pty Ltd (previously EL & C Baillieu Ltd)

The Adviser profile

Prior to providing any personalised financial product and or/ services, our advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser Profile contains important information about your adviser. This includes their Authorised Representative number, accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

Please see pages 16 & 17 of this FSG for the Adviser Profiles.

What we can provide

Foley Wilson & Co is licensed to provide the following financial product advice and services;

Services

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate planning strategies
- Tax (financial) advice

Products

- Basic deposit products
- Debentures, stocks and bonds
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services
- Retirement Savings Accounts (RSA)
- Securities
- Standard margin lending
- Superannuation
- Self-managed superannuation

Foley Wilson & Co maintains an Approved Product List (APL). Subject to attaining required accreditation, your adviser is able to recommend any product on the Foley Wilson & Co APL.

There may be instances where your adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Foley Wilson & Co's Research Department to obtain a one-off product approval.

Documents you may receive

If you decide to obtain personal financial advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your adviser informed of any changes to your relevant circumstances.

Your adviser will also need to verify your identity.

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Ongoing Consent Notice

The **SoA** will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a **RoA** may be provided if we provide further personal advice to you after we have issued an initial SoA and your circumstances have not significantly changed.

A **PDS** will be provided if a product recommendation is made. Information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable) are included within this document.

An annual **FDS** will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser. The FDS will contain information about the services you were entitled to receive, the services you actually received, the fees you paid during the period and the estimated fees you will pay for the following 12 months.

Your adviser will issue you with an **Ongoing Consent** notice every year to renew your ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How to give instructions

Your adviser may accept your instructions by phone, letter or email. In some instances, your adviser can only accept written instructions from you and they will let you know when this occurs.

Your privacy

Your adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know

You have the right to not to provide personal information to your adviser. However, in this case, your adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Foley Wilson & Co respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

This Policy is located at: www.foleywilson.com.au

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other service providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and para-planning service providers

Foley Wilson & Co may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Foley Wilson & Co advisers.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

How we are paid

Foley Wilson & Co receives all remuneration in respect of the financial services provided by your Adviser. The remuneration we pay to our employees and directors may include salary, bonuses, dividends or other benefits. Bonuses or other benefits may be influenced by meeting certain business, compliance or other targets.

These are the most common types of fees and how they are charged and paid:

SoA Preparation Fee

Cost is based on the complexity and time taken to prepare the advice.

The minimum SoA fee is \$800 plus GST for simple advice, ranging up to \$2,500 plus GST for a comprehensive financial plan.

Fees may be paid by you directly or deducted from your investments and paid to us by the product provider.

Ongoing Service Fee

Our Ongoing Service Fee covers the cost of our ongoing advice, reviewing and support associated to managing your portfolio. This fee can be based on a percentage of the funds invested (up to 1.10%) or via a fixed dollar fee.

The Ongoing Service Fee may be either paid directly by you or deducted from your investments and paid to us by the product provider.

Our fees will be communicated to you prior to providing you with any personal advice and will be subsequently detailed within your advice documents.

Fee for service

If you would prefer to use our services on an ad-hoc fee for service basis, the hourly fee rate is \$180 per hour, plus GST.

Commission

We do not receive any commission from a product provider, with the exception of Life Insurance providers. Life Insurance providers may continue to provide remuneration via commission payments. In the event that this applies, full details of all commission payable will be provided in your advice documents.

Example

Details of the ranges and amounts of remuneration are set out below. Amounts are inclusive of GST.

Remuneration Type	From	To
Implementation Fee	\$0	\$0
SoA Preparation Fee	\$880	\$2,750
Hourly Rate	\$198	
Remuneration Type	Initial	Ongoing (pa)
Adviser Service Fee*	0% to 0%	0.50% to 1.10%
Insurance Commission*	0% to 66%^	0% to 35%

*Based on a % of funds invested or insurance premiums

^Applicable from 1 January 2020 to new policies. If the policy was issued before 1 January 2020 commission of up to 130% will apply to additional cover.

Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.

All fees or commissions are directly to Foley Wilson & Co.

Brokerage on Share Market Transactions

We charge you brokerage on purchases and sales executed for you. Brokerage and government charges are deducted from the proceeds of a sale or added to the purchase price of your order. Our brokerage rates depend on the size of the transaction and are charged as a percentage of the total consideration. A minimum charge will apply to all transactions. You will also have to pay GST on brokerage.

The following table provides an indication of standard brokerage rates excluding GST. Rates may be negotiated between you and your adviser and are subject to change depending on the size and frequency of transactions.

Selling/Buying brokerage charges per order

Value of Order	Fee
Up to \$10,000	\$250 Minimum Fee
Over \$10,000	2.5% on the first \$20,000
	1.5% on the next \$20,000
	1.0% on the remainder.

The above brokerage fees include the costs associated with our ASX Participant, Ord Minnett Pty Ltd (previously EL & C Baillieu Ltd).

Other forms of remuneration or benefits

Foley Wilson & Co and/or its advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

Sponsorship

Your adviser may receive sponsorship and non-cash benefits in relation to certain financial products they recommended. Your adviser maintains an Alternative Remuneration Register that contains information about any alternative forms of payment or benefits that they may receive.

Product arrangements

Foley Wilson & Co is a privately owned local company. Neither your adviser nor Foley Wilson & Co has 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.

Who can you speak to if you have a complaint about our services?

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 any complaint about the service provided to you, you should take the following steps:

1. Contact Ashley Madigan on (03) 5331 2600 about your complaint. We will try to resolve your complaint quickly and fairly.
2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone 1800 931 678 (free call)

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge phone line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

What compensation arrangements do we have in place?

We hold Professional Indemnity Insurance cover for the activities conducted under our Australian Financial Services Licence.

The limit of the indemnity is \$2,500,000 for any one claim and \$5,000,000 in the aggregate for all claims arising out of our AFS licence activities. The insurance covers claims made in relation to the conduct of Authorised Representatives, representatives and employees of Foley Wilson & Co, including the conduct of those advisers who no longer work for us (but who did at the time of the relevant conduct).

We believe that our Professional Indemnity Insurance cover satisfies the requirements of the relevant sections of the Corporations Act 2001 (Cth).

Adviser Profiles

Ashley Madigan

(Authorised Representative Number 294927)



Ashley is a Director of Foley Wilson & Co. Pty. Ltd.

Ashley is the Financial Planning Manager at Foley Wilson & Co and has been providing financial planning advice to clients since 1997. Ashley is a CERTIFIED FINANCIAL PLANNER™, this being the highest level of professional endorsement offered by the Financial Planning Association of Australia, of whom Ashley is a serving committee member for the Ballarat Chapter.

Ashley is authorised to provide financial product advice in the following areas:

- Securities
- Investments, including deposits and managed funds
- Wealth creation
- Gearing strategies, including margin loans
- Superannuation, including self-managed super funds
- Approved Deposit Funds
- Retirement planning
- Salary packaging
- Centrelink entitlements
- Estate planning
- Government bonds, debentures and equities
- Life insurance, including disability, income protection and business

Nicola Freeman

(Authorised Representative Number 449288)



Nicola is a Director of Foley Wilson & Co. Pty. Ltd.

Nicola joined Foley Wilson & Co in 2013 as a Financial Planner. Nicola has worked in the Financial Planning environment since 2009 having completed her Diploma of Financial Services (FP) in 2012, Advanced Diploma of Financial Services in 2016 and Graduate Diploma of Financial Planning in 2020. In addition, she has completed her Commercial Law and Australian Taxation Law units in 2017 in accordance with the Tax Practitioner Board's requirements.

Nicola is authorised to provide financial product advice in the following areas:

- Investments, including deposits and managed funds
- Wealth creation
- Gearing strategies, including margin loans
- Superannuation, including self-managed super funds
- Approved Deposit Funds
- Retirement planning
- Salary packaging
- Centrelink entitlements
- Estate planning
- Government bonds, debentures and equities
- Life insurance, including disability, income protection and business.