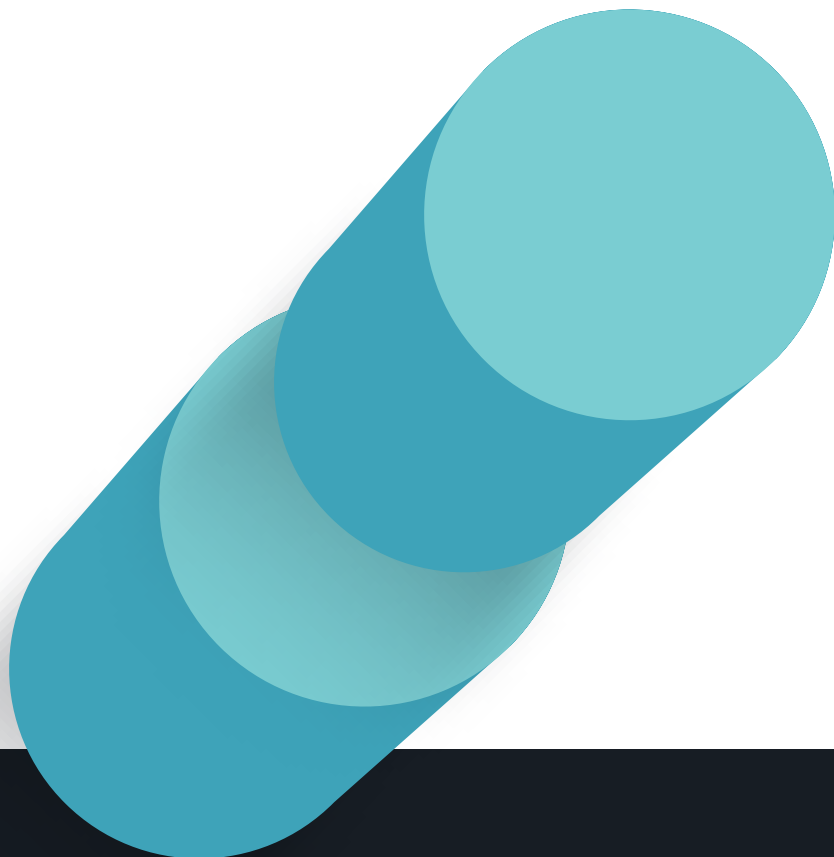


# Financial Services and Credit Guide

March 2024



# 5 Wealth Management Pty Ltd

Part of the 5 Financial Group

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# Who are we?

5 Wealth Management is part of the 5 Financial Group. We are an integrated boutique financial advisory company totally committed to helping you feel clear and confident about your financial life.

As well as assisting with wealth accumulation and management, we help ensure you have adequate levels of protection through cash flow management and insurance cover. We can also assist with credit facilities such as home or investment loans. We have an associated company working under the 5 Financial umbrella that provides services such as tax planning and returns, and we have strong professional relationships with quality third party providers who assist our clients with estate planning and other legal matters.

5 Wealth Management is 100% owned by people who work in our business. We pride ourselves on being fully focused on your best interests in helping you achieve your financial goals and objectives.

We operate from our offices in Rhodes and the city, and all our advisers are full-time employees, paid by salary and not commission. We work together as a team to ensure we can offer a fully integrated and comprehensive service to our clients. Our associates are fully engaged with our client philosophy – to provide appropriate and consistent advice to secure your financial future.

## Lack of independence

5 Financial is the provider of a number of products and services.

We may receive commissions for the advice we provide on insurance products (as referred to on page 7, under the heading 'How we get paid'). For this reason, we're required to inform you that 5 Financial is not independent, impartial or unbiased.

It's important to understand that our lack of independence declaration does not diminish our obligation to you. As your advisers, your trust is extremely important to us, and we'd like to assure you that we will always put your best interest first when providing financial advice or recommending a product.

In addition, 5 Financial is bound by the FASEA Code of Ethics in providing advice to you. We will only ever recommend products and/or services that we believe will suit your needs, goals and specific circumstances.

# Our Services

5 Wealth Management is qualified and licensed under its Australian Financial Services Licence and Australian Credit Licence to provide financial advice and assistance in arranging the following wealth accumulation and risk and debt management products:

Products	Examples
Deposit and payment products	Term deposits, savings accounts, offset accounts
Investment, life and risk insurance products	Insurance bonds, life and permanent disability cover, trauma cover, income protection insurance
Managed investment schemes	Interests in management funds, investor directed portfolio services
Investment bonds and debentures	Government and corporate bonds and debentures
Securities	Shares in listed and unlisted companies, ETFs
Standard margin lending facilities	Margin loans for investment purposes
Superannuation	Managed and self-managed superannuation funds
Credit services (where a third party is providing the actual funds)	Home loans, investment loans, consumer leases, short term loans.



# How we work with you

Most of our clients come to us via referrals or recommendations, some find us through our website and some join us as clients after attending one of our seminars. In all cases, our approach is the same.

## 1. Initial Meeting

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As a potential client, you are invited to attend **an initial meeting** at our office where we explain our services and our charges, and gather enough information to identify whether we can assist you to achieve your financial goals. This meeting is free of charge and without obligation.

## 2. Letter of Engagement

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If you decide you would like to engage us to provide financial advice and/or credit assistance, you will be asked to sign a **letter of engagement** which outlines the services we will provide and the fees payable for those services. Once we have your authority to proceed, we will start work on your financial strategy and/or recommendations for credit facilities.

## 3. Comprehensive Fact Find

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The first step in the process is a **comprehensive fact find**. Through this, we collect the information needed to ascertain your current personal and financial situation and earnings capacity, your personal and financial requirements and objectives, and your tolerance of risk. Frequently our clients are couples, in which case information for both partners is collected.

## 4. Confidentiality and Privacy

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In order to ensure our advice and assistance are appropriate to your situation, it's necessary to collect and verify a considerable amount of personal information. We take the matter of **client confidentiality and privacy** very seriously and this extends not only to adhering to our Privacy Policy (available on our website, [www.5financial.com.au](http://www.5financial.com.au)) but also to ensuring that our electronic data storage is well maintained and securely backed up, and that any associated or service companies with whom we work apply the same strict standards of confidentiality.

## 5. Personal Financial Strategy

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Once we have obtained and verified the necessary information, we **develop your personal financial strategy**, designed to move you from your current position to where you would like to be in a specified time frame, and/or recommendations for any credit facilities required.

## 6. Personal Presentation

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As soon as your financial strategy and/or credit recommendations have been prepared, you will be invited to our office again for a **personal presentation**. If you have engaged us to prepare a comprehensive financial strategy, this will be presented to you in the form of a detailed Statement of Advice (SoA). If your strategy includes the use of credit facilities, or you have engaged us purely to provide assistance with credit

# How we work with you

arrangements (e.g. personal or housing loans), you will receive our recommendations in the form of a Credit Proposal Disclosure Statement (CPDS).

These documents also include information about service fees for ongoing financial advice and monitoring of the suitability and performance of your financial strategy, charges related to entering any credit contract or consumer lease, and any payments we are entitled to receive from third parties (e.g. credit providers) if you go ahead with our recommendations.

## 7. Strategy Implementation

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After the presentation of the SoA and/or CPDS, you will have the opportunity to consider whether you wish to proceed with **implementing the financial strategy and/or applying for any recommended credit contract**.

Once again, we will obtain your written authority before implementing any recommendations.

## 8. Product Disclosure Statement

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To help you make an informed decision about a financial product, we will make available a Product Disclosure Statement (PDS) which provides you with important information about the product, such as its features and risks, its terms and conditions, costs of the product, and relevant fees and charges.

## 9. Engagement

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If you engage us as your ongoing financial advisers, our service includes monitoring the suitability and performance of the strategy in the light of economic conditions, making recommendations for adjustments to your portfolio where appropriate, responding to your queries and dealing with administrative matters throughout the year. It also includes an annual face-to-face review meeting, the purpose of which is to

consider any changes in your personal circumstances, goals or objectives, as well as the appropriateness of the strategy. You will receive an annual Fee Disclosure Statement, summarizing the service we have provided and the fees you have paid during the previous 12 months, and you will also be asked to confirm in writing whether you wish to continue our appointment as your financial advisers for the next 12 months. You have the option of discontinuing our engagement at any time, at which point our annual service fees and our responsibility for the appropriateness of your financial strategy will cease from that point forwards.

## 10. Copy of the assessment

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If you have engaged us to assist with applying for credit facilities, you may at any time obtain **a copy of the assessment** of why the recommended credit contract is not unsuitable for you, taking account of your financial situation, your capacity to meet the loan obligations, your objectives and the appropriateness and legality of the contract for your requirements. There is no charge for requesting or receiving a copy of this assessment and we will respond as soon as possible after receiving your request.

## 11. Professional Practice

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We are active members of our industry association, the Financial Advice Association Australia, and have been recognised as a **“Professional Practice”** which means **we operate in line with the FAAA code of practice and ethics**. In line with the requirements of legislation and ASIC regulatory guides which control the financial services sector, these include putting the client's interests first, acting with integrity, objectivity, fairness and diligence, maintaining the skills and knowledge to provide professional services competently and protecting the confidentiality of all client information.

# How we get paid

Our charges for financial advice have eight elements:

## 1. Engagement

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An initial engagement fee for developing and presenting your personal financial strategy both at a meeting and in writing. This fee will be outlined in a written quote and is likely to fall within the range of \$4,000 - \$30,000, depending upon complexity.

## 2. Service

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An on-going service fee which is an annual charge, billed in monthly instalments. This is likely to fall within the range of \$9,000 - \$70,000 per annum, depending upon complexity, and will be quoted in the SoA.

## 3. Implementation

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An implementation fee may be charged for the initial set-up of investments, insurance, superannuation, structures and/or trusts. This is likely to fall within the range of \$500 - \$15,000 depending upon complexity, and will be quoted in the SoA.

## 4. Projects

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Ad hoc project fees which may be charged in relation to work which is not related to the initial engagement or ongoing service arrangement. The amount of any project fee will be quoted to you in writing and your authority to proceed will be obtained before work commences.

## 5. Fees Payable

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We may charge a fee for providing credit assistance to you. If applicable, details of the fees payable by you will be set out in a Credit Quote which we will give you prior to submitting any loan application. You may have to pay other fees and charges (such as application fees or valuation costs) to the lender or other parties. You should review the particular loan contract documentation for further details of any such fees and charges.

## 6. Commissions

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We may receive commissions from insurance policies.

# How we get paid

## 7. Third Party Disclosures

We will also disclose in your SoA /CPDS any payments or remuneration we receive from third parties as a result of implementing our recommendations. The following are payments we may receive:

- Where we provide assistance in applying for personal or investment loans, leases or mortgage facilities, we receive commission from the credit provider (lender). An upfront commission is paid by lenders in relation to settled (drawn down) loans and is calculated as a percentage of the loan amount. Trail commission is also paid by lenders in relation to settled loans - this is calculated monthly on the outstanding loan balance and is paid in arrears. These sums are not payable by you. Details of the commission to be received will be included in the CPDS that you will receive when credit assistance is provided.
- Financial product issuers may provide us with non-monetary benefits from time to time such as conferences, software and training. Employees of 5 Wealth Management do not accept any benefit in kind with a value greater than \$100. Any non-monetary benefit received that is valued at \$100 or less is recorded in a register which may be inspected by clients at any time.

## 8. Introduction Fees or Commissions

We do not accept or give introduction fees or commissions between the associated companies under the 5 Financial umbrella nor any external parties such as accountants, lawyers or real estate agents.

### Credit Providers

We are authorised to engage in credit activities and provide assistance to obtain loans for you from a panel of credit providers. The credit providers with whom we are authorised through the services of our aggregator Connective Broker Services Pty Ltd (Australian Credit Licence 389328) and through which we generally conduct most of our business are shown in the Appendix to this Financial Services and Credit Guide.

Our aggregator charges us a fee consisting of:

- A membership fee for our business
- A monthly fee for each of our accredited loan writers. These fees are not passed on to you.

Note: all fees referred to in this document are subject to GST.



# What happens if you're not satisfied?

Although we strive to meet and preferably exceed our clients' expectations, there are inevitably occasions where we fail to attain this standard. If you are not satisfied with the service we provide, you are asked to contact us in the first instance by phone, email or in person and tell us about the problem so that we may endeavour to put things right.

We have adopted best practice complaints handling processes to ensure:



**1. Acknowledgement of your concerns within 24 hours of receipt;**



**2. Speedy assessment and investigation;**



**3. Timely provision of a response (known as an IDR response) no more than 30 days after we receive your complaint.**

If we cannot resolve the issue to your satisfaction within that time frame, we will refer you to the free industry complaints handling body known as Australian Financial Complaints Authority Limited (AFCA).

We are a financial member of AFCA, the Government approved External Disputes Resolution scheme.

- AFCA can be reached at: 1800 931 678
- AFCA's mail address is: GPO Box 3, Melbourne VIC 3001
- AFCA's website is: [www.afca.org.au](http://www.afca.org.au)
- Our AFCA membership number is: 12593

We maintain professional indemnity insurance as required by our Australian Financial Services and Australian Credit Licences, the Corporations Act and the National Consumer Credit Protection Act. This insurance provides cover for claims made against us and our employees and representatives.

# Adviser Profiles



## Jason Petersen

**Graduate Diploma of Financial Planning, Certified Financial Planner® (CFP), Bachelor of Arts (Hons) Information Systems and Management, Certificate IV (Finance/Mortgage Broking), Tax (Financial) Adviser (registration number 25590643)**

Jason is Head of Advice, a Certified Financial Planner® (CFP), a qualified mortgage broker and Tax (Financial) Adviser. Jason specialises in giving financial advice and credit assistance in the following areas:

- Wealth Creation
- Retirement Planning
- Debt Management
- Credit Facilities and Consumer Leases
- Personal Insurances
- Business Insurances
- Succession Planning
- Managed and Self Managed Superannuation
- Direct Equities

## Qualifications

- Graduate Diploma of Financial Planning
- Certified Financial Planner® (CFP)
- Bachelor of Arts (Hons) Information Systems and Management
- Certificate IV (Finance/Mortgage Broking)
- Tax (Financial) Adviser

## Experience

- Jason has been providing advice to clients since 2004

## Memberships

- SMSF Professionals Association of Australia (SPAA)
- Financial Advice Association Australia (FAAA)
- Association of Financial Advisers (AFA)
- Finance Brokers Association of Australia (FBAA)
- Tax Practitioners Board (TPB)

## How I am paid

I am paid a salary and may receive a bonus.

This bonus is based on my performance and the profitability of 5 Financial.

I have equity in 5 Financial and may receive profit related benefits.

# Adviser Profiles



## Gillian Witham

**Master of Applied Finance (Financial Planning),  
Accredited Aged Care Professional™, Tax (Financial)  
Adviser, Bachelor of Engineering (Civil)**

Gillian is an Adviser, Financial Planner and a Tax (Financial) Adviser. She specialises in giving financial advice in the following areas:

- Wealth Creation
- Retirement Planning
- Aged Care
- Debt Management
- Personal Insurances
- Business Insurances
- Succession Planning
- Managed and Self Managed Superannuation
- Direct Equities

## Qualifications

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- Accredited Aged Care Professional™
- Bachelor of Engineering (Civil)
- Master of Applied Finance (Financial Planning)
- Recipient of Financial Planning Association of Australia Prize 2019
- Tax (Financial) Adviser

## Experience

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- Gillian has been providing advice since 2016

## Memberships

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- Financial Advice Association Australia (FAAA)

## How I am paid

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I am paid a salary and may receive a bonus.

This bonus is based on my performance and the profitability of 5 Financial.

# Adviser Profiles



## Rod Gardner

**Certified Financial Planner (CFP)<sup>®</sup>, Graduate Diploma in Financial Planning, Bachelor of Business with Distinction (Finance and Economics), Tax (Financial) Adviser (Registration number 25698991)**

Rod is an Adviser and Financial Planner. He is a Certified Financial Planner<sup>®</sup> (CFP) and a Tax (Financial) Adviser. Rod specialises in giving financial advice in the following areas:

- Wealth Creation
- Retirement Planning
- Aged Care
- Debt Management
- Personal Insurances
- Business Insurances
- Succession Planning
- Managed and Self Managed Superannuation
- Direct Equities

## Qualifications

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- Certified Financial Planner<sup>®</sup> (CFP)
- Accredited Aged Care Professional<sup>™</sup>
- Graduate Diploma in Financial Planning
- Bachelor of Business with Distinction (and Economics Finance)
- Tax (Financial) Adviser

## Experience

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- Rod has been providing financial advice to clients since 1998

## Memberships

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- Financial Advice Association Australia (FAAA)
- Tax Practitioners Board (TPB)

## How I am paid

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I am paid a salary and may receive a bonus.

This bonus is based on my performance and the profitability of 5 Financial.

# Adviser Profiles



## Daniel Cohen

**Certified Financial Planner (CFP)<sup>®</sup>, Bachelor of Financial Advising (BFA), Certificate IV in Finance and Mortgage Broking, Tax (Financial) Adviser, JP NSW**

Daniel is a Financial Adviser. He is a Certified Financial Planner<sup>®</sup> (CFP) and a Tax (Financial) Adviser. Daniel specialises in giving financial advice in the following areas:

- Wealth Creation
- Retirement Planning
- Debt Management
- Personal Insurances
- Business Insurances
- Succession Planning
- Direct Equities

## Qualifications

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- Certified Financial Planner<sup>®</sup> (CFP)
- Bachelor of Financial Advising (BFA) from UWS
- Certificate IV in Finance and Mortgage Broking with Kaplan
- Justice of Peace NSW (JP NSW)
- Tax (Financial) Adviser

## Experience

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- Daniel has been providing financial advice since 2018

## Memberships

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- Financial Advice Association Australia (FAAA)

## How I am paid

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I am paid a salary and may receive a bonus.

This bonus is based on my performance and the profitability of 5 Financial.

# Appendix 1:

## Lender information

The following table lists a wide range of lenders available in the Australian market. We have chosen to become accredited with a select number of providers, based on our experience of the quality of their products and services offered. Having access to a variety of lenders enables us to tailor our recommendations to the needs and circumstances of each client.

Aggregator Lenders available	Lenders with which we are accredited	Lenders most frequently used by us
AMP	✓	✓
ANZ	✓	✓
Australian First Mortgage		
Australian Military Bank	✓	
Auswide Bank		
Bank of China		
Bank of Melbourne	✓	
Bank of Queensland	✓	
Bank SA		
Bankwest	✓	
Better Choice Home Loans	✓	
Better Mortgage Management	✓	

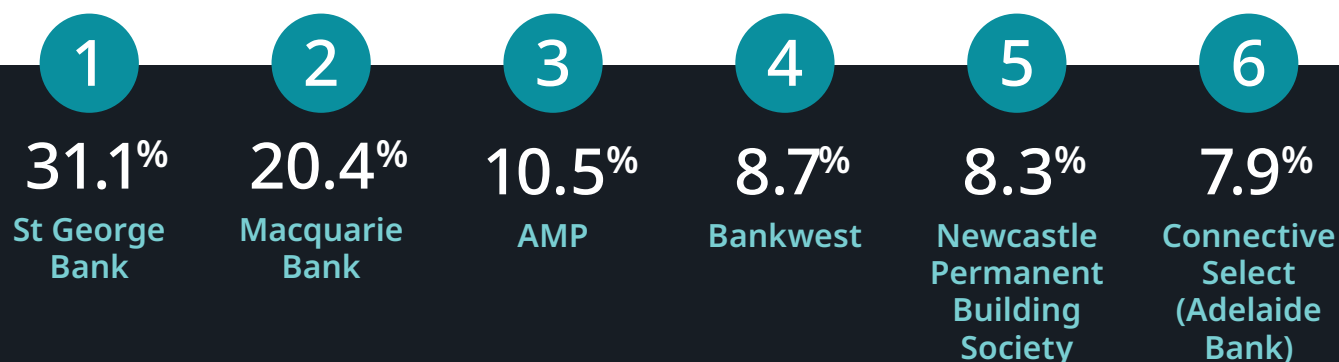
# Appendix 1: Lender information

Aggregator Lenders available	Lenders with which we are accredited	Lenders most frequently used by us
Bluebay Home Loans		
Bluestone	✓	
Citibank		
Collins Home Loans		
Commonwealth Bank		
Connective Advance	✓	
Connective Elevate by Bluestone	✓	
Connective Essentials	✓	
Connective Select	✓	
Connective Solutions	✓	
Firefighters Mutual Bank		
Firstmac	✓	
Gateway Bank		
Heritage Bank	✓	✓
HomeStart Finance		
ING	✓	✓
Keystart Home Loans		
La Trobe Financial	✓	
Loan Ave		
Macquarie Bank	✓	✓

# Appendix 1: Lender information

Aggregator Lenders available	Lenders with which we are accredited	Lenders most frequently used by us
ME Bank	✓	
MyState		
NAB	✓	
Newcastle Permanent Building Society	✓	✓
P&N Bank		
Paramount Mortgage Services		
Pepper Money	✓	
RAMS Home Loans		
Resimac Home Loans	✓	
St George Bank	✓	
Suncorp Bank	✓	
Teachers Mutual		
UniBank	✓	
Westpac	✓	

## Top 6 Lenders and settlements in %





# Privacy Policy

Protecting your privacy is of the utmost importance to us and this is reflected in the way we manage and handle your data. Please refer to our Privacy Policy for full details.

[5financial.com.au/legal/privacy-policy](https://5financial.com.au/legal/privacy-policy)



# Has your question been answered?

If not, please feel free to email [admin@5financial.com.au](mailto:admin@5financial.com.au) or call (02) 9739 6555 and we'll assist you.

[Visit the Website](#)