

Financial Services Guide

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Reid Wealth Management Pty Ltd
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Purpose of this FSG

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

- 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.

Reid Wealth Management

Reid Wealth Management holds an Australian Financial Services Licence. It is required to comply with the obligations of the Corporations Act and the conditions of its licence.

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

Our services

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

- Superannuation
- Deposit products
- Managed investments
- Securities (direct shares)
- Personal risk insurance

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

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 provide advice which is in your best interests.

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.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

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 be documented in a Record of Advice which we retain on file, or a new Statement of Advice if the advice is unrelated to the previous advice provided. You can request a copy of the SOA &/or RoA documents at any time up to 7 years after the advice is provided.

Fees

Advice Preparation Fee

The Advice Preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA.

The Advice Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

The fee will range between \$1,100 to \$11,000 inclusive of GST.

Advice Implementation Fee

If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Ongoing Services Fees

Our ongoing service fees depend on the ongoing service that we provide to you. They are typically a fixed amount which is paid monthly. They will be discussed and agreed with you on an annual basis.

Commissions

We only receive commissions on insurance products. We receive a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy.

We may receive additional benefits such as tickets to sporting events and entertainment provided the value is less than \$300. We may also receive invites to professional development events. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser Remuneration

Darron Reid and Lara Reid are directors and owners of Reid Wealth Management and are remunerated through the profits that the practice makes.

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.

We will provide you with the contact details of the person who will investigate your complaint, answer your questions, and do all they can to regain your confidence.

We aim to resolve complaints as soon as possible. We will endeavour to provide our final response within a maximum of 45 days; should it take longer we will seek your agreement to extend the timeframe.

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. This service is provided to you free of charge.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out 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 Privacy Policy is available on request and on our website.