

# Financial Services Guide

Version 20 – 1 February 2023

The financial services referred to in this guide are offered by Joanne Spiteri

This guide is provided to you by Fenton & Associates



## Important

Before we provide you with financial advice, you should read this Financial Services Guide (FSG) as it contains important information designed to help you decide whether to engage our services.

It contains information about the services we offer, how we are paid, any potential conflicts of interest, our internal and external dispute resolution procedures and how you can access them.

Should you become a client of our practice, we will provide you with other documents such as Statements of Advice and Product Disclosure Statements. These documents may be provided electronically to your nominated email address, unless otherwise agreed.

These documents are to assist you in making informed choices about your financial situation.

### Lack of Independence

Fenton & Associates is not independent, impartial or unbiased because we receive commissions for the advice we provide on life/risk insurance products.



## About Us

*Fenton & Associates specialise in the provision of comprehensive, tailored financial planning services.*

*Fenton & Associates*

- is privately owned and licensed
- was established by Paul Fenton & Lisa Kovacs in November 1999
- employ qualified and experienced advisers & support staff
- is a member of the Australian Financial Complaints Authority (AFCA)
- Hold Professional Indemnity Insurance

*At Fenton & Associates, our clients' best interests are of foremost importance.*

*We strive to provide exceptional advice and service, and we are committed to our ongoing education as knowledge is vital in a world of constant change, economically and legislatively.*

## Our financial planning process

At Fenton & Associates, we follow a defined financial planning process so that you can achieve all of the benefits of financial planning advice.

Of course, everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but by following a defined process, you know what to expect from us.

The initial advice process covers our first appointment all the way through to the implementation of your financial plan. We do this by:

### Identifying where you want to be

Initially, we help you identify your financial and lifestyle goals. This ensures we understand your needs and you can understand what to expect from us.

### Considering the opportunities and risks

We assess your current situation and investigate the range of financial options available for you to reach your goals.

### Bridging the gap

Based on discussions with you and research we conduct, we will devise a strategy to bridge the gap between where you are now and where you want to be.

### Bringing your plan to life

We work closely with you to implement your financial strategy. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

As time goes on and circumstances change, your financial plan will need to be changed to keep up to date with your changing needs. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

### Staying on track with regular ongoing advice

Finally, we design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

## About Joanne Spiteri

Joanne Spiteri has the following Experience and Educational Qualifications:

Experience: Industry Related experience since 1999

Qualifications: Advanced Diploma of Financial Planning

Certified Financial Planner 

Bachelor of Business – Business Management and Human Resource Management

Joanne is an authorised representative of Fenton & Associates – ASIC number 387196.

Joanne is permitted to provide the full range of financial services available to Fenton & Associates, as outlined on the following page. **Please note that whenever these services are provided, we will be acting on your behalf and not on the behalf of any product issuer.**

## Advice we can provide

Joanne can provide you with advice on the following strategies and products:

Strategies	Products
<ul style="list-style-type: none"><li>• Guidance on budgeting and goal setting</li><li>• Savings and wealth creation strategies</li><li>• Investment planning</li><li>• Superannuation planning</li><li>• Pre-retirement &amp; Retirement planning</li><li>• Residential Aged Care</li><li>• Estate planning considerations</li><li>• Centrelink planning</li><li>• Risk and insurance analysis</li><li>• Business succession planning</li><li>• Salary packaging advice</li><li>• Gearing strategies</li></ul>	<ul style="list-style-type: none"><li>• Cash management trusts &amp; Term Deposits</li><li>• Retirement income streams</li><li>• Fixed Interest products</li><li>• Retail &amp; wholesale managed investment schemes</li><li>• Socially responsible investments</li><li>• Hedge funds</li><li>• Master trust products</li><li>• Superannuation products</li><li>• Personal and Group insurance</li><li>• Business succession insurance</li><li>• Self managed super funds</li><li>• Australian &amp; International Shares</li></ul>

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Fenton & Associates is authorised by the Australian Securities & Investments Commission (ASIC) and the Financial Services and Credit Panel to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed, they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

## Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and our advice to help you achieve them. You will also receive records of any further advice, if applicable, which you should retain for your information.

You will also receive Product Disclosure Statements (PDS) if we recommend you invest or purchase financial products. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product.

## Advice fees

The initial consultation with Joanne is \$385.00.

If you decide to acquire advice from us, we will advise you of the cost and will require your agreement prior to any work being undertaken. It is not possible to pre-empt fees, as these differ according to the nature and complexity of services being provided. Our initial advice fee generally ranges between \$1,850 and \$5,000 (excluding GST).

If you require ongoing service, we will propose services tailored to your needs, will advise you of the cost of these services, and will require your agreement to proceed before we implement any ongoing services. If we recommend insurance products to you, commissions may be payable to Fenton & Associates by the insurance provider following the establishment of these insurances. We will disclose these commissions in your Statement of Advice.

Where you have been referred to us by someone else, we may pay them a fee Joanne does not currently have any referral arrangements in place.

*Joanne is remunerated by way of salary, and, as a Shareholder of Fenton & Associates, Joanne may receive capital and profit related benefits.*

## Privacy

Your privacy is important to us. Fenton & Associates collects, sources, holds, uses and discloses clients' personal information so we can establish, manage and provide products and financial services.

We are also required under the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences to meet our obligations.

Our Privacy Policy is available for inspection on our website. However, if you would like a copy of this in another format, do not hesitate to contact our office.

## Professional Indemnity Insurance

Professional indemnity insurance is maintained by Fenton & Associates to cover advice, actions and recommendations which have been authorised by Fenton & Associates and provided by Joanne Spiteri. This insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

## Problems with our service

If at any time you feel like you are not satisfied with our services, you should take the following steps:

- 1) Contact Joanne Spiteri and tell her about your complaint.
- 2) If your complaint is not satisfactorily resolved within 5 business days, please contact Lisa Kovacs, Practice Manager, at [lisa@fentonandassociates.com.au](mailto:lisa@fentonandassociates.com.au) or send your complaint to us at PO Box 794, Wollongong NSW 2520. We will try to resolve your complaint quickly and fairly.
- 3) If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Scheme listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Australian Financial Complaints Authority (AFCA) on 1800 931 678 or via <a href="http://www.afca.org.au">www.afca.org.au</a>
Personal information held	The Privacy Commissioner on 1300 363 992 or via <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

You may also contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630 to make a complaint and obtain information about your rights.

## Associations

Fenton & Associates currently pay Jigsaw Support Services (owned by the AMP Group) for the provision of back-office services, inclusive of research, compliance and technical support.

Fenton & Associates use these services in conjunction with information sourced from various other Fund Managers and companies such as Morningstar & IRESS (Research) and Bell Potter & CommSec Advisory Services (stock broking research).