

Financial Services Guide

A Comprehensive Guide to Our Services

4 September 2024



Your Financial Services Guide

This Financial Services Guide ('FSG') is issued by Platinum Wealth Advisory Pty Ltd ('Platinum'), which holds Australian Financial Services Licence (AFSL) number 558788. Both your adviser, as an Individual Authorised Representative (ASIC No. 1005602), and Arrowroad Financial Planning Pty Ltd, as a Corporate Authorised Representative (ASIC No. 1285229), are authorised by Platinum to distribute this FSG and provide financial services on its behalf.

This FSG, dated 4 September 2024, describes our financial planning and advisory services to help you decide whether to use our services. It also outlines your rights as a client and our obligations and responsibilities as the licensee and your adviser.

You have the right to ask us about our charges, the type of advice we will provide to you, and what you can do if you have a complaint about our services. This FSG is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service.

Who provides the services offered in the guide?

The financial services are provided by Platinum and your adviser. When Platinum and your adviser provide you with financial services, we will act on your behalf and in your best interests.

The key matters covered by the FSG:

- Who Platinum and your adviser are
- How we can be contacted
- How Platinum and your adviser are paid

- What services we are authorised to provide to you
- Details of any potential conflicts of interests
- Details of our professional indemnity insurances
- Details of our dispute resolution procedures and how you can access them

Not Independent

Platinum and its authorised representatives are not independent in relation to the provision of personal advice. Platinum may receive commissions from life insurance providers when we recommend life insurance to our clients.

Statements of Advice ('SOA') and Product Disclosure Statements ('PDS')

You should also be aware that you must receive a Statement of Advice and a Product Disclosure Statement when personal advice involving a financial product is provided to you. This occurs when advice takes into consideration your personal objectives, financial position, and needs).

The SoA will contain the advice, the basis on which it is given, factors that may have influenced the advice, and how Platinum and your adviser will be remunerated for the advice provided.

If your adviser provides further advice to you that is not in writing, and that further advice relates to the advice provided in a previous SoA, it will be recorded in a Record of Advice ('ROA'). You may request a copy of the ROA from your adviser or Platinum up to seven years after the further advice was provided, at no additional cost. In the event that

we recommend acquiring a particular financial product (other than securities), we must also provide you with a PDS containing information about the product's risks, benefits, features, and costs to enable you to make an informed decision.

Who is Platinum?

Platinum is a holder of an Australian Financial Services Licence, enabling it to act as a financial services provider under the Corporations Act. Established in August 2024, Platinum brings together a wealth of experience, with a combined 30+ years in financial planning.

Platinum provides a comprehensive range of services to support advisers across Australia in delivering advice that is in the best interests of their clients. These services include compliance and supervision, investment research and advice, ongoing professional development and training, a dedicated adviser help desk for all financial planning matters, and general technical support. With a commitment to excellence and integrity, Platinum is focused on empowering advisers to navigate the complexities of financial planning with confidence and expertise.

Who is responsible for the services provided to me?

Your adviser acts on behalf of Platinum, which is responsible for the advice provided to you. However, your adviser may operate separate businesses and offer other services through those businesses that are NOT authorised by Platinum and do NOT involve Platinum in any way. These services may include accounting, auditing, tax return preparation, self-managed super fund compliance and administration, property sales and referrals, and other

products and activities. Platinum is NOT responsible for any advice or services you receive from your adviser that are not authorised by Platinum. If you are uncertain, you should ask either your adviser or the Platinum Head Office who is responsible for that particular advice, service, or transaction.

Does Platinum have relationships or associations with product issuers?

Platinum does not have direct relationships or associations with product issuers. We operate with an approved product list to ensure that the recommendations made by our advisers are suitable and align with your financial goals. Our priority is to provide you with advice that is in your best interests, based on thorough research and consideration of a wide range of available products.

How do I provide instructions?

Platinum advisers will act on your instructions following your acceptance of their recommendations in your SoA. They and we should not act independently of your specific instructions. Instructions you provide should be communicated to your adviser in writing. These instructions should be forwarded in an email, fax or posted letter to your adviser.

Tailored, general and ongoing advice

Platinum advisers typically provide advice tailored to your individual circumstances and also have the capacity to implement the advice they give, except where other profession-

als, such as accountants or lawyers, may be required. You may choose to enter into an agreement with your adviser for both initial advice and ongoing advice. When appropriate, we may also provide general advice only, in which case you are ultimately responsible for ensuring that this advice is suitable for your specific needs, objectives, and financial situation. In such cases, it is important that you obtain any relevant product disclosure statements to assist in making informed decisions.

Services available:

Our high-quality financial planning and advisory service involves:

- Identifying your financial needs, objectives, and circumstances;
- Establishing realistic and reasonable financial goals;
- Determining your risk profile;
- Exploring the costs, benefits, potential risks, returns, advantages, and disadvantages of various strategies and financial products available to help you reach those goals within the limits of relevant laws and available solutions; and
- Recommending a course of action, agreeing on it with you, and implementing it.

Ongoing Support

Advice can be provided on an ongoing basis or for a fixed term. Unless their authorization is restricted (see the Adviser Profile), Platinum advisers can generally provide you with sound advice relating to a wide range of important areas such as wealth creation, retirement, redundancy, superannuation, risk insurance, estate planning, Centrelink payments, cash flow management, budgeting and debt repayments, structuring of investment portfolios, borrowing to invest, complex company and trust structures, and more.

Platinum's research and technical support services enable advisers to provide advice on a broad spectrum of financial challenges, taking into account relevant regulations pertaining to your financial position and goals.

Platinum is licensed to deal in and provide financial advice on the following range of financial products: deposit and payment products, standard margin lending, securities including shares, Retirement Savings Accounts, superannuation, life insurance investment and risk products, and government-issued debentures, stocks, and bonds.

If you would like to discuss any of these financial products, please contact your adviser.

Should I transfer my investment monies to my adviser's account?

No. Platinum does not allow advisers to receive your investment funds into their own account or into any Platinum account. You should only transfer investment funds for a financial product to the approved financial institution that issues the financial product, as specified in the Product Disclosure Statement or similar document. You should never transfer investment funds to any other entity or person.

Additionally, you should not sign any blank forms or appoint your adviser as your attorney (or authorized signatory). It's important not to appoint any other person as your attorney or authorized signatory unless you have received legal advice.

What information should I provide to my adviser?

You will need to provide your adviser with your personal objectives and your current financial situation, including details of assets,

liabilities, income, and living expenses. The amount and type of information we require from you will depend on the financial services you need.

It's essential that you provide us with complete and accurate information about your current personal circumstances and financial situation. If you choose not to supply the required information or provide inaccurate information, the advice you receive may not be suitable for your needs, objectives, and financial situation.

You should carefully read the warnings contained in the SoA, check any assumptions we make, and review the basis for our advice before deciding whether to proceed. Additionally, you should obtain and read any relevant PDSs before applying for a financial product.

How will I pay for the services provided?

Your adviser's specific method of remuneration and fees, including any referral fees, are detailed in their Adviser Profile. The exact details of remuneration and fees will be disclosed to you in your SoA.

All fees will be payable to Platinum. If your adviser's remuneration includes commission paid by a product provider, such commission payments will be made to Platinum. Platinum retains between 0% and 40% of all commissions and fees received, with the remainder passed on to your adviser.

What should I know about any risks of the investments or investment strategies you recommend to me?

Platinum advisers may only recommend investment products that have been researched,

analyzed, and approved by Platinum. Your adviser should explain any significant risks associated with the investments and financial planning strategies recommended to you. If your adviser does not explain these risks, you should contact us directly to have those risks clarified for you.

How are any commissions, fees, or other benefits calculated for providing the financial services?

The three stages of financial planning are Initial Advice, Implementation, and Further Advice. Each stage usually incurs a separate fee. Your adviser's remuneration structure for each advice stage will be outlined in their Adviser Profile, with the specific dollar amounts disclosed in your SoA.

Commissions are payments made by the insurance product provider and are calculated as a percentage of the premium paid on insurance products. There are two types of commissions: (a) upfront or initial, and (b) ongoing or trail. Fees can be based on a percentage of funds invested or under advice, hourly rates multiplied by the hours worked, an agreed dollar amount for the value of the specific service provided, or a combination of these. These fees can also be collected by platforms and other product providers.

The typical ranges for fees and commissions are as follows:

- Upfront fees typically range from nil to 5.5% of the investment amount, with superannuation-related fees capped at 5%. For example, a \$100,000 investment using a platform might involve an upfront fee of 3%, or \$3,000, which could be deducted from your investment account and

paid to Platinum, leaving a net investment of \$97,000.

- Ongoing fees typically range from 0.5% to 1.5% per annum. For example, a portfolio of \$300,000 may incur an ongoing portfolio review fee of 1% per annum, paid quarterly, amounting to \$3,000 per annum.
- Upfront commissions on insurance products can be up to 66% of the premium paid, while ongoing commissions can be up to 33%.

All applicable fees and commissions will be agreed upon with your adviser and fully disclosed in your SoA or other advice documents.

Who do I complain to if I have a problem with your services?

If you have a complaint about the service provided to you, you should take the following steps:

1. We believe that those directly involved are best placed to resolve the complaint in a fair, timely, and effective manner. Therefore, you should first contact your adviser and inform them about your complaint. If your complaint is not satisfactorily resolved within 3 business days, it will be escalated to our Complaints Officer.
2. You can lodge a complaint directly with our Complaints Officer by telephone on 0452 574 504, by emailing admin@platinumwealthadvisory.com.au, or by mailing PO BOX 413, South Morang, VIC 3752. We are committed to resolving your complaint promptly and fairly.
3. In either case, you will receive an acknowledgment of your complaint within 24 hours of lodging it and a response no later than 30 calendar days after receiving the complaint.

4. If you do not receive a satisfactory outcome, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA) online at www.afca.org.au, by email at info@afca.org.au, or by calling 1800 931 678. You can also write to AFCA at: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001.

Platinum is a member of AFCA. Our Public Complaints Policy is available upon request.

Platinum Professional Indemnity Insurance and Compensation Arrangements

Platinum holds Professional Indemnity Insurance that complies with the compensation arrangements under Section 912B of the Corporations Act. This Professional Indemnity Insurance policy covers the financial services provided by Platinum's past and present representatives, including our advisers, subject to the terms, conditions, and exclusions outlined in the policy.

This insurance is not intended to cover product failure or general investment losses. Platinum's policy is designed to cover loss or damage suffered by retail clients due to breaches by Platinum or your adviser of their respective obligations under Chapter 7 of the Corporations Act. This includes coverage for negligent, fraudulent, or dishonest conduct.

Privacy Collection Statement

The type of personal information we collect includes your name, address, contact details, trust or fund name, bank account details, and tax file number (TFN).

We are authorised to collect TFNs of investors under applicable taxation, personal assistance, and superannuation laws, including the Income Tax Assessment Act 1936 (Tax Laws). The collection, use, and disclosure of TFNs are regulated by applicable Tax Laws, the Privacy (Tax File Number) Rule made under the Privacy Act, and the Australian Privacy Principles. We only collect your TFN for purposes required or authorised by law, including reporting information to the Australian Taxation Office or providing you with any TFN information we may hold about you.

It is not an offence to withhold your TFN. However, if you choose not to provide your TFN when you open an account with us, there may be financial consequences, such as your investments being charged at a higher tax rate than would otherwise apply.

We collect, hold, use, and disclose personal information for a range of purposes, including to:

1. Provide you with personal financial product advice;
2. Facilitate your investments into various financial products;
3. Verify your identity and comply with our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006; Respond to your enquiries;
4. Process payments made to us;
5. Perform administrative tasks and maintain internal records;
6. Provide you with customer service or technical support and handle any complaints or feedback;
7. Conduct research and analysis to improve or develop our products or services;
8. Manage our relationships with clients, suppliers, and contractors;
9. Assess and consider applications from prospective employees, contractors, and service providers;
10. Organise events; and

11. Comply with our legal and regulatory obligations.

We may disclose personal information to organisations that assist us with these purposes, including our authorised representatives, other financial advisers, and our external service providers, such as administrators and electronic identity verification providers. We may also disclose your personal information to law enforcement or government agencies if requested and permitted under the law.

If you do not provide us with some or all of the personal information we request, we may not be able to provide you with personal financial product advice or assist you with your investments or insurance.

Platinum may disclose your personal information to overseas recipients. If Platinum discloses your personal information to an overseas recipient, we will ensure that the overseas recipient is required to comply with the Australian Privacy Principles unless the recipient is subject to an equivalent or stricter privacy regime.

More detailed information about how Platinum uses and discloses your personal information is set out in our comprehensive Privacy Policy which is available on our [website](#). Our Privacy Policy includes information about how you may access and seek correction of your personal information and how you may make a complaint about how your personal information has been handled by us.

If you have any questions regarding this Collection Notice, please contact Platinum.

Platinum Wealth Advisory Pty Ltd

PO BOX 413

SOUTH MORANG VIC 3752

M: 0452 574 504

E: admin@platinumwealthadvisory.com.au

W: platinumwealthadvisory.com.au

Your Adviser Profile



Mark Opie

This Adviser Profile is issued by Platinum Wealth Advisory Pty Ltd ('Platinum'), which holds Australian Financial Service Licence number 558788. This Adviser Profile forms part of the Platinum Financial Services Guide ('FSG') dated 4 September 2024. These documents should be read together. This document provides information about your Adviser and is designed to help you make an informed decision about the financial advice provided. Platinum has authorised its representatives to provide this document to you.

Your Adviser

Mark Opie is a Financial Adviser, an Authorised Representative (ASIC No. 1005602) of Platinum, and a director of Arrowroad Financial Planning Pty Ltd ('Arrowroad'), a Corporate Authorised Representative of Platinum (ASIC No. 1285229).

Your Adviser's Authorisations

Mark is authorised to provide advice in relation to the following financial products:

- Deposit and Payment Products

- Government Debentures, Stocks, or Bonds
- Life Products
- Managed Investment Schemes
- Superannuation & Retirement Savings Account Products
- Securities
- Margin Lending
- Tax (financial advice services)

This means that Mark can assist you in meeting your financial planning needs and objectives in these areas, which include personal insurances, savings and investments, superannuation, retirement planning strategies, and tax (financial advice) services.

Your Adviser's Experience

Since 2004, Mark has been a dedicated finance professional, holding a Bachelor of Business (Banking and Finance) and a Graduate Diploma of Financial Planning. Driven by a passion for education and community service, he offers free financial coaching, supports aged care residents, and helps new migrants settle into life in Australia.

Cost of Advisory Services

We offer an initial consultation at a rate of \$440 per hour. In the past, complimentary sessions sometimes caused misunderstandings about our services and commitments. By making the initial consultation a paid appointment, you can freely explore options, ask questions, and gain clarity on potential arrangements—without any implied pressure to proceed. After this session, Mark will present a transparent fee structure so you can make an informed decision going forward.

Our fees are not directly tied to the amount of money you invest; rather, they reflect the complexity and scope of the advice you need.

Payment can be arranged in one of the following ways:

- **Advice Fees via Products:** If the platform or product allows, an agreed advice fee can be debited from your account balance.
- **Direct Invoicing:** You pay us directly for our services.

A plan preparation fee may apply, particularly if the recommendations we provide are not implemented. We also offer ongoing advice, including portfolio reviews, which can be charged either via products or through direct invoicing. These ongoing fees may be a percentage of the funds under management or a fixed amount, depending on your preference and the nature of your portfolio.

The fee for the preparation of the Statement of Advice ('SoA') will be agreed upon with you before any advice is provided or costs are incurred. All other fees will be fully disclosed in the SoA and the Product Disclosure Statement ('PDS') before any charges are incurred.

Upon seeking investment advice for an amount of \$300,000, a Statement of Advice (SoA) preparation fee of \$5,950 is applicable. Similarly, for insurance advice, the SoA fee is \$495. In addition, an annual portfolio management and review fee of \$4,950 is applicable for maintained investments. These fees, along with commissions from life insurance policies, up front at 66% (\$990) and ongoing at 22% (\$330) annually, are initially collected by Platinum and then sent to Arrowroad.

For life insurance policies where a level commission option is selected, the rate could be up to 33%, corresponding to \$495, following the same platinum collection and remittance process to Arrowroad.

Referral Fees

Platinum may pay the person who referred you to us a fee or commission related to that refer-

ral. If the referrer receives a fee or commission, we will tell you in the SoA who will receive that fee or commission and the amount they will receive. Platinum may receive a fee or commission for referring you to a Mortgage Broker if you elect to proceed with a loan application. If a fee or commission is paid, the broker will inform you

Schedule of Fees

Preparation of SoA	\$545 - \$9,950 (Depending on complexity)
Annual Review	\$2,950 - \$9,950 per year
Insurance	Upfront Commission: Up to 66% of the premium paid Ongoing Commission: Up to 33% of the premium paid
Ad Hoc Advice	\$440 per hour (for ad hoc advice not covered by an Ongoing Service Arrangement)

All fees include 10% GST and are payable to Platinum, which then remits 100% to Arrowroad. Mark receives a salary from Arrowroad and a share of company profits as distributions.