

Financial Services Guide

Version 15.8 July 2024

This Financial Services Guide (**FSG**) is an important document and legal requirement. The purpose of the FSG is to assist you to decide whether to use the financial services we offer.

The FSG provides you with information about:

- who we are and how we can be contacted,
- the products and services we are authorised to provide,
- the documents you may receive from us,
- our fees and how our advisers are paid,
- relevant associations or relationships that may influence our advice,
- how we collect, use and protect your personal information, and
- what to do if you have a complaint.

1 Our business principles

Warrington Scott Pty Ltd (Warrington Scott) values integrity, professionalism, and excellence. We give tailored personal advice, and our aim is to establish long-term relationships with our clients to help them to achieve their goals.

2 Who are we?

Warrington Scott is a privately owned financial services firm with no affiliations to life offices or fund managers. First established in Canberra in 2000, we moved our office to Sydney in 2004 and established an additional office in Goulburn in 2013.

Warrington Scott Pty Ltd is the licensee under which we provide financial advice. Our Australian Financial Services Licence (AFSL) number is 478 958. Warrington Scott is a Professional Practice of the Financial Planning Association of Australia and has Professional Indemnity Insurance. This FSG has been provided with the authority of the AFSL.

Not Independent

As Warrington Scott Pty Ltd receives commissions from life insurance products, s923A of the Corporations Act (2001) defines this as *not* being 'independent', 'impartial' or 'unbiased'

Please see Section 16 in this document for more information on commissions.

Our fee structure depends on your financial planning requirements and the services you ask us to provide (see Section 15 in this document for more information).

The contact details of the Sydney (14 May 2022) and Goulburn offices are as follows.

Sydney Office
E sydney@ws.net.au
T 02 9386 5968

M: PO Box 1509 Bondi Junction NSW 1355
A: Level 4, 35-45 Spring St Bondi Junction NSW 2022

Goulburn Office
E goulburn@ws.net.au
T 02 4821 1788

M: PO Box 1204, Goulburn NSW 2580
A: Level 1, 189-191 Auburn St Goulburn NSW 2580



W: www.ws.net.au
Warrington Scott Pty Ltd
ABN: 59 057 828 878

	Sydney	Goulburn
Address	Level 4/35-45 Spring St Bondi Junction NSW 2022	Level 1 189-191 Auburn St Goulburn NSW 2580
Postal	PO Box 1509 Bondi Junction NSW 1355	PO Box 1204 Goulburn NSW 2580
Phone	02 9386 5968	02 4821 1788
Email	sydney@ws.net.au	goulburn@ws.net.au

Our website is located at: www.ws.net.au.

3 Who are our financial advisers?

Director and senior adviser in the Sydney office is Daniel Sharp MFinPlan, BEd, CFP®, He is the Director of Warrington Scott and was one of its founders.

Daniel has more than 30 years' experience in the financial planning industry. He is a Certified Financial Planner® of the Financial Planning Association of Australia (FPA) and has a Bachelor of Economics and Masters in Financial Planning.

Daniel's Australian Securities and Investment Commission (**ASIC**) Authorised Representative number is 228809.

Brett Stein is also a senior adviser in the Sydney office, having joined us in May 2023. Brett has a dedicated career in financial services for over 30 years working in both London & Sydney. He prides himself in having genuine caring and open conversations with his clients, building strong and trusted relationships, in order to help them achieve their long -term financial goals.

Brett is an Associate Financial Planner and an authorised representative of Warrington Scott.

He has a Diploma of Financial Planning, is an ASX Accredited listed product Adviser, an insurance specialist, and is a member of the FPA.

Our adviser in the Goulburn office is Prue Martin, MAppFin, BCom, CFP®, Dip FMBM, JP. She is an Authorised Representative of Warrington Scott. Prue's ASIC Authorised Representative number is 323381.

Prue has worked in the financial services industry since 2004. She is a Certified Financial Planner® of the Financial Planning Association of Australia (FPA) and has a Masters in Applied Finance and a Bachelor of Commerce.

4 Our support team who can assist you

Our Paraplanner works with Daniel to research and prepare your advice.

Our Client Services Manager, manages our Client Services Officers and our casual team, specifically managing the implementation of the advice provided to you.

We also have Client Services Officers both in the Sydney office and the Goulburn office.

The other members of our team are our Compliance and HR Manager, and our Finance Manager.

5 Who is responsible for the advice given and services provided?

Warrington Scott Pty Ltd is responsible for the services provided to you by our financial advisers and their staff. All of our Authorised Representatives (also known as Advisers) have been authorised under the AFSL and act on behalf of the Licensee when providing financial services to you, our client.

6 What services do we provide?

Warrington Scott tailors its advice and services to you depending on your requirements.

We provide services in the following areas:

- financial planning
- wealth creation and management
- personal risk protection
- superannuation and retirement planning (including transitioning to retirement)
- estate planning.

In particular, we can provide advice about:

- how your assets should be structured (e.g. superannuation fund, family trust, company structure, individual or joint ownership)
- investment strategies (relating to investment options, including direct share and managed fund products)
- asset allocation within your portfolio, volatility analysis, investment risk profiling and portfolio management
- superannuation and rollovers including consolidation and comparison of superannuation providers
- estate planning (including wills with testamentary trusts, powers of attorney and guardianship), and
- personal and business insurance.

The portfolio of products we recommend are sourced from a range of institutions and are selected by an approval process based on external research results, internal expertise, and are in your best interest.

We can also assist you to review your financial documentation for tax return and audit purposes.

7 What if you want us to buy or sell an investment without our advice?

If you want to buy or sell an investment without our advice, we can still implement your instructions. However, you should be aware that:

- you will need to accept the risk that the financial product you select may not be the most appropriate for you, and
- you will need to sign a Nil Advice Authority which records you have made a decision to proceed without our advice.

8 How do we act in your best interest?

We are under an obligation to act in your best interests in relation to the personal financial product advice provided to you (i.e. the 'best interests duty'). Generally, we must ensure, within the subject matter of the advice provided to you:

- the scope of the advice includes all the issues for the advice to meet your objectives, financial situation and needs (including your tolerance for financial risk),
- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs,
- whether or not to provide advice that recommends a specific product or whether you should dispose of a product or do nothing.

9 Restrictions that Apply

We do not provide legal, taxation, accounting, or direct property advice. While our advice may touch on these areas, you should seek professional advice from experts in these fields. Assistance can be provided to help you locate professional advice in these areas.

10 What information do we require from you?

To understand your financial needs and objectives, we require accurate and complete information about your personal circumstances. We will ask you to complete a Client Questionnaire and will also rely on information you provide in our meetings and phone discussions.

If you do not disclose relevant information to us, we may not be able to advise you at all or if we do, it may be inappropriate for your circumstances or be significantly limited. There could be potential adverse consequences of our advice if it is based on incomplete or inaccurate information provided by you to us.

11 What information will we provide about risks associated with our advice?

We will provide you with information about the risks associated with our advice including risks should you decide not to act on our advice.

You should be aware that there are inherent risks associated with investing in financial markets.

12 What documentation will you receive from us?

When we provide you with advice you will receive one or more of the following documents over time.

Financial Services Guide

This document (the one you are presently reading) must be given to you at the earliest opportune moment and whenever financial product advice is given to you. It gives you

information about Warrington Scott, of the services we offer, our remuneration arrangements and potential conflicts of interest. It also outlines what to do if you have a complaint about our services and how we protect your personal information. It must be read in conjunction with your financial adviser's profile outlining their qualifications, experience, contact details, authorisations, and specific remuneration arrangements. If there are major changes to the document you will be sent either by post, by email or hand delivered the updated version.

Financial Plan (Initial Statement of Advice)

The Financial Plan (initial Statement of Advice) outline the scope of our advice our recommendations to you including the reasons, and clearly details any fees, relationships or other relevant factors that may have influenced our advice.

Statement of Advice (SOA)

This document is used when we have previously provided an initial Statement of Advice (sometimes referred to as a financial plan) to you. It is designed to provide further or supplementary advice to the original Statement of Advice. The SOA contains a summary of your goals and the strategies and the financial products we may recommend achieving your goals. It also provides you with detailed information about product costs, associated fees and other benefits we and others will receive because of the advice we have provided.

You may receive this in written form, and it will be kept on your file for seven years.

Record of Advice

If we provide certain further personal advice , we may choose to give this advice verbally. It is our practice to document this in a Record of Advice, a copy of which we will be sent to you for your records and we will keep this on file for seven years.

Product Disclosure Statements (PDS)

A PDS contains information about the features, costs, risks and benefits of a particular financial product. Should your adviser make a recommendation to you about a particular product or offer to arrange the issue of a product, you will receive a PDS. It contains details of "cooling-off" periods and remuneration details and will assist you to make an informed decision regarding the product and our recommendation.

Ongoing Fee Arrangement (OFA)/Fee Disclosure Statement (FDS)

If you enter into an Ongoing Service Agreement with your adviser for a period greater than 12 months, a Fee Disclosure Statement (FDS) will be issued to you. The FDS will contain information about the services you were entitled to, the services you have received and the fees you paid during the previous year. The FDS will also include information about the fees to be charged and services to be provided for the coming year and seeks your consent to renew our ongoing services.

13 What additional services can we provide?

Our advisers can work with other professional advisers (e.g. your accountant, solicitor, general insurance broker, home loan broker) to consider the following aspects of your financial situation:

- specialist taxation strategies,
- buy and sell agreements,
- estate planning, and
- general insurance.

14 How do you instruct us?

You may give us your instructions orally or in writing. In most instances, we will require your signed written instructions, for example when making a purchase or sale on your behalf. If you choose to instruct us by email, we do need a signed authority form from you. We are happy for you to scan and email your signed Authority to our office.

In some cases, the nature of your instructions may be prescribed by law or other requirements.

15 What fees do we charge?

When you request advice, you will be advised of our fees in writing. We generally operate on a fee for service model, based on the service provided to you. Any fees will be charged as agreed with you and as permitted by law.

Our fee structure depends on your financial planning requirements and the services you ask us to provide. Fees may take the form of:

- a one-off agreed fee based on the time taken to provide the service (eg to prepare a Financial Plan) and/or
- an ongoing fee arrangement of more than 12 months for services including recommendations, reviews, implementation, and reports.
- A complete schedule of fees will be included in the Statement of Advice which will be given to you, and you will receive an annual Ongoing Fee Arrangement / Fee Disclosure Statement which summarise the fees paid by you to Warrington Scott in the past year and estimates fees for the future year.

Warrington Scott uses a tiered fee schedule. This is calculated using the fee structure noted below.

Funds Under Management (FUM)	Fee structure (including GST)
0 – 1,000,000	1.27%
1,000,001 – 2,000,000	0.89%
2,000,001 – 4,180,000	0.64%

An example is included below for you - for a portfolio of approximately \$1,500,000:

Funds Under Management (FUM)	Fee structure (including GST)
Total Funds Under Management \$1,500,000	
0 – 1,000,000	1.27%
1,000,001 – 2,000,000	0.89%
2,000,001 – 4,180,000	0.64%
Warrington Scott Fee (\$)	\$17,150
Fee as a Percentage of Portfolio (%)	1.15%

This fee is not a performance-based fee. It is the payment method that we use for funding all our ongoing recommendations; reviewing your portfolio; implementing our recommendations (including fund transfers, liaising with providers, processing

applications and processing transactions); answering any queries you may have; and, annual review meetings.

16 What other payments do we receive?

We may receive the fees directly from a product or service provider, such as those listed below. When we provide advice to you, we will specify the details of the fees.

a) Commissions from life insurance providers

If we recommend insurance cover and your application is accepted, the provider pay Warrington Scott a commission (this is paid out of the premium and not at an additional cost to you).

This commission varies dependent upon the company, and the policy, that we have recommended. Generally, we charge a level, ongoing, commission that is noted on each anniversary date. Although we typically do not charge upfront commission, it should be noted that upfront commissions are legislatively capped at 66% and ongoing commissions are capped at 22%. This commission will be disclosed to you in your plan/statement of advice and expressed both as a percentage of premium paid and a dollar value.

b) Referral Fees for Loans

If we recommend you to a third party (e.g. for a loan), and your application is approved, the provider may pay us a fee. Such fees will vary, however, upon referring, any fee received will be disclosed. This payment goes to the License holder, not your Adviser. The adviser will receive no benefit from the referral.

17 Who gets paid when you are referred to us?

If you have been referred to us (e.g. by an accountant) we may pay them referral fees. This will be disclosed to you.

18 How are our advisers paid?

Our advisers receive an annual salary. They do not receive additional remuneration for recommending one particular product over another.

19 Do our advisers or support staff receive other benefits?

We have professional relationships with a number of companies who operate within the financial sector. As part of this relationship our advisers and other staff may accept non-financial benefits valued under \$300 (eg tickets to sporting event etc or invitations to attend corporate functions).

Benefits valued above \$100 but less than \$300 are recorded on our non-monetary benefit register. You may request to inspect this register.

Advisers may hold shares in product providers and/or products. Where their, or your, action in holding a share may affect its price, this will be disclosed to you.

20 How do we protect your personal information?

Protecting your personal information is important to us.

We comply with the Privacy Act (1988) and have a client privacy policy statement which is available on our website.

We only request information that we require to provide you with advice, and we only use this information for that purpose. We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. If you wish to examine your file please ask us and we will make arrangements for you to do so.

Under the *Anti-Money Laundering and Counter-Terrorism Finance Act 2006 (Cth)* we are required to verify your identity amongst other obligations. This means that we will ask you to present certified identification documents such as your passport and driver's licence.

Full details on our Privacy Policy Statement may be found on our website at: <http://www.ws.net.au/privacy.html>

21 What expectations do we have of you?

We expect that you will:

- provide us complete, up-to-date, and accurate details of all your personal objectives, financial situation, and needs,
- keep us informed of changes to your personal situation (as it may affect your financial situation), and
- read through any documents we provide to you to ensure the information is complete and accurate and the recommendations are appropriate for you.
- If you do not fully understand the contents of a document, or if they incorrectly record your circumstances or goals or you have questions, please contact us.

22 How is a complaint handled?

As a Professional Practice member of the FPA, Warrington Scott Pty Ltd and its Authorised Representatives are bound by the FPA's Code of Ethics.

If you have a complaint about a service provided by us, you should take the following steps.

- 1) Contact your adviser who will work with you to try to resolve the matter to your satisfaction.
- 2) If your complaint is not satisfactorily resolved by your adviser, phone or write to the appropriate Complaints Officer. The complaints officer is the senior planner in the office not connected to your complaint. It provides a degree of independence for you.

For Sydney Office clients

For Goulburn Office clients

Prue Martin
Phone 02 4821 1788 or
Warrington Scott Pty Ltd
PO Box 1204
Goulburn NSW 2580

Daniel Sharp
Phone 02 9386 5968 or
Warrington Scott Pty Ltd
PO Box 1509
Bondi Junction NSW 1355

- 3) If an issue has not been resolved to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).
- 4) AFCA provides fair and independent financial services complaint resolution that is free to consumers. Their contact details are:

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
info@afca.org.au
www.afca.org.au
1800 931 678 (free call)

The Australian Securities & Investments Commission also has an Information Line – 1300 300 630 which you may use to make a complaint and obtain information about your rights.

23 Professional Indemnity Insurance

Warrington Scott Pty Ltd has Professional Indemnity Insurance in place to cover us and our representatives for liability arising from the financial services we provide. This includes claims relating to the conduct of representatives who no longer work for us, but did so at the time of relevant conduct. This satisfies the requirements for compensation arrangements under S912B of the Corporations Act.

24 If you have further questions?

If you have further questions about the financial services we provide, please contact us by phone or email. We welcome feedback about our performance as an opportunity to review and improve our services to you.

Please retain this DOCUMENT as a reference and future dealings with us.

Acknowledgement

If you have not received this document electronically, please sign that you have received it.

I _____ (name) have received Financial Services Guide v15.7

on _____ (date)

.....
(Signature)

Office action: please scan signature page and file