



# Financial Services Guide

## Why you are receiving this document

This Financial Services Guide (FSG) is an important document which provides you with information to help you decide whether to use our financial services.

It has been authorised for distribution by Barbacane Advisors Pty Ltd trading as Walbrook Wealth Management ('Walbrook'), the holder of Australian Financial Services Licence number 512465 (AFSL) and referred to as 'we', 'us' or 'our' in this document.

Walbrook is responsible for the financial services provided to you. We are required to provide you with this FSG if we provide certain financial services to you and you are a retail client.

This FSG provides you with the following important information:

- Who we are
- How you can contact us
- The financial services we may provide to you
- Other important documents you may receive from us
- How we provide you with personal financial product advice
- Your instructions to us
- How you pay for the services we provide to you
- Fees you pay for using other financial services or products
- Conflicts of interest, associations or relationships that may affect our advice
- How we protect your personal information
- How you can make a complaint
- Compensation arrangements

## Who we are

We are an independent wealth management business and hold our own AFSL to provide you with the financial services outlined in this FSG.

We are 100% family owned and tied to no product or platform providers, which allows us to work with the banks, brokers,

investment managers and platforms that we feel best meet the needs of each individual client.

## How you can contact us

Our office contact details are set out below.

### Visiting address:

Level 16 414 La Trobe Street Melbourne VIC 3000

### By post:

GPO Box 1717 Melbourne VIC 3001

### By email:

[info@walbrook.com.au](mailto:info@walbrook.com.au)

### By telephone:

+61 3 9013 6262

## The financial services we may provide to you

The financial services and products we are authorised to advise on and deal in for Retail and Wholesale clients are:

- Deposit and payment products
- Securities
- Government debentures, stocks or bonds
- Derivatives
- Foreign Exchange
- Interests in Managed Investment Schemes
- Managed Discretionary Account services
- Standard Margin Lending facilities
- Investment Life Insurance Products
- Life Risk Insurance Products
- Superannuation
- Retirement Savings Accounts

Please note that we are registered with the Tax Practitioners Board to provide a tax (financial) advice service. This service involves the provision of advice around how tax legislation (including superannuation) interacts with the financial advice and services provided to you.

## Other important documents you may receive from us

In addition to this FSG, you can expect to receive the following important documents over the course of your relationship with us.

### Statement of Advice

By law, you are entitled to receive a Statement of Advice on the first occasion that we provide you with personal advice.

The Statement of Advice will contain the advice, the basis of the advice, information about fees, payments and any associations we have that may influence the advice we provide to you.

## Record of Advice

Subsequent personal advice that we provide to you will be documented in a Record of Advice, provided there has not been a significant change in your circumstances or the basis upon which we prepared your last Statement of Advice. In limited circumstances, where initial advice relates to specific products with amounts under certain thresholds, we may provide a Record of Advice in place of a Statement of Advice.

We will retain copies of each Statement of Advice and Record of Advice on your file. You may request a copy by contacting your financial adviser.

## Product Disclosure Statements

Where a recommendation has been made to acquire a financial product, we will provide you with a Product Disclosure Statement. The product provider issues the Product Disclosure Statement, which contains information about the features, costs, risks and benefits. It will help you to make an informed decision about whether or not to invest in or buy the financial product.

It is essential that you read and understand this document before implementing any recommendation made in the Statement of Advice or Record of Advice. We will readily explain any part of this document that you do not understand.

## Electronic Disclosure

We may provide disclosure documents, including this FSG and the documents outlined above, by making them available digitally, e.g. by email attachment or as a hyperlink in a document or email. You can contact us to opt-out of this method of disclosure at any time.

## How we provide you with personal financial advice

Personal financial advice is advice that considers your financial objectives, financial situation and financial needs. We must act in your best interests when providing you with personal financial advice. Within the subject matter of the advice we provide to you, we must ensure that:

- The scope of the advice includes all the issues for the advice to meet your objectives, financial situation and needs (including your risk tolerance and risk ability)
- If the scope of the advice changes, the change is consistent with your objectives, financial situation and needs; and
- We consider whether to provide advice that recommends a specific product, whether you should dispose of a product or whether you should do nothing.

To provide you with this advice, we ask that you:

- Provide us with complete, current and accurate details of your personal objectives, financial situation and needs; and
- Inform us of any changes in your situation.

We will always provide our advice to you in a Statement of Advice, unless it is further advice.

## Further advice

If you require further advice, we must ensure that the basis on which we provided the original advice has not significantly changed. Therefore, we may need to recheck your circumstances before giving any further advice.

If there has not been a material change in circumstances and a new Statement of Advice is not required, further advice will be in the form of a Record of Advice. We will keep the Record of Advice on file for seven (7) years, during which time you may request a copy from your financial adviser.

We are not required to provide you with a Statement of Advice or a Record of Advice where the advice relates to certain basic

deposit products or other approved financial products.

As our ongoing advice will refer to previous documentation, you should keep all Statements of Advice provided to you.

## Your instructions to us

You may give us your instructions verbally or in writing, such as by email or letter. In limited circumstances and where required by third parties, we may require your instructions in writing.

Where you do not wish to receive our advice or reject the advice we have provided, we may still act on your instructions. However:

- You must acknowledge and accept the risk that the financial product you select may not be suitable or appropriate for you, and
- We may require you to sign a document that records your intention to proceed without or against advice to acquire the financial products.

## How you pay for the financial services we provide to you

We believe in a transparent and straightforward fee structure and do not accept upfront or trailing commissions on any investments or insurance products that we recommend to you, nor do we accept volume-based benefits from platform or product providers.

Fees are calculated individually for each client, determined by the level of service you require, and the complexity of the advice and administration needed to meet your objectives.

You can settle your fees by deduction from your investment portfolio or via bank transfer. In certain circumstances, you may be able to have charges deducted from your superannuation balance.

We will agree the following fees with you, before commencing work at each stage:

### Initial Advice Fee

Following the first meeting, we will agree a flat fee for the preparation of your initial Statement of Advice. Please note that there is no charge for the first meeting.

The minimum initial advice fee is AUD 2,500, inclusive of GST.

### Implementation Fee

On completion of the Statement of Advice, we will calculate an implementation fee. If you request our assistance to implement the recommendations made, we will charge the implementation fee. We will disclose this fee and the implementation services it covers in the Statement of Advice.

There is no minimum implementation fee.

### Ongoing Service Fee

Where we recommend an ongoing service, we will calculate a fixed annual fee and disclose this, along with the specific ongoing services that we will provide, in the Statement of Advice.

The ongoing services and cost will also be confirmed to you in a Fee Disclosure Statement before commencement and reviewed every year thereafter.

The minimum ongoing service fee is AUD 3,500 per annum, inclusive of GST.

### Transaction and Administration Fees

We do not charge transaction or administration fees on advised trades, including off-market transfers. Where we are asked to process transactions on an execution-only basis, we may charge a fee of up to 1.00% of the transaction value (minimum AUD 200). This fee does not include third-party costs.

## Fees you pay for using other financial services or products

The total initial and ongoing costs of using our service will depend on the fees charged by third-party issuers of the financial products and services we recommend.

These fees will be outlined in the Statements of Advice and Records of Advice that we prepare, to provide you with a clear understanding of the total initial and ongoing costs of the recommended actions. The Product Disclosure Statements that we will provide, issued by the relevant third parties, will also give more detail.

## Conflicts of interest, associations or relationships that may affect our advice

As an independent wealth manager that is not owned by a bank or product manufacturer, we do not manage or distribute our own financial products. Any help we provide is concerning financial products from non-related product providers.

Our representatives receive a base salary and own an indirect beneficial interest in the company. We therefore do not accept any product or volume related commissions, incentives or bonuses that may typically be received by the holder of an AFSL. This policy helps us to limit the risks that conflicts of interest pose to sound financial advice.

We may negotiate reduced charges on some investments or products we recommend, with any benefits negotiated passed onto clients. We do not accept any form of incentive in these arrangements.

We may receive non-monetary benefits from product providers, such as training. Per the relevant professional standard (APES 230 Financial Planning Services), we and our representatives may only accept non-monetary benefits that are valued at less than \$300. These must be recorded in our Alternative Forms of Remuneration Register, which is available for inspection by our clients, regulators and professional bodies. Please contact us should you wish to review the Register.

## Employee Trading

We and our representatives may invest in similar or the same investments as those recommended to you. These holdings are not capable of influencing the price or expected returns of the investments.

## Referral arrangements

We do not currently pay anyone to refer clients to us, nor do we accept payments for referrals to other professionals. If you have been referred to us and we do decide to pay a referral fee, the details will be disclosed in your Statement of Advice and paid as agreed with you and permitted by law.

## How we protect your personal information

Protecting your privacy is important to us and central to our commitment to meeting the highest level of professional standards. We will handle your personal information per our privacy policy, which outlines how the information we collect from you is used, stored and disclosed.

We will collect your personal information from the conversations you have and forms you complete with our representatives. As a financial service provider, we are obligated to verify your identity and the source of any funds. Accordingly, we will request identification documents, such as your passport or drivers licence, and hold certified copies of these documents on file.

The main reason we collect, use and disclose your personal information, is to provide you with the products and services that you request. This reason may also include the following related purposes:

- To help us provide you with financial advice and ongoing financial services
- To facilitate internal administration, accounting, research, risk management, compliance and evaluation of products and services
- To establish and maintain insurance protection that you may request; and
- To provide you with information about other products and services that may be suitable for you.

We may also disclose your information to external parties, some of whom act on your or our behalf. These parties may include:

- External compliance consultants
- Banks or other financial institutions
- Insurers and reinsurers and their claims agents and assessors
- Product providers; and
- Mail houses.

We are also permitted to collect and disclose your personal information when required or authorised to do so by law. To obtain a copy of our Privacy Policy, please contact us or visit [www.walbrook.com.au](http://www.walbrook.com.au).

If you have concerns about the accuracy and completeness of the information we hold, you may request access to your data by contacting the Privacy Officer on +61 3 9013 6262.

## How you can make a complaint

If you would like to make a complaint, please contact us in the first instance using the details below:

**By post:**

GPO Box 1717\ Melbourne VIC 3001

**By email:**

[info@walbrook.com.au](mailto:info@walbrook.com.au)

**By telephone:**

+61 3 9013 6262

When your complaint is received, we will enter the details in our complaints register and investigate the circumstances. Please contact us should you wish to receive more information about our internal dispute resolution procedure.

If we are unable to resolve the complaint to your satisfaction within 45 calendar days of receipt, you may contact the Australian Financial Complaints Authority (AFCA).

AFCA is an external dispute resolution service that is free for consumers to access and established to provide an independent mechanism to resolve specific complaints. You can find further information at [www.afca.org.au](http://www.afca.org.au).

**By post:**\ \ AFCA\ GPO Box 3\ Melbourne VIC 3001

**By email:**\ \ [info@afca.org.au](mailto:info@afca.org.au)

**By telephone:**\ \ 1800 931 678

## What compensation arrangements are in place?

In compliance with the requirements of section 912B of the Corporations Act 2001, we have professional indemnity insurance cover in place in respect of financial services we provide to our clients. This insurance also covers claims concerning the conduct of representatives no longer working for us (but who did at the time of the relevant conduct).

Please note that as our Principal is the holder of a Certificate of Public Practice issued by Chartered Accountants Australia & New Zealand, liability is limited by a scheme approved under Professional Standards Legislation.

## Contact Us

If you have any questions, please don't hesitate to contact us on +61 3 9013 6262 or via email at [info@walbrook.com.au](mailto:info@walbrook.com.au).

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[ABOUT US](#)

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[Postal Address](#)

[Contact](#)

[WHAT WE DO](#)

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[HOW WE DO IT](#)

414 La Trobe Street

Melbourne VIC 3001

+61 3 9013 6262

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