


# FINANCIAL SERVICES GUIDE

**Understanding the advice process and our relationship with you**

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## PURPOSE

This **Financial Services Guide** (FSG) explains the financial services and advice provided by Continental Wealth Pty ltd and your Financial Adviser (Adviser), who is an authorised representative of Continental Wealth Pty ltd. The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties and potential conflicts of interests, and how we manage complaints.

This FSG should be read in conjunction with the **Adviser Profile**. The Adviser Profile contains important information about your Adviser including relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid and fees that you may be charged. If you have not received an Adviser Profile, please ask your Adviser for a copy, or contact us directly.

**Please take the time to review both the FSG and Adviser Profile before engaging our services.**

### LACK OF INDEPENDENCE

We may receive commissions associated with the issue of life insurance products.

We or an associated entity have an interest in and distribute financial products. We may recommend that you invest in a financial product where we or an associated entity receives benefits as the investment manager. For these reasons, we do not represent ourselves as independent, advisers.

Please refer to the 'Remuneration' section for more information.

## FINANCIAL SERVICES AND PRODUCTS WE CAN PROVIDE

Continental Wealth Pty ltd can offer the following services and products. Your Adviser's specific authorisations are included within their personalised Adviser Profile.



### Superannuation and Retirement Planning

Personal Superannuation
Corporate Superannuation
Industry and Public Sector Superannuation
Pensions and Annuities
Self-Managed Superannuation
Centrelink / Veterans' Affairs Assistance
Aged Care



### Wealth Creation and Investments

Cash and Term Deposits
Investment Bonds
Managed Investments
Exchange Traded Products
Listed Securities (Shares and other products)
Derivatives
Margin Lending
Gearing



### Wealth Protection

Term Life Insurance
Total and Permanent Disability (TPD) Insurance
Trauma Insurance
Income Protection Insurance
Business Insurance
Insurance Claims Assistance



### Other Financial Planning Services

Budgeting and Cashflow Management
Debt Management
Estate Planning Assistance
Managed discretionary account services (MDA)

## THE ADVICE PROCESS AND DOCUMENTS YOU MAY RECEIVE

Your Adviser will guide you through the advice process. This includes the following steps:



### Engagement and Discovery

In the initial stages of the advice process your Adviser will work with you to define your financial goals and objectives, and gather relevant information required to provide you appropriate advice.

Your Adviser will generally collect relevant information within a **Client Data Form** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances and superannuation. It is important that you provide accurate information and keep your Adviser informed of any changes to your relevant circumstances. Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. A **Risk Profile Questionnaire** may be used to document and agree upon your level of risk tolerance.

Your Adviser may also use an **engagement document** to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing laws.

### Strategy and Personal Advice



After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is typically developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in a **Statement of Advice**. The Statement of Advice will include amongst other things, the basis of the advice, explanation of the strategies and products recommended and relevant disclosures including costs of advice and products. The Statement of Advice includes an authority to proceed section where you can consent to proceed with the recommendations.

Where a financial product has been recommended, you will generally be provided with a copy of the relevant **Product Disclosure Statement (**PDS). The PDS includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

### Implementation



Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant **Product Application Form**. This may be online, or paper based.

Where the recommendations include the purchase of an insurance policy, you may also need to complete a **Health Questionnaire**. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

## GENERAL ADVICE

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions.

## FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts, or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, a Statement of Advice may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

An **Ongoing Fee Arrangement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Where you enter into or renew an Ongoing Fee Arrangement, you will be asked to provide written consent covering a period of up to 12 months from an agreed reference day. Your consent will set out the fees you will be charged and the services you are entitled to receive (Eligible Services) during that period.

To continue the arrangement, your Adviser will seek your renewed consent before each reference day. This can generally occur any time from 60 days before to 150 days after the reference day. If your renewed consent is not received within this timeframe, the arrangement will terminate. Confirmation may also include the requirement to sign a Consent Form that is provided to your relevant investment or superannuation provider. If you entered into or last renewed your arrangement before 10 January 2025, you may continue to receive an annual Fee Disclosure Statement (FDS) detailing fees paid and services provided over the previous 12 months, until your first renewal on or after that date.

Alternatively, you may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for a fee over a specific term not greater than 12 months. In this case, you will not be provided with an FDS. You may be required to sign a Consent Form where the fee is deducted from superannuation.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

## HOW TO PROVIDE INSTRUCTIONS

Your Adviser may accept your instructions by phone, letter, or email. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.

## REMUNERATION

Before providing you with advice, your Adviser will agree with you the fees that apply and explain any benefits we receive.

### The Licensee

Continental Wealth Pty ltd receives a flat fee from authorised representatives for the provision of service required under its Australian Financial Serviced Licence.

### Related Parties

Continental Wealth Pty Ltd, IndexInvest Pty Ltd, Holzworth Partners Pty Ltd, Holzworth Securities Pty Ltd, Holzworth Legal Pty Ltd, Compass Investment Consulting and HWP Financial Pty Ltd are members of the Holzworth Partners Group. Employees within Holzworth Partners Group are also Directors.

Holzworth Partners Group offers a number of services and investment solutions including, the IndexInvest Managed Discretionary Account, IndexInvest SMA products. Holzworth Partners Group retains all profit from these products and services. We and our respective families, companies and trusts may have an interest in the investments or securities included in your portfolio which may influence, or be seen to influence, the advice that they provide you.

Although we are under no obligation to recommend these investment solutions, should they be suitable to assist you reach your individual financial objectives and needs, it is likely that we will recommend them to you.

### Your Adviser

The cost of providing financial advice or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Your Adviser or the financial planning business may be remunerated by:

- Advice and service fees paid by you
- Commissions paid by insurance providers

Please refer to the Adviser Profile for more detailed estimates and ranges of fees and commissions.

Where your Adviser or Continental Wealth Pty Ltd receives a commission on a life insurance product recommended to you, we are required to obtain your informed consent to that commission before it is paid. This consent will be sought as part of the advice or application process.

All fees and commissions are initially paid to Continental Wealth Pty Ltd before being distributed to your Adviser or to the financial planning business.

Your Adviser may also receive non-monetary benefits which include benefits of less than $300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to the financial products being recommended.

Any referral arrangements or related party arrangements your Adviser has in place will be disclosed in the Adviser Profile and your Statement of Advice.

## COMPLAINTS

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact Continental Wealth Pty Ltd to discuss your complaint.

Phone: 07 3999 9751
Email: admin@continental-wealth.com
Mail Manager Continental Wealth
GPO Box 5073
Brisbane, Qld 4001

We will acknowledge receipt of a complaint within 1 business day. Where this is not possible, acknowledgement will be made as soon as practicable.

2. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. If additional time is required, we will advise you in writing.

3. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Phone 1800 931 678 (free call)
Online www.afca.org.au
Email info@afca.org.au
Mail GPO Box 3
Melbourne VIC 3001

### Compensation Arrangements

We have professional indemnity insurance in place that complies with the Corporations Act 2001.

Our insurance covers claims made against former representatives for their conduct while they were authorised by us.

## PRIVACY

Your Adviser is required to maintain documentation and records of any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may not be able to provide you with the advice you require.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

We may engage third party service providers to assist in the provision of products or services. Some services may require disclosure of personal information to service providers outside Australia including the Philippines and Vietnam. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents.

Continental Wealth Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please refer to our Privacy Policy a copy can be obtain from your Authorized Representative.