

# **Fowler's** **Group** **Achieve More**

**Financial Services & Credit Guide**

July 2023

This Financial Services & Credit Guide ("FS&CG") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with any financial service. The matters covered by the FS&CG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, as well as details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FS&CG by Fowlers Group has been authorised by FYG Planners Pty Ltd as the authorising licensee. This FS&CG is provided to help you decide whether you wish to adopt any of the services we provide.

You should be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which considers your objectives, financial situation and needs. The Statement of Advice (SOA) will contain the advice, the basis on which it is given and information about fees and any matters which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA.

#### ***Lack of Independence***

Fowler's Group Pty Ltd is not independent, impartial, or unbiased because we receive commissions for the advice, we provide on life risk insurance products.

#### ***Who will be providing the financial service to me?***

Fowler's Group Pty Ltd ("Fowler's Group") ABN 57 105 242 484 is an authorised representative (No 230575) and credit representative (No 403265) of FYG Planners Pty Ltd ("FYG Planners") as the authorising licensee. Fowler's Group's contact details are:

111 Lake Street, Cairns QLD 4870  
PO Box 662, Cairns QLD 4870  
Telephone: 07 4232 4700  
Email: [plan@fowlersgroup.com.au](mailto:plan@fowlersgroup.com.au)

FYG Planners Pty Ltd ABN 55 094 972 540 holds an Australian Financial Services and Credit Licence number 224543. FYG Planner's contact details are as follows:

Level 1, 41 Mount Street, Burnie TAS 7320  
PO Box 389 Burnie TAS 7320  
Telephone: (03) 6440 3555  
Fax: (03) 6440 3599  
Email: [mail@fygplanners.com.au](mailto:mail@fygplanners.com.au)

#### ***Who is my adviser?***

Your adviser will be either Jason Fowler, Paul Horn, Paul Fowler, Daniel Underwood, Amanda Golder or Ben Cole. Jason, Paul, Paul, Daniel, Amanda and Ben are specifically authorised by Fowler's Group to act as its representatives in providing financial services to clients and each have specific formal industry qualifications. (Please refer to the Adviser Profiles attached.)

***Who do you act for when you provide financial services to me?***

Fowler's Group is an authorised representative of FYG Planners Pty Ltd and FYG is responsible for the provision of all financial advice given to you.

FYG's Investment philosophy has been created in adherence with the obligations to you as a client outlined by *The Corporations Act 2001*, the Financial Planners and Advisers Code of Ethics 2019 and FYG's own Code of Conduct.

Fowler's Group acts for you to deliver objective advice in your best interest in line with FYG's investment philosophy.

***What kind of financial services are you authorised to provide me and what kind of products do those services relate to?***

Fowler's Group is authorised by FYG Planners to offer you the following services:

- Financial planning and investment advice
- Superannuation and rollover advice
- Retirement planning advice including Centrelink
- Aged Care Advice
- Estate planning advice of a general nature
- Life insurance advice
- Ongoing monitoring of your portfolio
- Margin lending and gearing strategies.

***How do you research products and service providers?***

Each investment, insurance product or financial service that is recommended undergoes extensive research. FYG Planners undertakes extensive in-house analysis and sources qualitative research from several independent research houses. Only investments, insurance products and financial services that qualify for inclusion on our preferred product lists may be recommended.

***What type of advice do you offer me?***

Prior to providing you with any advice, your adviser will review your situation and consider your overall financial strategy. Fowler's Group will provide two distinct types of advice to you while preparing your financial recommendations.

1. Strategic advice is advice we will give to you to explain how best to structure your affairs relating to investment, retirement planning, superannuation planning, taxation, estate planning, borrowing, income and expenditure planning perspectives.

We can also assist clients to determine the suitability of new and existing loans/credit facilities. We do not arrange credit facilities but may refer clients on to mortgage brokers or other credit providers. We will be happy to provide you with an assessment of your existing loan/credit facility and when assessing an existing loan/credit facility we will provide you with written advice of our recommendations.

2. Personal investment and/or insurance advice is advice that we will give to you when recommending specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.

After our strategic advice has been provided, to achieve your stated goals and objectives, we will select the investment and/or insurance products that have the relevant features to achieve your specific goals. We will only recommend investment and/or insurance products after considering their suitability for your individual investment objectives, financial situation and needs.

To ensure that you have the peace of mind of knowing that your finances are appropriately structured, we strongly recommend that you take advantage of our ongoing review service. This service provides you with an ongoing review of your portfolio, regular reports on its performance and the financial strategies we have implemented for you.

***How will I pay for your advisory services?***

**Fee for service:** We will provide you with an invoice for the services we provide or arrange to debit your portfolio; the choice is yours.

*and/or*

**Insurance Commission or Brokerage:** Commission or brokerage payments come from commission or brokerage paid to Fowler's Group by FYG Planners, who in turn receive them from the life insurance companies whose products we recommend to you.

***If you charge me a fee for the service you provide, how are the fees calculated and paid?***

Any fee charged for subsequent services provided to you is based on an agreed service cost, which is set by Fowler's Group. A Fowler's Group adviser will discuss the fees that will apply to your specific situation when you meet for your initial, obligation free consultation.

**Strategic Financial Planning Advice** - Charges are dependent on the complexity of your individual circumstances but usually they will range between \$3,960 and \$11,000.

**One-off Advice Services** - Charges are dependent on the complexity of the individual circumstances and will be quoted in a range before commencing work.

**Ongoing Advice Costs** – For the provision of ongoing asset management, financial planning advice and review of your portfolio, we charge based on the frequency of contact, the complexity of your situation and the total value of your individual portfolio.

The costs based on the value of your portfolio under advice is calculated as follows:

- 0.8% plus GST on the first \$2,000,000
- 0.6% plus GST on the next \$3,000,000
- 0.5% plus GST on the next \$5,000,000
- 0.4% plus GST on the balance

There will also be a fixed dollar component which will range between \$1,100 and \$3,300, depending on client complexity.

***If you accept an insurance commission, how much commission do you get? How is it calculated and deducted?***

Any commission or brokerage payable to FYG Planners is paid by the life Insurance Company because of the premium you pay. It is not an additional cost to you.

Initial commission can range from 0% to 66% of the first year's premium. As an example, for a \$100 premium, initial commission can range from \$0 to \$66.

Ongoing or trail commission brokerage can range from 0% to 33% of the annual premium. As an example, for a \$100 premium, the ongoing or trail commission can range from \$0 to \$33.

We will advise you of the specific commission brokerage applicable to any insurance recommendation prior to you applying for the insurance cover.

***Do you receive any other benefits in relation to providing financial services to me?***

Details of any benefits exceeding \$300 that FYG Planners may receive are detailed in a publicly available register that is updated quarterly. Please ask Fowler's Group for a copy as required.

FYG Planners also offers its authorised representatives the opportunity to become shareholders in FYG Planners.

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

We will explain to you all risks associated with investments and strategies that we recommend to you. You should ask us to clarify any risks that are not clear to you.

***Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my investment?***

Yes. You may specify how you would like to give us instructions. For example, by telephone, email or other means. If the execution is by telephone instruction, we will require you to provide a letter of authorisation to serve as a record of the telephone instruction. This record will be kept on your file for future reference if required.

***What information do you maintain in my file, and can I examine my file?***

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations we have made to you and any discussions of significance we may have with you.

We are committed to maintaining and ensure the privacy and security of your personal information. A copy of our privacy policy is available on our website. If you wish to examine your file, feel free to ask and we will arrange a convenient time for you to do so.

***Disclosure of information to third parties.***

During the initial and/or ongoing provision of financial advice it may be necessary to disclose your information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners; superannuation or insurance providers; authorised AFS licensee or

authorised representative; the Australian Taxation Office; Centrelink or other Government departments; offsite data storage systems.

In accordance with the Tax Agent Services Act 2009, we will obtain your signed consent to release the information to the third party. However, we are not responsible for any unauthorised use or disclosure of your information by the third party after it has been released to them.

***How do you deal with the Anti-Money Laundering/ Counter-Terrorism Financing (AML/CTF) Act?***

FYG Planners adheres to all aspects of the AML/CTF Act. As such we require clients and prospective clients to provide us with identification in accordance with the legislation.

***How do you deal with ASIC's Professional Indemnity Insurance requirements?***

FYG Planners is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. We confirm FYG Planners has obtained professional indemnity cover to ensure it can meet the following circumstances:

- Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001
- Breaches by both the licensee and its authorised representatives / representatives
- Fraud by the licensee and its authorised representatives / representatives, and
- Any award made against FYG Planners by an external dispute resolution scheme.

Subject to its terms and conditions, this insurance will continue to provide coverage for any authorised representative / representative who has ceased work with FYG Planners for work done whilst engaged with FYG Planners.

## OUR PRIVACY POLICY

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FYG Planners is compliant with the Australian Privacy Principles as detailed in the Privacy Act 1988 and our full Privacy Policy covers:

- What – The kind of personal information we collect and hold
- How and Why – How we collect information and for what purpose
- Protecting the security of your information
- Access and Correction – How information can be accessed and/or corrected
- Overseas disclosure – Whether information is likely to be disclosed overseas. If so, where to

If you would like a full copy of the FYG Planners Pty Ltd Privacy Policy, please ask your Adviser or refer to the FYG Planners Website [www.fygplanners.com.au/privacy-policy](http://www.fygplanners.com.au/privacy-policy)

### ***If I have a complaint regarding my privacy, to whom do I direct my complaint?***

We will try to answer any questions that you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If you consider that any action by FYG Planners breaches this Privacy Policy Statement or the Australian Privacy Principles or otherwise does not respect your privacy, please contact the FYG Planners Privacy Officer at the contact details below. Any complaint will be acted upon promptly.

If you are not satisfied with the response to your complaint, you have the right to complain to the Office of the Australian Information Commissioner on 1300 363 992.

***FYG Planners Pty Ltd Australian Financial Services Licensee No. 224543, ABN 55 094 972 540***

Physical: Level 1, 41 Mount Street, Burnie, Tasmania

Postal: PO Box 389  
Burnie TAS 7320

Telephone: (03) 6440 3555

## IF YOU HAVE A COMPLAINT

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*If I have a complaint regarding the provision of the financial services offered to me, to whom do I direct my complaint?*

We are members of the Australian Financial Complaints Authority.

If you have a complaint about the service provided to you, you should first contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days, please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to FYG Planners Compliance Manager at the contact details below. We will try to resolve your complaint quickly and fairly.

If the complaint cannot be satisfied to your satisfaction you can have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678.

Stage 1 of the AFCA process sees AFCA facilitate discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the AFCA national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to decide based on the relevant facts considering the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

You may wish to contact the Financial Advice Association Australia (FAAA) by phone 1300 337 301 or email [contact@faaa.au](mailto:contact@faaa.au) or by post GPO Box 4285, Sydney NSW 2001

Alternatively, you can phone the Australian Securities and Investments Commission (ASIC) toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.

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## JASON FOWLER

**CERTIFIED FINANCIAL PLANNER®**

**SMSF SPECIALIST ADVISER™**

**REPRESENTATIVE NUMBER 22632**

**CREDIT REPRESENTATIVE NUMBER 403597**



### ***Your Adviser's Experience:***

Jason has over 25 years' experience in the financial services industry with significant experience in all aspects of personal financial advice and investment advisory services.

### ***Industry Credentials & Education:***

Prior to joining Fowler's Group in 1995, Jason worked in finance and accounting related roles for private enterprises in both Australia and Papua New Guinea.

Jason is a Certified Financial Planner through the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Jason holds a Bachelor of Business degree majoring in Accounting, Banking and Finance from the Queensland University of Technology along with a Diploma of Financial Planning from Deakin University. He has been licensed to advise clients since September 1996.

Jason is a member of the Self-Managed Super Fund Association (SMSF) and is a SMSF Specialist Adviser™.

### ***Service & Advice Focus:***

Jason excels in the areas of pre and post retirement planning along with the development of wealth accumulation and protection strategies for clients.

Jason is the creator of the Intelligent Investment Advantage™ a process that provides the framework for making intelligent investment decisions that will lead clients to ultimately achieving their financial goals.

## PAUL HORN

**CERTIFIED FINANCIAL PLANNER®**

**SMSF SPECIALIST ADVISER™**

**REPRESENTATIVE NUMBER 226327**

**CREDIT REPRESENTATIVE NUMBER 403598**



### ***Your Adviser's Experience:***

Paul has over 25 years' experience in the financial services industry. He has a solid background in financial planning, personal and self-managed superannuation funds, personal insurance planning and investment advisory services.

### ***Industry Credentials & Education:***

Paul joined Fowler's Group in 1995, fresh out of university. His knowledge, competence and work ethic have seen him progress steadily through the organisation to his current private client advisory role.

Paul is a Certified Financial Planner through the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Paul holds a Bachelor of Commerce Degree from James Cook University along with a Diploma of Financial Planning from Deakin University. Paul has been licensed to advise clients since September 1998.

Paul is a member of the Self-Managed Super Fund Association (SMSF) and is a SMSF Specialist Advisor™.

### ***Service & Advice Focus:***

Paul's expertise lies in the design and preparation of financial planning strategies. He has extensive knowledge of salary packaging, superannuation and retirement income planning.

## PAUL FOWLER

**CERTIFIED FINANCIAL PLANNER®**

**FAAA LIFE RISK SPECIALIST**

**FAAA AGED CARE SPECIALIST™**

**REPRESENTATIVE NUMBER 226326**

**CREDIT REPRESENTATIVE NUMBER 403599**



### ***Your Adviser's Experience:***

Paul has 20 years' experience in protection, financial planning, and investment advisory services. He also champions the Fowler's Group customer service and relationship building policy.

### ***Industry Credentials & Education:***

Paul's strong communication and leadership skills, gleaned from his many distinguished achievements in the sport of rugby league ensures he ably guides Fowler's Group in its future endeavours.

Paul holds both the Certified Financial Planner and Life Risk Specialist accreditations from the Financial Advice Association Australia. These certifications assure the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Paul also holds a Diploma of Financial Planning and has been licensed to advise clients since July 2002.

### ***Service & Advice Focus:***

Paul excels in the areas of pre and post retirement planning along with the development of wealth accumulation and protection strategies for clients.

His strategic insight and goal-setting orientation are instrumental in developing strategies for clients.

## DANIEL UNDERWOOD

**FINANCIAL PLANNER AFP®**

**REPRESENTATIVE NUMBER 455785**

**CREDIT REPRESENTATIVE NUMBER 456083**



### ***Your Adviser's Experience:***

Daniel has 13 years' experience in the financial services industry and has developed extensive knowledge in the areas of personal insurance, estate planning, superannuation, and investment advisory services.

### ***Industry Credentials & Education:***

Daniel is a Financial Planner AFP® member of the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

Daniel holds an Advanced Diploma of Financial Services (Financial Planning) and has been registered to provide financial advice since March 2014.

### ***Service & Advice Focus:***

Daniel helps his clients to make better financial decisions by clarifying their needs, discussing their financial planning options, developing strategies to achieve his clients' goals, and coordinating with product providers to achieve the best possible outcome.

He has a particular interest in assisting client with personal insurance and providing financial planning advice to wealth accumulators.

## AMANDA GOLDER

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**FINANCIAL PLANNER AFP®**

**FAAA AGED CARE SPECIALIST™**

**REPRESENTATIVE NUMBER 1254254**

**CREDIT REPRESENTATIVE NUMBER 527569**



### ***Your Adviser's Experience:***

Amanda commenced her Financial Planning career in the banking sector in 2016 and during this time, has gained extensive knowledge in the areas of aged care, personal insurance, estate planning, superannuation, and investment advisory services.

### ***Industry Credentials & Education:***

Amanda holds a Bachelor of Accounting with Joint Study in Financial Planning, graduating with distinction in 2016 and has been licensed to advise clients since 2017. She subsequently has completed her Graduate Diploma of Financial Planning in 2020 to become FASEA Accredited.

Amanda is a Financial Planner AFP® member of the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

### ***Service & Advice Focus:***

Amanda is an energetic and conscientious Financial Planner with a high degree of technical expertise and a genuine interest in her clients' best interest. She has a special interest in Aged Care advice assisting clients gain financial clarity and peace of mind while navigating the Aged Care System. Amanda is very passionate about building and protecting wealth, staying up to date with financial regulations and guiding clients through life's important events. As a career adviser, Amanda believes that what we do in financial planning truly matters and has witnessed firsthand the difference it makes in her client's lives.

## BEN COLE

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**FINANCIAL PLANNER AFP®**

**REPRESENTATIVE NUMBER 1299408**

**CREDIT REPRESENTATIVE NUMBER 543661**



### ***Your Adviser's Experience:***

Ben commenced his Financial Planning career in 2019, following a career as a tax accountant for a large multi-national firm and during this time, has gained extensive knowledge in the areas of personal insurance, estate planning, superannuation, and investment advisory services.

### ***Industry Credentials & Education:***

Ben holds a Bachelor of Business (Major Accounting) and has subsequently completed his Graduate Diploma of Financial Planning to become FASEA Accredited. This post graduate qualification has provided the opportunity to meet the new industry regulatory requirements and broaden Ben's technical knowledge in the areas of taxation, succession planning and investment advice.

Ben is a Financial Planner AFP® member of the Financial Advice Association Australia. This certification assures the public that those accredited have met rigorous professional standards and have also agreed to adhere to the principles of integrity, objectivity, competence, fairness, diligence, professionalism, confidentiality, and compliance.

### ***Service & Advice Focus:***

With a focus on providing personal and tailored advice, Ben assists clients with making informed financial decisions and guiding them through key stages in life to help them achieve their goals and plans for a secure future. Ben is committed to ongoing professional development to ensure that his clients receive the best possible service and advice.