

Financial Services Guide

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Licensee:

Regional Wealth Services Pty Ltd (AFSL 458328)

This Financial Services Guide (FSG) is authorised for distribution by Regional Wealth Services.

Authorised Representatives:

Chalmers Financial Pty Ltd
(ASIC# 340971 ABN 69 139 051 139)
Paul Chalmers (ASIC# 265091)
Nathan Ritchie (ASIC# 345047)
Nicole Russell (ASIC#1270612)
Clint Edgar (ASIC#449579)

The Authorised Representatives act on behalf of Regional Wealth Services who is responsible for the services that they provide.

Contact Details

29 Central Avenue
Torquay VIC 3228
03 5264 8879

www.chalmersfinancial.com.au

Purpose of this FSG

This FSG will help you decide whether to use the services that we* offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

* In this document 'we' refers to Chalmers Financial, Paul Chalmers, Nicole Russell and Nathan Ritchie.

Regional Wealth Services

Regional Wealth Services holds an Australian Financial Services Licence. It is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its current and past representatives provide.

Our services

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Retirement planning
- Portfolio Management
- Managed investments
- Securities (direct shares)
- Personal risk insurance

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read. The Statement of Advice (SoA) will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help

you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to Chalmers Financial.

Advice Preparation Fee

The Advice Preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA.

The Advice Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

Advice Implementation Fee

If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will clarify the fee in the SoA.

Ongoing Services Fees

Our ongoing service fees depend on the ongoing service that we provide to you. They will be an agreed fixed fee which is paid monthly.

The services and fees will be set out in the SoA or Record of Advice (RoA) that we provide to you.

Commissions

We receive commissions and other benefits from some product providers. The commission or benefit will vary depending on the recommended product and will be documented in the SoA or RoA.

Insurance Commissions

Chalmers Financial receives a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy.

Investment Commissions

Chalmers Financial may receive a monthly commission payment from some investment providers. This will be based on your account balance and will continue to be paid for as long as you hold the investment.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Associated Business

Paul Chalmers and Nathan Ritchie are the owners of Geelong Accounting Pty Ltd which provides accounting, tax and other SMSF services. We may refer you to Geelong Accounting for the services they provide.

Adviser Remuneration

Paul Chalmers is an owner of the Chalmers Financial practice and is remunerated through the profits of the practice.

Nathan Ritchie and Nicole Russell are employees of the practice and are paid a salary.

Making a Complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. This service is provided to you free of charge.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.