



Financial Services Guide (FSG)

Version: May2024

Financial Advisor Details

Your Advisor is a Sub-Authorised Representative of WSP Pty Ltd (ABN 50 197 426 140) ATFT SFPS Unit Trust t/as Wealth & Security Planners and Streamline Financial Planning, Corporate Authorised Representative (Corporate Authorised Representative Number 276624) of Australian Financial Directions Pty Ltd (Australian Financial Services License Number 344971)

Financial Advisor:	Michael O'Hara , Authorised Representative Number 241386 John Claessen , Authorised Representative Number 241385 Simon Tomkinson , Authorised Representative Number 241387 Kerry Franklin , Authorised Representative Number 241383		
Street Address:	Level 1, 197 Adelaide Terrace, East Perth WA 6004		
Postal Address:	PO Box 6222, East Perth WA 6892		
Email:	planners@wsp.com.au	Telephone:	(08) 6556 2900
Website:	www.wsp.com.au / www.streamlinefinancial.com.au		

Licensee Details

Name:	Australian Financial Directions Pty Ltd		
AFSL:	344971	ABN:	14 135 004 947
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What is a Financial Services Guide?



This document is a Financial Services Guide (“FSG”) and is provided to you by WSP Pty Ltd (“WSP”, “us”, “we”, or “Advisor”). The Advisor acts for and is an authorised representative of Australian Financial Directions Pty Ltd (“AFD”). AFD is a licensed Australian Financial Services Licensee within the meaning of the Corporations Act 2001.

Before obtaining financial services from us, you probably have a number of questions you would like to ask us. You have the right to ask about our charges, the type of services we can provide and what you can do if you have a complaint about our services.

Key information is set out in answer to the questions below. If you need more information or clarification, please ask us.

When we provide you with personal advice, which is advice that takes into account one or more of your objectives, financial situations and/or needs, we will provide you with a Statement of Advice (“SOA”).

The SOA will include information about the basis on which the advice is given and information about costs and expenses involved and the implementation of that advice (including the financial impact of replacing any products you currently hold), the remuneration & benefits we are likely to obtain and any relationships, associations or interests that we may have that could reasonably be regarded as capable of influencing our advice.

In circumstances where further advice is provided to you, and we have determined that there has not been a significant difference in your circumstances, needs or objectives – or that there is no significant difference in the basis of the advice we will provide as compared to the previous advice we provided you - we may create a Record of Advice (“ROA”) instead of providing you a SOA document.

We may forward this ROA to you or merely retain it on your client file if you prefer. You have the right to request a copy of the ROA within seven (7) years of the further advice being provided to you.

In the event we make a recommendation to acquire a particular financial product or offer to issue or arrange the issue of a financial product (other than a financial product listed on a licensed market such as the ASX), we must also provide you with a Product Disclosure Statement (“PDS”) containing information about the particular product which will help you to make an informed decision relating to acquisition of that product.

Who is responsible for the financial services I will receive?



WSP is a Corporate Authorised Representative (Number 276624) of AFD, holder of an Australian Financial Services Licence (AFSL 344971) and its Advisors are duly authorised. AFD has approved the issuing of this FSG and is ultimately responsible for the financial services that will be provided to you by us.

AFD’s contact details are:

Australian Financial Directions Pty Ltd

Level 1, 197 Adelaide Terrace
EAST PERTH WA 6004

PO Box 6222
EAST PERTH WA 6892

Phone: (08) 6556 2992

Email: afd@ausfindir.com.au

Web: www.ausfindir.com.au

Not independent



While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.

What questions should I ask?



Before you consider any financial product or advice, whether given by us or some other Advisor, you should always ask yourself the following questions.

- **Who is my Advisor?**
- **What qualifications does my Advisor have?**
- **What financial services are available to me?**
- **How is my Advisor remunerated?**
- **How will I pay for the financial service?**

Information relating to the above questions is contained in the Advisor Profile below.

How will my information be treated?



Your privacy is important to us but in order to provide you with a financial service, we may need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information you provide to us, which may include details of your investment objectives, financial situation and particular needs. On your request, we can provide you with a copy of that and advice documents, which we keep on record for no less than 7 years. Please note that there may be a fee for this service.

If you wish to examine your file, you should ask us, and we can make arrangements for you to do so.

We are committed to implementing and complying with AFD's Privacy Policy, to ensure the privacy and security of your personal information. A copy of AFD's Privacy Policy is available upon request or directly from AFD's web site (www.ausfindir.com.au).

Does my Advisor have a relationship with any product provider?



The short answer is **NO**. Neither us, your Advisor or AFD has an ownership, relationship or interest with the issuers of financial products that might reasonably be expected to be capable of influencing us in the provision of financial services.

What will I receive from my Advisor?



Do I get detailed information about the remuneration and other benefits my Advisor gets from making the recommendations?

Yes. You have the right to know about details of the remuneration and or other benefits your Advisor receives for recommending financial products. We will provide this information to you in this FSG, and more detailed information related to specific financial products when we make specific recommendations in the SOA or ROA.

Will you give me advice that is suitable to my needs, objectives and financial circumstances?

We will do so when you request personal advice from us. To be able to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial product to you in the context of personal advice. You have the right not to divulge this information to us if you do not wish to do so. In that case, we would be required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the financial products or investment strategies recommended to me?

We will explain to you any significant risks of the financial products and strategies that we recommend to you. If you require further information or clarification about the issue, you should ask us.

What if I want to make a complaint?



We are committed to providing quality financial services to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

- (1) Contact your Advisor first to see if the matter can be resolved.
- (2) Should you find that the matter has not been (or could not be) resolved, please contact the AFD's Complaints Officer by phone (08 6556 2992), email (afd@ausfindir.com.au) or by post (PO Box 6222, EAST PERTH WA 6892).

AFD will endeavour to resolve your complaint quickly & fairly and within the parameters of our Disputes Resolution procedures. However, if a satisfactory resolution cannot be reached, you can raise your concerns with the

Australian Financial Complaints Authority (AFCA)

GPO Box 3, MELBOURNE VIC 3001

Telephone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

We are a member of AFCA's complaints resolution scheme. The Australian Securities & Investments Commission ("ASIC") also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

Do you have compensation arrangements in place?



We have in place Professional Indemnity (PI) insurance in relation to the services we, our Advisors and employees provide to you. Subject to the policy's terms & conditions, coverage can also extend to former Advisors and employees involved with the financial services that they, at the time, provided to you.

Who is my Advisor?



Kerry Franklin is an Authorised Representative (No: 241383) of AFD. Kerry provides Financial Services pursuant to an agreement with WSP Pty Ltd.

What my Advisor's qualifications?



Kerry worked in the financial services industry and providing advice since 1988. Kerry joined AFD in April 2017.

Kerry commenced her career with the National Australia Bank and progressed through various roles within the Bank before becoming a Branch Manager and a Mobile Mortgage Manager. She then joined MLC Insurance division of the Bank working as an insurance specialist. She commenced with Streamline Financial Planning in 2002 and holds a Diploma of Finance and Mortgage Broking Management and Diploma of Financial Planning. With these qualifications and experience, she is well qualified to help clients to achieve their financial goals.

If you would like to make an appointment, please visit our website (www.wsp.com.au) or contact Kerry on (08) 6556 2900 at Level 1, 197 Adelaide Terrace, East Perth WA 6004.

What financial services are available to me?



Kerry is authorised to provide financial product advice to clients and deal in:

- Deposit and payment products
- Life investment or life risk products
- Interests in managed investment schemes, including investor directed portfolio services (IDPS)
- Margin Lending
- Retirement savings accounts
- Securities
- Superannuation

The services Kerry offers to clients include:

- Investment strategies including investment and savings plans, ASX listed securities
- Budget and cash flow planning
- Debt management
- Superannuation advice, including salary sacrifice and consolidation strategies
- Personal insurance strategies
- Centrelink / DVA advice
- Retirement planning advice
- Estate planning advice
- Advice on ownership and structures, e.g. discretionary and family trusts
- Portfolio review services
- Ongoing Advisory services
- Referrals to specialists, e.g. accountants and solicitors

Products recommended by your Advisor have been approved by AFD.

How will I pay for the financial service?¹



Your payment for services could include the following:

- initial advice
- Review
- Ongoing reviews
- Customised services
- Implementation of advice
- Ongoing advice
- Ongoing advisor services
- A combination of any of these services

The fee is determined by either one or a combination of the following:

1. An hourly rate of \$110 – \$550 depending on the complexity of your circumstances.
2. An agreed fee.
3. A percentage of funds under advice, excluding borrowed funds, depending on the complexity of your circumstances of up to 2.2%; or
4. A combination of any of the above.

Initial and On-going Fees/Commissions

The initial fees for investment type financial products can range between 0% and up to 5.5% of the value of the funds at the time while on-going fees may range between 0.275% p.a. and up to 2.2% p.a. For example, for an investment of \$10,000 in a managed superannuation investment paying 4.4% initial fee and 1.1 % p.a. on-going fee, the upfront fee would be \$440 and the on-going fee would be \$110 p.a.

The upfront commission for risk insurance financial products can range between 0% and 66% of the premium in the first year depending on the product provider, while on-going commission may range between 0% and 22% p.a. For example, on an insurance premium of \$1,000 paying 55% initial commission and 22% on-going commission, the upfront commission would be \$550 and the on-going commission would be \$220 p.a.

A combination of Fee for Service and remuneration from a Product or Service Provider

A combination of fee for service and/or commission from a product or service provider may be payable. If this is the case, it will be disclosed to you at the time Kerry provides you with advice.

At the time Kerry provides you with advice, any fees/commissions that Kerry, AFD for us may receive from product or service providers will be disclosed to you.

In any event, Kerry will obtain your agreement to the arrangement prior to proceeding.

¹ ALL amounts and rates include GST

What remuneration does my Advisor receive?



Kerry is remunerated by one or more of the following methods outlined below and will be outlined further in your Advice Document.

Fee-for-service

If you pay a fee for service to the Licensee (AFD), they may pay 100% of these fees to us. Kerry will disclose this to you at the time of providing you with advice. This includes disclosure of the amounts that Kerry, AFD or us may each receive as a result of providing a financial service to you.

Remuneration from Product and/or Service Providers

AFD may receive remuneration from product and/or service providers who in turn may pay a proportion of this to us. Kerry will disclose, at the time he provides you advice, the amounts that Kerry, AFD or us may each receive (if any) as a result of providing a financial service to you.

Salary

Kerry may be paid a salary based on his experience and capability.

Bonus

Kerry may be eligible to receive a bonus, based on a combination of revenue and other non-financial measures that relate to compliance, staff training and the quality of service.

Other benefits

If Kerry is entitled to any other benefits, these will be disclosed.