



**Resolute**  
financial services

# **FINANCIAL SERVICES GUIDE**

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## RESOLUTE FINANCIAL PLANNING

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This Financial Services Guide (FSG) has been produced by Resolute Financial Services Pty Ltd ('Resolute', 'we,' 'us,' and 'our'). Resolute is an Australian Financial Services Licensee (No. 510222) and we authorise the distribution of this FSG.

The FSG is made up of two parts, and you should read this FSG along with the attached Financial Planner Profile. The Financial Planner Profile contains important information about your financial planner's qualifications, authorisations, remuneration, and associations that you should consider when deciding whether to use our services.

Resolute is a privately owned and operated financial planning company. We are not owned by a fund manager, bank or other financial institution. Resolute financial planners are equipped to offer a variety of financial services and packages from holistic advice and solutions that are tailored to each client's individual needs, objectives and circumstances to specific limited ad hoc projects requested by clients.

Resolute can be contacted via phone, email or mail as per the below:

Phone: (03) 9853 5375  
Email: [reception@resoluteprivate.com.au](mailto:reception@resoluteprivate.com.au)  
Mail: PO Box 14 Ivanhoe VIC 3079

### WHO IS MY FINANCIAL PLANNER?

Your financial planner is an authorised representative of Resolute. Refer to the Financial Planner Profile for further information on your financial planner.

Resolute and your financial planner act on your behalf when providing advice and services to you. Resolute is responsible for the advice provided and services offered to you by all its authorised representatives.

## PURPOSE AND CONTENT

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This FSG contains important information to help you decide whether to use any of the services offered by Resolute. It contains details of:

- The financial services and products we offer
- Our fees
- How we are remunerated
- Any interests, associations or relationships that could affect our advice
- Our complaints handling procedures and how to access them

## DOCUMENTS YOU MIGHT RECEIVE FROM RESOLUTE

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You will receive a written report called a Statement of Advice (SoA) when we:

- initially provide you with personal advice, or
- provide you with further advice where your circumstances, needs or objectives and the basis of advice are significantly different to the last time we provided you an SoA

The SoA will confirm our understanding of your relevant personal circumstances needs and objectives, outline the advice being provided, the basis on which the advice is given, information about any remuneration and other benefits we (and our representatives) may receive , disclose any interests we have or and relationships and associations we have that may reasonably be capable of influencing the advice.

Where we provide further advice to you, we may record details of that advice in a Record of Advice (RoA), instead of providing you with an SoA if your personal circumstances and the basis of advice have not significantly changed since your last SoA was provided.

Resolute is obliged to provide you with a copy of the RoA upon request up to 7 years from the day on which the advice is provided.

When we recommend you to acquire a particular financial product (other than listed financial products) we will provide you with either a Product Disclosure Statement (PDS). A PDS contains information about remuneration and benefits payable to financial planners and issuers of the product, risks, benefits and significant characteristics of the financial product. These documents will assist you to make an informed decision as to whether to acquire the financial product.



## ADVISORY SERVICES

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Resolute is authorised to provide financial product advice and deal in the following financial products to wholesale and retail clients:

- Deposit and payment products
- Retirement savings accounts
- Securities
- Standard margin lending facility
- Life products
- Superannuation
- Managed investment schemes
- Government debentures, stocks and bonds

## HOW WE PREPARE AND PROVIDE YOU WITH SUITABLE ADVICE

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We typically recommend a process whereby we examine your financial position, needs and objectives and create a structured plan designed to achieve your financial goals in life over defined timeframes. We do this by helping you to identify and prioritise your goals, developing realistic strategies and help you to assess the merits of alternatives - making any changes you require to the strategies.

Once a strategy is put in place for you, we recommend a regular review to ensure that your strategy remains consistent with your needs and objectives as they change over time.

## REMUNERATION

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Resolute and your financial planner are paid for the services they provide through various methods of remuneration, including payments made by you (service and advice fees), and payments received from product issuers. These payments, or the method of calculation if the amounts cannot be determined, will be disclosed to you when we provide you with personal advice or as soon as practicable after that time.

### ADVICE FEES

The advice fees you pay to Resolute may comprise of one or more of the following:

- A fee based on a percentage of the value of your financial product
- A fixed dollar amount
- An hourly rate

All fees noted below are inclusive of GST.

These fees may include:

- Statement of Advice Fee - for the preparation of a Statement of Advice. The Statement of Advice Fee depends on the time taken to draft the Statement of Advice due to variables to be considered when giving the advice and other complexity. The typical Statement of Advice Fees ranges from \$2,500 to \$6,600.
- Implementation Fee - for the implementation of our financial advice. The Implementation Fee is a flat fee and may vary between \$0 and \$10,000 depending on the complexity of the work involved.
- Ongoing Service Fee – for the provision of ongoing advice services and support services you have requested and that Resolute has agreed to provide you. Where you elect to receive ongoing advice services from your financial planner, fees are applied based on the desired frequency of contact with your financial planner and the complexity of your circumstances. These fees may be a fixed dollar amount (from \$1,000 per annum plus GST), and/or a percentage of your portfolio and generally do not exceed 1.5% per annum plus GST of the value of your portfolio. For example, if the value of your portfolio is \$100,000 and a percentage ongoing advice fee applies, you may be charged an amount of up to \$1,500 plus GST for the year.
- Hourly Fee – for the provision of ad-hoc services. Our Hourly Fee rate ranges from \$350 to \$550 per hour.

The above-mentioned fees are payable by you, and may be paid either directly by you to Resolute, or by you instructing the issuers of financial product in which you have invested to pay Resolute. Resolute pays all remuneration it receives to the Corporate Authorised Representatives appointed. Resolute is remunerated by a fixed fee paid by the Corporate Authorised Representatives for licensee services such as compliance, research and insurance cover. Refer to the Financial Planner Profile for further details.



## COMMISSIONS

Resolute can only accept commissions in relation to investment financial products where payment and receipt occurs under an existing arrangement between Resolute and the product issuer entered into the arrangement before 1 July 2013.

We may also accept commissions from the product issuer in circumstances where you implement life risk insurance products (excluding group life risk policies held within superannuation as well as individual life insurance policies held within a default superannuation fund). If applicable, any such payments will be disclosed to you before you purchase the product. Below are examples of how commissions apply:

- **INVESTMENT BASED FINANCIAL PRODUCTS:** For existing investments held by you and entered into before 1 July 2013, an upfront commission may range from 0% to 4% (plus GST) of the amount you invest, depending on the product. For example, for an additional investment of \$10,000 in a product whose issuer pays Resolute a 3% upfront commission, will mean Resolute receives an upfront commission of \$300 plus GST. Resolute may also receive ongoing commission, which may range from 0% to 1% per annum (plus GST) of the value of your holding in a product, for as long as you hold the product. For example, for a holding of \$10,000 in a product whose issuer pays Resolute a 0.6% p.a. plus GST ongoing commission, Resolute will receive an ongoing commission of \$60 p.a. plus GST.
- **INSURANCE (RISK) PRODUCTS:** We may receive upfront and ongoing commission payments for insurance products implemented on your behalf. The ongoing commission will continue to be received by us whilst the policy remains in force and is serviced by us.

**PRE 1 JANUARY 2018:** We have some legacy remuneration arrangements with life insurance companies for life insurance policies issued prior to 1 January 2018. Where the insurance company continues to make payments of upfront and ongoing commissions in relation to these policies, we can lawfully continue to receive these payments under “grandfathered” exemptions set out in the Corporations Act 2001.

For life insurance policies established prior to 1 January 2018, we may receive a commission of up to 121.00% of the first year’s annual premium and up to 44.00% per annum plus GST of the annual premium thereafter.

Example: If the initial and annual income protection insurance premium was \$1,500 per annum on 31 December 2017, we would receive an upfront commission of \$1,815 plus GST in that year and an ongoing commission of approximately \$660 per annum plus GST each year you continue to hold the product. It is important to note that in most cases each year’s premium will increase on the anniversary of the policy, so the dollar amount of a 44.00% per annum ongoing commission will increase as well.

**POST 1 JANUARY 2018:** The Corporations Amendment (Life Insurance Remuneration Arrangements) Bill 2016 commenced on 1 January 2018 and the table below sets out the maximum level of upfront and ongoing commission that we may receive for life insurance policies established after 1 January 2018.

DATE OF LIFE POLICY ESTABLISHMENT	MAXIMUM COMMISSION (INCLUSIVE OF GST)	
	UPFRONT	ONGOING
1 January 2018	88%	22%
1 January 2019	77%	22%
1 January 2020 and beyond	66%	22%

**EXAMPLE:** If the initial and annual income protection insurance premium was \$1,500 per annum on 2 January 2018, we would receive an upfront commission of \$1,320 inclusive of GST in that year and an ongoing commission of approximately \$330 per annum inclusive of GST each year you continue to hold the product. It is important to note that in most cases each year's premium will increase on the anniversary of the policy, so the dollar amount of a 22.00% per annum inclusive of GST ongoing commission will increase as well.

Should you require a review of your personal insurance requirements or policies, we will charge our Hourly Fee.

## OTHER FORMS OF REMUNERATION

From time to time, we may receive noncash benefits with a cash value less than \$300. A register listing the details of any non-cash benefits in excess of \$100 is maintained and you can request to view a copy of the register.

## REQUESTING FURTHER INFORMATION

You have a right to request further information in relation to the remuneration and benefits received by Resolute and your financial planner. Any request for further information should be made before any service is provided and within a reasonable time frame.

## INTERESTS

Resolute and its representatives, directors and their associated and related parties may have a financial interest in any of the financial products, or interests in the product issuers recommended. Where those interests constitute substantial interests within the meaning of the Corporations Act 2001 they will be disclosed to you in writing when advice is provided.

## OTHER IMPORTANT INFORMATION

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### HOW WE RECEIVE INSTRUCTIONS

You can give us instructions by telephone, email or other means agreed by us in writing.

### PRIVACY STATEMENT

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

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 made to you.

We are committed to protecting your privacy. Your personal information will be handled in accordance with our privacy policy which document outlines how the information we collect from you is used, stored and disclosed. A copy of our privacy policy will be provided to you and can also be obtained from our offices or from our website.

### ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING ACT 2006

Resolute has an obligation under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to verify your identity and the source of any funds. Accordingly we may ask you to provide particular identification documents such as your passport or driver's licence.

### REFERRAL FEES

Currently we do not pay or receive any referral fees.

### COMPENSATION ARRANGEMENTS

Resolute maintains professional indemnity Insurance in accordance with section 921B of the Corporations Act 2001. Our professional indemnity insurance, subject to its terms and conditions, provides indemnity for Resolute and our representatives in respect of the provision of financial services under Resolute's Australian Financial Services Licence. This insurance also covers us for any representative who has ceased work with Resolute for work done whilst engaged with us.

## IF YOU HAVE A COMPLAINT

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We are committed to providing our clients with the highest standards of client service.

Should you feel less than completely satisfied with the service you receive,

1. Contact us on 03 9853 5375 or put your complaint in writing and send it to: The Compliance Manager, Resolute Financial Services, PO Box 14, Ivanhoe VIC 3079 or via email at [reception@resoluteprivate.com.au](mailto:reception@resoluteprivate.com.au).
2. If you are dissatisfied with our response, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. Resolute is a member of this dispute resolution service.

Website: [www.afca.com.au](http://www.afca.com.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

The Australian Securities and Investments Commission (ASIC) also has an Infoline: 1300 300 630 which you may use to make a complaint and obtain information about your rights. If you have concerns involving ethical and professional conduct, you may consider raising your concerns with the Financial Planning Association of Australia (FPA). They can be contacted on 1300 626 393 or you can write to them at GPO Box 4285, Sydney NSW 2001





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