



ALPHA ADVICE AUSTRALIA PTY LTD

# Financial Services Guide

Provided by

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(together **we, us, our**)

As authorised representatives of Alpha Asset Management Pty Ltd ABN 30 163 817 114 AFSL No.  
480258 (**Licensee**)

Date: 13 January 2025

The distribution of this financial services guide (**FSG**) is authorised by the Licensee.

## Purpose of this document

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

## Not Independent

Because we receive commissions on the sale of life risk insurance products that are not rebated in full to clients, we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

## Additional documents you may receive from us

When we provide you with financial planning services you may receive:

- a Statement of Advice (**SoA**) or Record of Advice (**RoA**). These documents set out the advice we provide to you. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us;
- a Product Disclosure Statement (**PDS**) which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive annual fee disclosure statements and we will ask you to renew the agreement and consent to the deduction of advice fees from your account each year.

## Financial services we are authorised to provide

We are authorised to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life risk insurance;
- interests in managed investments schemes including investor directed portfolio services;
- retirement savings accounts products;
- securities;
- standard margin lending facility; and
- superannuation.

## **How can you provide us with instructions?**

You can give us instructions by phone, email or any other means that we agree with you from time to time.

## **Who does the Licensee act for?**

As authorised representatives, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

## **Fees**

All fees are payable to the Licensee.

### **General advice**

We may charge you a fee for any general advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with the general advice. The amount of the fee will be agreed with you in advance.

### **Personal advice**

We will charge you a fee for any personal advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with personal advice. Our advice fees for personal advice (for upfront advice and reviews) range from \$0-5,500 (including GST). Alternatively, we may choose to charge an hourly rate of \$550 per hour (including GST).

These fees will be agreed with you beforehand and will be disclosed in a SoA or RoA which will be provided to you.

### **Ongoing fees**

Our ongoing advice service fees depend on the ongoing service that we provide to you. They are typically charged as a percentage based on the value of your portfolio and are paid monthly.

The ongoing advice service fee will be agreed with you in our ongoing service agreement and range from 0% - 1.21% plus GST for funds under advice.

### **Execution fees**

We may charge a no advice/execution/instruction fee of between \$550 - \$1,650 (including GST) when you require an execution only service.

The specific services and fees will be agreed with you before we proceed with your instructions.

### **Claims assistance**

Where we provide insurance claims assistance to you, we may charge a fee of up to \$1,320 (including GST).

### **Insurance commissions**

We receive a one-off upfront commission when you take out an insurance policy we recommend. The upfront commission will be up to 66% of the first year's annual premium.

We also receive an ongoing commission payment of up to 30% of the annual premium for as long as you continue to hold the policy.

For example, for an insurance product with an annual premium of \$2,000, where the issuer pays us an upfront commission of 66%, we will receive \$1,320. The issuer will pay us 30% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,000, this equates to \$600 per year.

If we provide you with a Statement of Advice containing insurance recommendations only, and you take action in accordance with the recommendations contained in the Statement of Advice (including purchasing the relevant insurance products) no fee will be payable by you, as the Licensee will be paid commission by the relevant insurance company.

If you cancel any recommended insurance policy within the first 12 months of purchase, we may issue you with an invoice for advice fees of between \$1,320 and \$5,500, inclusive of GST, depending on the complexity of the advice. This is because we are legally required to repay any commission to the relevant insurance company if the policy is cancelled within the first 12 months. Any fee will relate to the amount of hours it takes us to prepare and provide you with the insurance advice. If we are only required to partially repay the commission, this amount will be deducted from the fee we charge you.

You will be advised of the exact amount of these commissions, and the advice fees that will apply in the event you cancel the policy, in the SoA or RoA.

## **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.

## **Adviser remuneration**

Our advisers are paid a base salary and do not receive commissions from product issuers. Advisers may also receive bonuses based on revenue generated or a balanced scorecard approach that does not influence the advice provided to clients.

## **Associations**

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you.

The Licensee and Alpha Advice Australia Pty Ltd are part of Connectus Wealth Pty Ltd. This entity is part of Focus Financial Partners LLC, a leading global partnership of wealth management firms incorporated in the USA.

Connectus Wealth Pty Ltd, through its subsidiary Connectus Services Pty Ltd ACN 644 395 808, employs financial planners and administration staff to assist in the operation of our business.

Our advisers are authorised representatives of the Licensee, but are employees of, and remunerated by, Connectus Services Pty Ltd ACN 644 395 808 (**Connectus Services**). Connectus Services is a related body

corporate of the Licensee. Connectus Services does not hold an Australian Financial Services Licence and is not authorised to provide any financial services.

### **Conflicts of Interest**

Our advisers may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

### **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 the Licensee. Please call the Licensee or put your complaint in writing to the Licensee's office. The Licensee will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or the Licensee does not respond to you within 30days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (**AFCA**) at the following address:

GPO Box 3

Melbourne VIC 3001

Ph: 1800 931 678

Fax: 03 9613 6399

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

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

You may only contact AFCA once you have followed the above procedure.

### **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.

### **Compensation arrangements**

The Licensee holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act. The professional indemnity insurance covers all the financial services we are authorised to provide to you.

## Contact us

If you have any queries about our financial services, please do not hesitate to contact us. Alpha Advice Australia Pty Ltd and Alpha Asset Management Pty Ltd can be contacted at:

15/432 Chapel Road

PO Box 438

Bankstown NSW 2200

Bankstown NSW 1885

Phone: 02 9796 8377

Email: [financialservices@ferizisgroup.com.au](mailto:financialservices@ferizisgroup.com.au)