



# Financial Services Guide

A guide to your relationship with us

# Welcome

## Appointment of Horizon Wealth Management

Congratulations on being proactive in the management of your financial affairs, and in seeking advice.

We know how important financial advice is in providing you with peace of mind, and thank you for considering an engagement with us. An investment, insurance policy or service will only ever be recommended to you after its suitability for you is carefully considered by your adviser.

This Financial Services Guide (FSG) is an important document which we encourage you to review. It is intended to inform you of key matters relating to our relationship, prior to us providing you with any financial service. These include:

- who we are,
- how we can be contacted,
- what services we are authorised to provide to you,
- how we are remunerated,
- who else might benefit from our relationship with you,
- how your interests are protected - including:
  - your privacy,
  - our insurance cover, and
- your access to our dispute resolution process.

This FSG is provided to assist you to determine whether you wish to enter into a relationship with us and adopt any of our services.

You are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and associations (if applicable) which may have influenced the provision of the advice.

## Who will provide the financial service to me?

Horizon Wealth Management Pty Ltd (Horizon Wealth) ABN 90 115 657 693 holds an Australian Financial Services Licence number 353387. Horizon Wealth's contact details are:

Horizon Wealth Management Pty Ltd, Suite 2006, Level 20, 44 Market Street, Sydney NSW 2000.

Telephone (02) 9392 8700

Fax (02) 9392 8799

Email [info@horizonwealth.com.au](mailto:info@horizonwealth.com.au)

## Who is my adviser?

Accompanying this FSG is an adviser profile, which includes the name, contact details, experience and qualifications of the adviser.

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

Horizon Wealth is authorised to offer you, and is a specialist in the provision of the following advisory services:

- Financial planning
- Investment, wealth creation and / or preservation, and asset allocation strategies
- Superannuation strategies; including contributions, rollovers and pensions
- Retirement planning
- Estate planning advice of a general nature
- Life insurance and risk management strategies
- Portfolio management and administration

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

Horizon Wealth is responsible for the provision of any financial service that is given by any of its representatives. It is a privately owned financial advisory firm.

As part of our commitment to you, Horizon Wealth adheres to the Code of Ethics of the Financial Planning Association of Australia FPA, and is accredited as a Professional Practice of the FPA. This ensures that all Horizon Wealth's clients receive sound and objective advice. Any conflicts of interest or potential conflicts of interest that may occur will be disclosed, avoided or controlled.

In addition to our sense of purpose, your adviser is required by law to act in your best interests and provide appropriate advice.

## 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.

Horizon Wealth will provide two distinct types of advice to you in the course of preparing your financial recommendations:

- Strategic advice is advice we will give to you to explain how best to structure your affairs from an investment, taxation, estate, income and expenditure planning perspective.
- 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 and objectives.

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

We recognise that the journey to wealth is a process and not an event. In order to ensure you have the peace of mind knowing that your wealth protection (insurance) and wealth management (investments and superannuation) 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 including regular reports on its performance. We will also continue to investigate and advise you on any financial strategies that should be considered by you.

## How do you research products and service providers?

Each investment, insurance product or financial service that is recommended undergoes extensive research. Horizon Wealth undertakes in-depth in-house analysis, and sources quantitative and qualitative research from a number of sources. Only investments, insurance products and financial services that qualify for inclusion on our preferred product list may be recommended.

There are many investment and insurance products available in Australia. Although we consider many, we cannot and do not compare them all. Therefore, not every product available for investment in Australia will be available through us.

## Will you work with my other specialist advisers?

We are very clear about our core competencies, and partner with you, your accountant (for example on tax) and attorney (for example on estate planning) to ensure an integrated approach for the management of your financial affairs.

Investing almost always has tax consequences and they are invariably particular to each client's circumstances. Your adviser will usually consider the general tax implications of their recommendations, but their advice will be limited to those matters on which they are competent to advise and which will depend on what they know about your individual circumstances.

If your adviser does not know your complete picture or cannot advise on the detailed tax consequences, then they will recommend that you seek specialist tax advice.

## How will I pay for your advisory services?

We are in the main a fee for service wealth management firm. The cost of providing strategic advice, and an associated financial product or service to you will depend on:

- The nature and complexity of the advice, financial product and / or service provided,
- The time involved,
- The resources required,
- The size of your portfolio, and
- The level of ongoing attention you require.

Generally, whenever we provide strategic advice and we make a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial fee for service; and / or
- An ongoing fee for service; and / or
- Commission payments from insurance product providers, where applicable.

There are circumstances where we accept commissions, which are more fully dealt with below.

All fees or commissions are initially paid to Horizon Wealth before being distributed to your adviser. There are different ways we pay advisers:

- An annual salary and / or
- A share of revenue less a share of associated costs.

The basis for all upfront and ongoing fees is fully set out in our Schedule of Fees which is attached to this FSG.

## How are fees calculated and paid?

Your Horizon Wealth adviser will discuss the fees that will apply to your specific situation at the time that you meet for your initial, obligation-free consultation or soon thereafter.

The basis upon which fees are calculated and charged is set out in our Schedule of Fees which is attached to this FSG.

All upfront and ongoing fees are fully disclosed in our SOA when provided.

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

It is generally accepted industry practice to receive commissions on life and related insurance products. There are often tax advantages available to you that are associated with the payment of these commissions, rather than a fee basis of remuneration. The initial commission rate or brokerage paid by life insurance companies is the same.

Any commission or brokerage payable to Horizon Wealth is paid by the Life Insurance Company as a result 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. Ongoing or trail commission brokerage can range from 0% to 31% of the annual premium.

We will advise you of the specific commission brokerage applicable to any insurance recommendation prior to you applying for the insurance cover, and will fully disclose this in our SOA.

## If you receive a commission, how much commission do you get? How is it calculated and deducted?

Certain older products have commissions associated with them. In these circumstances, companies pay us an ongoing commission (often called a trail commission) instead of us charging you a fee. This is paid from the fund manager's annual management fee (this is not an additional fee). Any ongoing commission is outlined in the product disclosure statement that will be attached to any recommendations we make to you, and we will disclose these commissions fully to you in our SOA.

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

Horizon Wealth avoids soft dollar and other inducements in order to preserve our philosophy of avoiding conflicts of interest. Where rebates are paid, we make sure that these payments end up with you. This is normally by way of cash credited to your portfolio, or paid into your account.

Details of any gifts or benefits exceeding \$300 that Horizon Wealth may receive are detailed in a Register, a copy of which is available on request.

## Do you pay for, or receive inducements for referrals and introductions?

No.

We regularly refer clients to specialists including attorneys, accountants and other business associates. We do not accept and do not pay financial or other inducements for referrals made or received.

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

You should know that advice and investment carries risk and that the value of your investment will rise and fall over time. As a general rule, the higher the potential returns, the higher the level of risk.

We will explain to you in detail those risks associated with the advice, investments and strategies 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/s?

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 confirmation email or 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.

We will use our best endeavours to ensure your instructions are executed as soon as possible. You should be aware that delays may occur for reasons beyond our reasonable control, and we are not responsible for loss or damage arising from such delay.

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

We maintain a record of your personal affairs 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 urge you to advise us promptly of important changes in personal circumstances in order to ensure our records are maintained with current information.

We are committed to maintaining and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our Privacy Policy is available upon request. If you wish to examine your file, feel free to ask and we will make arrangements for you to do so.

## How do you deal with the Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act 2006?

Horizon Wealth 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?

Horizon Wealth 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 that Horizon Wealth 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 Horizon Wealth and its Representatives,
- Fraud by Horizon Wealth and its Representatives, and
- Any award made against Horizon Wealth by an external dispute resolution scheme.

## Our Privacy Policy

Horizon Wealth has and maintains a Privacy Policy to ensure it deals with its client's personal information in compliance with applicable Australian Privacy Principles. A copy of our Privacy Policy is available upon request.

## If you have a Complaint

What process should I follow if I have a complaint about the provision of the financial services offered to me?

We are members of the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme.

Your satisfaction is important to us so if you have a complaint about the service provided to you, you should take the following steps:

- Contact your adviser or ourselves 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:

The Compliance Manager  
Horizon Wealth Management Pty Ltd  
PO Box Q596  
QVB NSW 1230

We will try to resolve your complaint quickly and fairly.

- If the complaint cannot be resolved to your satisfaction, you have the right to complain to AFCA. They can be contacted on 1800 931 678 or by email at [info@afca.org.au](mailto:info@afca.org.au) or by mail at:

GPO Box 3  
Melbourne VIC 3001

You may also wish to contact the FPA. They can be contacted on 02 9220 4500 or by email at [fpa@fpa.com.au](mailto:fpa@fpa.com.au) or by mail at:

GPO Box 4285  
Sydney NSW 2001

The Australian Securities and Investments Commission (ASIC) also has a toll free Infoline on 1300 300 630.