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Hayman Private Wealth

Financial Services Guide – Part 1

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# Financial Services Guide – Part 1

## Partner Firm Profile

### A Guide To Our Relationship With You (Part 1 of 2)

This Financial Services Guide (FSG) has been issued to provide you with important information to consider before you proceed with any of our services and should be read in conjunction with Part 2 of this Guide.

Our business Hayman Private Wealth Pty Ltd (Hayman) is a Partner Firm and Corporate Authorised Representative of AdviceIQ Partners Pty Limited (AdviceIQ Partners). Our Corporate Authorised Representative number issued by the Australian Securities and Investments Commission (ASIC) is 368452.

Hayman has been established to provide a range of advice and assistance to help people grow, manage and protect their wealth. We can help you create the financial security that lets you focus on what's really important in your life.

This Partner Firm profile contains some important information on the services we offer and how we charge for these services. Please read it carefully.

### Our Advice Services

Hayman engages Advisers (all remunerated by way of salary plus bonus) who provide advisory services designed to help you create, manage and protect your wealth, including:

- Superannuation and Self Managed Superannuation Fund strategies – investment analysis and portfolio construction
- Retirement Planning – including superannuation and pension income stream and transition to retirement advice
- Redundancy and Retrenchment Consulting
- Strategic Advice in relation to the complex area of investments
- Wealth Creation – including advice on direct equities
- Personal Risk Management
- Estate Planning – although we provide estate planning advice as part of or incidental to the provision of financial planning advice, we can arrange to provide access to specialist estate planning services, where required
- Tax advice - this is provided via an associated entity and not via this Corporate Authorised Representative Agreement

We can facilitate the purchase of direct equities through a number of reputable stockbrokers.

We are NOT authorised by AdviceIQ Partners to provide advice and services in the following areas:

- General Insurance (for example home and contents, vehicles and public liability)
- Health Insurance
- Foreign Exchange
- Derivatives (such as futures and options contracts)
- Direct Real Estate
- Mortgage Broking, Commercial Financing and Leasing services
- Taxation Advice through this Corporate Authorised Representative Agreement
- Only Adam Trajer is authorised to provide advice in Margin Lending

However, if required, we will refer you to another party (or associated entity) who is able to provide advice in these areas.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions. If you do not obtain advice, you face the risk that the financial product/s you choose may not fully take account of your objectives, financial situation or needs.

In addition to instructions you give us in meetings, you can provide any additional instructions to us by phone, fax or e-mail. Any transactions undertaken will be confirmed in writing to you.

## **Client Responsibilities**

You are responsible for helping us give you the best possible advice. Specifically, if you become a client we want you to:

- be open and honest
- inform us if your situation changes
- read all the documentation provided to you

## **AdviceIQ Partners**

AdviceIQ Partners is the holder of an Australian Financial Services Licence, number 332957, and is responsible for the advice and services provided by our Partner Firm. AdviceIQ Partners contact details are:

AdviceIQ Partners Pty Ltd  
Level 13, 175 Eagle Street  
Brisbane Qld 4000

E [contact@adviceiq.com.au](mailto:contact@adviceiq.com.au)

## Your Advice Team

### **Rod Hayes Bcom FCA**

Rod graduated with a Bachelor of Commerce, from the University of Queensland in 1986.

From 1987 to 1999 Rod worked in two of Australia's leading accounting practices providing taxation investment and general business advice to some of Australia's leading owner managed businesses. During this period Rod completed the Institute of Chartered Accountants Post Graduate Professional Program and has been a Chartered Accountant for the past 30 years. Recently Rod was elevated to a Fellow of the Institute.

In 2000 Rod commenced his speciality in providing Personal Financial Advice to successful Australians as a Senior Financial Consultant with Tynan Mackenzie.

During this period this role extended to the successful opening of a branch of this company in Melbourne where he continues to reside having left Tynan Mackenzie in 2010 after 10 successful years.

Rod founded Hayman Private Wealth Pty Ltd in 2010. Rod's Authorised Representative Number issued by the Australian Securities and Investments Commission is 368453.

### **Adam Trajer B. Econ DFP**

Adam graduated with a Bachelor of Economics, from the University of Queensland in 1990.

From 1991 to 2001, Adam undertook the NAB graduate program, and worked in retail and private banking roles focused on the provision of personal credit facilities in South East Queensland. Toward the end of this time, he developed an interest in financial planning and investment advice, and was instrumental in establishing a Financial Planning practice within the NAB Private Bank in Brisbane.

He moved to Melbourne in 2002 to pursue his Financial Planning career with NAB wealth arm MLC. In 2003 he completed a Diploma of Financial Planning with Deakin University and by 2004 was working in compliance auditing MLC licensee businesses and advisers throughout Victoria and Sydney.

In 2005 he joined AXA compliance and was seconded to Tynan Mackenzie Pty Ltd to develop a compliance program. As the National Compliance Manager he was responsible for auditing advisers Australia wide, developing licensee policies, compliance training, and the provision of advice documents and tools to over 40 financial advisers in the group.

In late 2007 he was invited to join the Melbourne office of Tynan Mackenzie as a Private Client Adviser and was responsible for the provision of personal financial and investment advice until August 2013.

In January 2014 he joined Hayman Private Wealth Pty Ltd as an Associate Director. Adam's Authorised Representative Number issued by the Australian Securities and Investments Commission is 451706.

## Areas of Expertise

At Hayman Private Wealth, Rod and Adam use their decades of experience to provide the following services to clients:

Retirement Planning, where they can:

- Design a tax effective income stream or combination of income streams
- Review and discuss the best vehicle from which to generate your retirement income stream/s
- Review existing assets and assess their capability of producing an income stream for you in retirement and review your existing investments, strategies, debt and cashflows to optimise the overall outcome for you, taking account of risk, tax, flexibility and other relevant considerations
- Consider relevant estate planning implications relevant to superannuation
- Optimising your use of superannuation and related structures such as pensions and annuities
- Arranging your investments in the most appropriate structure for tax, estate planning and flexibility purposes
- Review of existing arrangements, including super funds, managed funds, direct holdings in terms of investment quality, cost, risk and other factors

Retrenchment / Redundancy Consulting where they can:

- Provide advice relating to issues involving Employer Termination Payments
- Advice will be provided in the context of a thorough understanding of your overall situation, objectives, other investments, debts and any other relevant issue
- The tax implications of the various payments to be received, and how to use these payments most effectively in your particular circumstances
- Review of your surrounding circumstances including superannuation, investments, debt, cash flows, flexibility and future financial independence to ensure immediate lifestyle can be managed effectively, while the long-term objectives are defined and advanced.

Estate Planning, where they will aim to:

- Ensure your life values are met and that your beneficiaries are dealt with in accordance with your wishes
- Structuring your affairs appropriately for estate planning, plus arranging relevant protections such as Powers of Attorney

Special Situations: Sometimes, unexpected situations arise that require particular care, such as:

- Personal injury settlement. Special tax rules apply to the use of these funds within specified timeframes
- Management of bequests and estates. There are often complex tax, investment and some personal issues involved, all needing clear understanding and careful attention.
- Change of Residency Status from or to Australia. This can involve a variety of personal, investment and tax implications that need to be worked through carefully

- Management of Concentrated Share Holdings. These can arise through inheritance, corporate situations and other ways. Issues can involve tax, currency, flexibility and risk

At Hayman, your adviser can draw on a wide range of investments, research and technical sources to provide expert advice and effective service to clients.

In all areas, your adviser aims to develop a deep understanding of your personal situation and objectives before applying investment and strategy solutions to assist you.

## **Our Professional Fees**

We believe the services we offer are valuable and the remuneration received is a fair reward for our expertise and skills. We believe in being very open about any benefits or payments we receive and the costs you will incur for using our services.

1. We will confirm with you any proposed costs before they are incurred by you, to ensure that you are comfortable before any action is taken.
2. We may charge fees for our initial advice and implementation. We will charge a fee for ongoing portfolio tracking, review and management of our clients' situations.
3. We may also charge fees for other advice or services which fall outside the scope of those above.
4. No fees are payable unless you have instructed us to proceed with the provision of advice.
5. All fees charged by us and any brokerage or commissions paid by product providers (total remuneration) are receivable by AdviceIQ Partners as the Australian Financial Services Licensee.
6. If you purchase or retain a life insurance policy on our recommendation, we may receive brokerage payments from the Insurer who issues the policy. There are a number of ways these payments can be structured. Insurers currently offer brokerage payments of up to 88% (GST inclusive) of the first year's premium and up to 30.25% for subsequent years over the life of the policy.

Full details of all fees, brokerage, commissions or other benefits that we or any other related party receive as a result of recommendations to you will be provided in our Statement of Advice document.

More specific details of how fees are charged follow.

## **Initial Meeting**

A complimentary initial consultation is provided to all potential new clients without obligation. At this meeting we will agree how we will work together in the future and agree on the fee.

## **Our Advice and Its Implementation**

A fee may be payable for the preparation of a financial plan and its implementation. This will be agreed between you and the adviser at the initial meeting and will be based on the complexity and an estimate of the time involved in its preparation.

We may charge this fee as a set amount or at hourly rates of between \$150 and \$450 (including GST).

This fee will be outlined to you in our meeting prior to the commencement of any work on your behalf.

The services covered by our Advice and Implementation Fee include:

- Exploring your needs and objectives
- Collection of relevant personal and financial information
- Where appropriate, liaison with other professionals such as accountants and financial institutions
- Analysis and consideration of solutions
- Preparation and presentation of a Statement of Advice

With your authority, we will assist you in establishing the recommended strategies quickly and efficiently. This service generally involves:

- Assistance with the completion of required documentation
- Liaison with third party product providers

## **Ongoing Review and Maintenance**

When you engage Rod or Adam as your Adviser, you will agree to implement the “Hayman Private Client Service”.

The service covers all relevant ongoing aspects of our comprehensive range of financial planning services.

We charge a fee for this service, which will be charged as a retainer and be calculated either as a percentage of the value of your portfolio (subject to a maximum of 1.2% including GST) that is subject to the Private Client Service, or as a flat dollar amount.

The philosophy behind this fee structure is to completely separate remuneration away from biases, transactions or sales commissions. Whenever applicable, transaction and sales commissions for investments will always be removed or rebated to our clients in full.

We will always make recommendations in writing and operate on a ‘no surprises’ principle, especially with regard to cost, investment risk/volatility and return expectations.

Our ongoing service packages may include the following services. The services specific to you will be stipulated in the Statement of Advice:

- Agreed strategic reviews involving a complete review of our recommended strategies, your circumstances and your needs, including appropriate recommendations
- Regular portfolio reports
- Information email service on an as needs basis
- Regular ongoing strategy and portfolio management advice
- On-call support – phone and/or face-to-face assistance



## Financial Services Guide – Part 2

AdviceIQ Partners Pty Ltd has authorised this Guide and is responsible for the advice and services provided by its Partner Firms and Advisers (Authorised Representatives).

This Financial Services Guide (FSG) is in two (2) parts. Part 1 of this FSG provides information about your Adviser and their Practice. Part 2 of the FSG provides information about AdviceIQ Partners.

### A Guide To Our Relationship With You (Part 2 of 2)

This Financial Services Guide (FSG) has been issued to provide you with important information to consider before you proceed with any of our services. This Guide provides information about:

- Who we are
- The services offered to you
- How Authorised Representatives are remunerated
- Any other benefits we may receive
- The relationships we have with any financial product providers
- Any potential conflicts of interest we may have
- Our internal and external dispute resolution procedures
- Our privacy policy

Should you decide to take up any of our services you will be provided with two (2) documents in addition to this FSG. Document one is a 'Statement of Advice' which will provide written confirmation of any advice you receive (this can be provided in one or more documents). Secondly, a 'Product Disclosure Statement' (PDS), which will provide information on a recommended product (including features and costs) if we recommend you purchase a particular financial product.

### Statement of Advice (SOA)

When we provide you with personal advice we are required to provide you with a SOA. This document provides written confirmation of any advice you receive, its basis and scope, any fees or commissions and any benefits or associations we may have relevant to the advice provided.

On an ongoing basis, if you are provided with further advice either a SOA will be provided or if there are no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided, your Adviser will record this advice in a document called a Record of Advice (ROA). You have the right to request a copy of your ROA at any time.

### Product Disclosure Statement (PDS)

If we recommend a particular financial product a PDS or Prospectus will be issued. These documents contain important information about a product and are designed to help you make informed decisions in relation to the product recommended.

## About AdvicelQ Partners

To provide financial advice, advisers must be authorised by an Australian Financial Services licensee. AdvicelQ Partners is the holder of an Australian Financial Services Licence number 332957 issued by the Australian Securities and Investments Commission (ASIC).

AdvicelQ Partners is 100% owned by its Partner Firms.

AdvicelQ Partners is authorised under the Corporations Act to advise and deal in the following types of Financial Products:

- Deposit and Payment Products
- Government debentures, stocks and bonds
- Managed Investments including Investor Directed Portfolio Services
- Superannuation
- Securities
- Retirement Savings Account Products
- Investment Life Insurance Products
- Life Risk Insurance Products
- Margin Lending Facilities

AdvicelQ Partners will not hold funds or securities in its own name for the account of clients. All funds and securities are deposited with nominated banks or nominees in the client's name in accordance with their instructions.

## What Are Our Fees and Charges?

Prior to providing you any services we will agree with you how we will be remunerated.

We have set out below the basis of the potential fees, any benefits or payments we may receive from product providers and the costs you may incur for using our services.

Your fees may comprise one or more of the following components:

- Fees or brokerage for our initial advice, its implementation, ongoing monitoring and review.
- The cost of the purchase or sale of direct investments such as units in listed property trusts or shares in listed companies will be passed on to you. In general, fees can range from 0.1% to 1.1% (inclusive of GST) of the value of the trade and are payable to the relevant stockbroker.
- If you purchase or retain a life insurance policy, we may receive brokerage payments from the Insurer who issues the policy. Insurers currently offer brokerage payments of up to 88% (GST inclusive) of the first year's premium and up to 30.25% for subsequent years over the life of the policy.
- Some of our Advisers are paid a salary and may also be entitled to a bonus. The salary (and bonus) may be based on their performance and/or the remuneration generated by them and the Partner Firm.

- Some of our Advisers do not get paid a salary. They may be paid a percentage of the total remuneration generated by them and the Partner Firm, but is not connected to any product.
- As licensee, AdviceIQ Partners is entitled to all fees, brokerage, commissions and other remuneration. It retains some and pays the balance to Partner Firms.
- Full details of all fees, brokerage, commissions or other benefits that we or any other related party receive as a result of our recommendations to you will be provided in the Statement of Advice.
- No fees are payable unless you have agreed and instructed us to proceed.

Part 2 of this FSG provides a specific breakdown of the applicable fees charged by your Adviser (our Partner Firm).

### **Needs-Based Advice**

Partner Firms of AdviceIQ Partners offer objective, needs-based advice taking into account your current and future circumstances and goals. Your plan will focus on applying appropriate strategies and solutions. Our Advisers will only recommend products that are on the AdviceIQ Partners Approved Products List.

### **Associations and Interests**

100% of AdviceIQ Partners is owned by its Partner Firms.

PortfolioIQ Unit Trust is the distributor of the adviceLink Portfolio Wrap Service range of administration platforms. Some entities associated with AdviceIQ Advisers may hold an interest in PortfolioIQ Unit Trust.

PortfolioIQ may receive fees from one of these platforms, BT Portfolio Services Limited and some or all of these fees are remitted to AdviceIQ Partners and some Partner Firms.

Authorised Representatives of AdviceIQ Partners are free to recommend all products on the extensive Approved Product List of AdviceIQ Partners. There is no requirement or obligation for an Adviser to place business with any particular product issuer.

### **Other Relationships and Product Providers**

AdviceIQ Partners also hold agreements with a number of providers of certain products whereby AdviceIQ Partners may receive a share of fees charged by those providers.

Details of the fees and relationships of these other companies can be found either in the relevant Product Disclosure Statement for the product recommended and/or the Statement of Advice you receive from your Adviser.

### **Do We Receive Any Other Benefits?**

In order to ensure that our Advisers and staff participate in continuing education programs, we pay for and may enter into agreements with product providers to provide professional development and training. Product providers typically provide benefits such as training sessions and technical assistance as well as funding towards the cost of venues and catering.

Where the amount of any material benefit received by a related company, our Advisers or staff exceeds \$300 in value over 12 months, the benefit will be noted in a register which is available for public view. A copy of this register can be made available to you on request.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and any soft dollar benefits received by the licensee and/or representative.

### **Will Anyone Benefit From You Being Referred To Us?**

It is possible that we may pay a related entity or a person who refers you, a fee or a commission in respect of that referral. In such an event we will inform you who will receive that fee or commission and the quantum of the fee.

### **What If I Have A Complaint?**

It is important to inform us about any complaint or concern you may have with your Adviser. If you are not satisfied that your Adviser has resolved your complaint we ask that you write to our Complaints Officer:

Complaints Officer  
AdviceIQ Partners Pty Limited  
GPO Box 1680  
BRISBANE QLD 4000  
Email: [complaintsofficer@adviceiq.com.au](mailto:complaintsofficer@adviceiq.com.au)

When dealing with a complaint that you have submitted to us in writing:

- We will provide written acknowledgement of our receipt of your complaint in the first instance; and
- We will prepare a response within 30 days in consultation with your Adviser to ensure all matters raised are thoroughly investigated and responded to appropriately.

If you are not satisfied with our complaint resolution procedures, you have the right to take your complaint to an independent complaints resolution body (we are a member of this service):

Australian Financial Complaints Authority (AFCA)  
GPO Box 3  
MELBOURNE VIC 3001

P 1800 931 678  
F (03) 9613 6399  
E [info@afca.org.au](mailto:info@afca.org.au)  
W [www.afca.org.au](http://www.afca.org.au)

You can also lodge your complaint with ASIC by calling 1300 300 630.

**Important Note:**

AdvicelQ Partners confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended).

In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for AdvicelQ Partners, our staff and our Authorised Representatives (Advisers) in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will also continue to provide such coverage for any staff and authorised representative who has ceased with AdvicelQ Partners.

**What About My Privacy?**

In order to provide quality advice and services we are required to obtain certain information about you. Our privacy policy procedures ensure that your personal information is maintained in a confidential and secure environment.

We will maintain records of our dealings with you which will include your personal details, objectives and financial situation. To fulfill the purposes of collecting personal information, we may make such information available to:

- Any member or affiliate of AdvicelQ Partners;
- Any entity carrying out functions on behalf of AdvicelQ Partners; and
- Any other entity we engage to assist in the provision of services requested by you.

You should note that the personal information we collect about you may be disclosed to third parties if that disclosure is required or authorised by Law.

AdvicelQ Partners is also subject to certain legislative and regulatory requirements which necessitate us obtaining and holding certain personal information.

A copy of our privacy policy will be provided upon your request.

**Important Note:**

As a financial service provider, we also have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to provide identification documents (e.g. Passport and Driver's Licence) on becoming a client.

**Contact Details:**

AdvicelQ Partners Pty Limited  
Level 13, 175 Eagle Street  
BRISBANE QLD 4000

Email: [contact@adviceiq.com.au](mailto:contact@adviceiq.com.au)