



**SPECTRUM
WEALTH**

• PARTNERS PTY LTD •

FINANCIAL SERVICES GUIDE

OUR GUIDE TO ASSISTING YOU WITH YOUR FINANCIAL NEEDS

Spectrum Licensing Services Pty Ltd

ABN 27 603 536 125

Level 1/204 Clarence Street, Sydney NSW 2000

02 7208 7822

Version 3.1 | 31 March 2022



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LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with important information on how to engage with one of our Advisers.

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Spectrum Licensing Services Pty Ltd as a licensee
- Details on how you may instruct your Adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Spectrum Licensing Services Pty Ltd can provide
- The documents you may receive
- Remuneration received by your Adviser
- Other forms of remuneration or benefits
- Privacy (i.e., collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, Spectrum Licensing Services Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “Adviser” refers to Spectrum Licensing Services’ authorised representatives.

STATEMENT OF NON-INDEPENDENCE

Spectrum Licensing Services Pty Ltd and its Authorised Representatives, for the purposes of s923A of the Corporations Act 2001 (Corporations Act), are unable to call ourselves “independent”, “unbiased” or “impartial” or a variation of these such as “Independently owned” as we receive commission payments when we recommend you purchase life insurance products e.g., Income protection.

Spectrum Licensing Services Pty Ltd (ABN 27 603 536 125), is an Australian Financial Services Licensee (AFSL 478 589).

Distribution of the Financial Services Guide by the providing entity has been authorised by Spectrum Licensing Services Pty Ltd.

Authorisation date: 31 March 2022



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WHO WE ARE AND WHAT WE STAND FOR

Spectrum Licensing Services Pty Ltd
ABN 27 603 536 125
Level 1/204 Clarence Street, Sydney, NSW 2000
Phone: 02 7208 7822
AFSL: 478 589

Spectrum Licensing Services Pty Ltd is an Australian Financial Services Licensee (AFSL) licensed by the Australian Securities & Investment Commission (ASIC).

Spectrum is responsible for the advice and conduct of your Spectrum adviser. We are not responsible for any unauthorised services they may offer (to the full extent permitted by law), so please check the services your adviser offers in their profile.

Spectrum has professional indemnity insurance which covers us and our advisers for errors or mistakes to our services. The insurance meets the requirements of the Corporations Act 2001 (Corporations Act) and covers claims against our advisers after they cease to be engaged by us, provided that the insurer is notified of the claim when it arises and within the relevant policy period.

OUR RESPONSIBILITY

Your Adviser provides financial advice and services on behalf of Spectrum Licensing Services Pty Ltd and accordingly we are

responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, Spectrum Licensing Services Pty Ltd advisers adhere to the Codes of Ethics/Conduct of the Association of Financial Advisers.

THE ADVISER PROFILE

Prior to providing any personalised financial advice products and/or services our Advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser Profile contains important information about your Adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

If you have not received an Adviser Profile, please ask your Adviser for a copy or contact us (see page 9 for contact details).



WHAT WE CAN PROVIDE

Spectrum Licensing Services Pty Ltd is licensed to provide financial product advice on the following services:

- Financial Planning
- Investments
- Superannuation
- Retirement Planning
- Estate Planning
- Cash Management Trusts
- Gearing Strategies
- Social Security
- Wealth Creation
- Debt Management
- Life and Disability Insurance

We can advise in the following products:

- Deposit products (including basic deposit and payment products other than basic deposit products)
- Debentures, stocks or bonds issued or proposed to be issued by government
- Investment life and life risk insurance products (including any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds)
- Interest in managed investment schemes (including investor directed portfolio services)
- Retirement Savings Accounts
- Securities
- Superannuation

Spectrum Licensing Services Pty Ltd maintains an Approved Product List (APL). Subject to attaining required accreditation, your Adviser is able to recommend any product on the Spectrum Licensing Services Pty Ltd APL.

There may be instances where your Adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Spectrum Licensing Services Pty Ltd's Research Department to obtain a one-off product approval.

DOCUMENTS YOU MAY RECEIVE

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances. Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Enhanced Fee Disclosure Statement (EFDS)
- Renewal Consent Notice



The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable. Where you receive ongoing or further advice, a RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An enhanced Fee Disclosure Statement (EFDS) will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser for a period greater than 12 months.

From 1 July 2021, where a client has an ongoing fee arrangement that exceeds 12 months, we will provide you with an EFDS, this will include the services you were entitled to receive, the services you actually received and the fees you paid for the previous 12 months plus the services you are entitled to receive and the fees you can expect to pay for the next 12 months.

We will require you to consent to the continuation of the ongoing fee arrangement annually. You can consent a number of ways however for most clients we expect they will simply sign and return the consent within the EFDS and return it to our office.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

HOW TO GIVE INSTRUCTIONS

Your Adviser may accept your instructions by phone, letter, email or fax. In some instances, your Adviser can only accept written instructions from you and they will let you know when this occurs.

YOUR PRIVACY

Your Adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not to provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Spectrum Licensing Services Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.



This Policy is located on your financial adviser's website and at the back of this FSG document.

DISCLOSURE OF INFORMATION

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers
- IT service providers

Spectrum Licensing Services Pty Ltd may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia including the Philippines, South Africa, and the United States. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Spectrum Licensing Services Pty Ltd Advisers.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

ADVISER REMUNERATION

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your Adviser provides a recommendation for a financial product or service, your Adviser may be remunerated through either:

- An initial fee for service; or
- An ongoing fee for service; or
- A contribution fee or implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

Details of the ranges and amounts of remuneration are set out in the table below. Amounts are inclusive of GST.

TYPE OF REMUNERATION	INITIAL	ONGOING
Adviser Service Fee	\$3,300 to 11,000	\$3,300 to 22,000
SoA Preparation Fee	\$3,300 to \$11,000	N/A
Implementation Fee	\$550 to \$11,000	N/A
Hourly Rate	\$440	\$440
Investment Commission*	0.10% to 4.00%	0.10% to 4.00%
Insurance Commission^	0% to 66%	0% to 33%

*based on a % of funds invested

^based on a % of the premium

Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.



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All fees or commissions are initially paid to Spectrum Licensing Services Pty Ltd before being distributed in full to your Adviser.

LICENSEE REMUNERATION

Spectrum Licensing Services Pty Ltd does not receive any remuneration for the provision of services required under its Australian Financial Services Licence.

REFERRALS

Ashley Tilston, Director of Spectrum Licensing Services, is a 50% shareholder of Accura Financial Group and its associated companies.

If an authorised representative of Spectrum Licensing Services refers to the above businesses, Ashley may be entitled to a dividend based on his shareholding after all expenses are paid.

If you are referred to Accura Financial Group and its associated company, the referring authorised representative may be entitled to 30% commission based on an upfront commission paid to the business from the mortgage provider.

For example, if the authorised representative refers you and a mortgage of \$500K is sold, then a commission of \$900 and ongoing commission will be paid to Accura Financial Group of which the authorised representative will receive 50% of the share of profit after expenses in year 1 and a

share of the ongoing commissions ongoing in the second year onwards.

OTHER FORMS OF REMUNERATION OR BENEFITS

Spectrum Licensing Services Pty Ltd and/or its Advisers may receive nonmonetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.



RELATED COMPANIES

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

SPONSORSHIP

Spectrum Licensing Services Pty Ltd and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Spectrum Licensing Services Pty Ltd may use these payments to pay for costs associated with such conferences, training or professional development days.

PROFESSIONAL INDEMNITY

Spectrum Licensing Services Pty Ltd maintains a group policy which includes appropriate Professional Indemnity Insurance cover for Spectrum Licensing Services Pty Ltd as required by the Corporations Act 2001.

REPORTING YOUR CONCERNS

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Executive Manager Governance to discuss your complaint.

- Phone: 02 7208 7822
- Email: hello@spectrumwp.com.au
- Mail:

Executive Manager Governance
Spectrum Licensing Services Pty Ltd
PO Box 672
Rozelle, NSW 2039

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you within 45 days. From the 5th October 2021 this timeframe will be reducing to 30 days, meaning you will be responded to within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.



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The contact details for AFCA are:

- Phone: 1800 931 678 (free call)
- Online: www.afca.org.au
- Email: info@afca.org.au
- Mail:

GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

CONTACT US

Spectrum Licensing Services
Level 1/204 Clarence Street,
Sydney, NSW 2000

PO Box 672 Rozelle NSW 2039

T: 02 7208 7822

E: hello@spectrumwp.com.au

W: www.spectrumwealthpartners.com.au

FOR MORE INFORMATION

Please visit moneysmart.gov.au for more information on financial advice.