



FINANCIAL
SERVICES GUIDE

Palladia Licensee Services
Pty Ltd AFSL 532918
Version 1.3
5 October 2023

Purpose of the FSG

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services we offer.

It explains:

- Who we are and how we can be contacted;
- The services we provide;
- Our fees and how we are remunerated in relation to the services we provide;
- How you can make a complaint.

Not Independent

Palladia Licensee Services Pty Ltd receives commissions from life insurance products.

As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'

Documents we may provide you

You will receive various documents as part of our financial planning process for each stage of your advice journey. We will provide these documents electronically to a nominated email address, you may also request documents be provided to you in hardcopy.

Statements of Advice and Records of Advice

When we provide personal advice, ordinarily this will be recorded and provided in a Statement of Advice (SOA), known as a financial plan. The SOA contains a summary of your goals and the strategies and the financial products we may recommend achieving your goals. It also provides you with detailed information about product costs, associated fees and other benefits we and others will receive because of the advice we have provided.

If we provide you with further personal advice, it will be recorded in a Record of Advice (RoA). RoAs will be kept on record for seven years and you may request a copy of such records by contacting our office during that period.

Product Disclosure Statements

If we recommend or arrange a financial product for you, we will provide you with a Product Disclosure Statement (PDS) or Investor Directed Portfolio Service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.



Other Documents

If you enter into a Client Service Agreement (CSA) with your adviser, it will be under a Fixed Term agreement for a period of no more than 12 months. At the end of this agreement our services will automatically expire and we will no longer charge you any fees. The Fixed Term Agreement will outline the services you are entitled to the fees you will pay. At the end of this 12-month term, a new Fixed Term agreement for another 12 months can be commenced should you wish to re engage with our services.

If we charge our advice fees from either a superannuation or an investment account we will also seek your consent to deduct fees from that account.

About the Licensee

Palladia Licensee Services Pty Ltd

ABN: 17 651 253 628

AFSL Number: 532918

Address: Level 1, 164 Greenhill Road Parkside SA 5063
p. (08) 8490 9772

About the Corporate Authorised Representative

Palladia Wealth Advisory Pty Ltd

ABN: 86 633 807 780

ASIC Representative Number: 1277736

Address: Level 1, 164 Greenhill Road Parkside SA 5063
p. (08) 8490 9772

This FSG has been prepared and provided with the authority of Palladia Licensee Services Pty Ltd.

Financial Services and product that we can offer

In providing advice and other services described in this FSG, we act on behalf of Palladia Licensee Services Pty Ltd who is responsible for the services we provide.

We can provide you with personal and general advice about services and financial products below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our firm may not be qualified to provide advice in all the services and products noted below. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.



Superannuation and Retirement Planning

- Personal Superannuation
- Industry and Public Sector Superannuation Pensions and Annuities
- Self-Managed Superannuation
- Centrelink / Veterans' Affairs Assistance
- Aged Care
- Retirement & Redundancy Planning

Wealth Creation and Investments

- Cash and Term Deposits
- Investment Bonds
- Managed Investments including IDPS
- Exchange Traded Products Listed Securities (Shares and other products)

Wealth Protection

- Term Life Insurance
- Total and Permanent Disability (TPD) Insurance
- Trauma Insurance
- Income Protection Insurance
- Business Insurance
- Insurance Claims Assistance

Other Financial Planning Services

- Budgeting and Cashflow Management
- Debt Management
- Estate Planning Assistance
- Tax Strategies (restricted to financial advice)

Approved Product List

Palladia Licensee Services Pty Ltd maintains an approved products and services list ('APL').

Palladia Licensee Services Pty Ltd periodically reviews these products to ensure they are competitive with similar products that address similar client needs and objectives. These products are researched using external research houses as well as our in-house research team. Generally, the products we recommend are on the APL. However, if it is appropriate for your needs we may, subject to Palladia Wealth Advisory Pty Ltd approval, recommend other products.

Providing us with instructions

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions via telephone, mail or email using the contact details provided in this Guide.

If the information provided is incomplete or inaccurate, the advice or services we provide may not be appropriate.

If at any time you wish to terminate your relationship with us, please contact us using the details provided in this Guide.



Tax implications of our advice

Palladia Wealth Advisory's authorised representatives may be registered with ASIC as qualified tax relevant providers and authorised to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed, they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Our Fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply and are inclusive of GST.

Our agreed advice and service fees may include charges for:

- Initial advice and implementation
- Annual advice and services

We accept the following payment methods for our advice fees:

- Direct payment
- Credit card
- Deduction from your superannuation/investment account.

All fees and commissions will be paid directly to Palladia Licensee Services Pty Ltd. They retain an amount (licensee fee) to cover the licensee costs and the balanced is passed to us. The amount is determined annually, based on a number of factors, including our business revenue and the number of advisers in the practice.

Initial Service Fees

These are fees paid when you agree to receive our advice.

Initial Service	Fee Range
Research and Preparation of Statement of Advice	\$2,200 to \$27,500

Annual Advice and Service Fees

These fees support our fixed term services which help you stay on track to meet your goals. These fees vary depending on the scope and complexity of services provided.

Annual Service Fee Range	Fee Range
The provision of ongoing services	\$2,200 to \$27,500



Commissions

Any commission amounts will be disclosed to you when providing advice. The following table is a guide of commissions we may receive.

Product type	Initial Commission	Ongoing Commission	Example
Insurance	Up to 66% of the first year's premium for new policies implemented	Up to 22% of the insurance premium each following year	On any insurance policies implemented, if your premium was \$1,000, we would receive an additional commission of up to \$660 and an ongoing commission of up to \$220 per annum.

Note: We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

Other costs

Please note that for more complex financial advice needs the fee may be above the fee ranges and should the fee be above the fee range listed it will be negotiated with the client before engaging in the provision of financial advice.

There can be additional costs for any expenses we incur outside of the preparation and implementation of financial advice along with the provision of ongoing services. These will be disclosed to ensure that client is informed before services engaged and fee is charged.

How our advisers are paid

As a Director and/or Shareholder of Palladia Wealth Advisory your adviser is remunerated by salary and may be entitled to distributions.

Associations and Relationships

We have no existing relationships that might reasonably be expected to be capable of influencing us in providing advice.

We may receive additional benefits by way of sponsorship of educational seminars, conference or training days. Details of any benefits received above \$100 will be recorded on a register which is available to you on request.

You may be referred to an external specialist to receive further advice.

My Referral arrangements

Palladia Licensee Services has a referral arrangement with The Commonwealth Bank of Australia for lending solutions.

Palladia Licensee Services receive a referral fee of 0.33% (including GST) of the total loan funded amount, for example if the loan funded amount is \$100,000 the referral fee paid to Palladia Licensee Services is \$330. This is not an additional cost to you.

You are free to engage with your own third party professionals.



How you can make a complaint

If at any time you feel like you are not satisfied with our services, the following are your options in finding a resolution.

- Contact your adviser and tell them about your complaint.

If your complaint is not satisfactorily resolved within five business days, please contact either;

Danielle Monteleone

Practice Manager

p. 0422 146 184

e. dmonteleone@palladia.com.au

Anna Verderame

General Manager

p. 0439 895 446

e. anna@palladia.com.au

Mail:

1/164 Greenhill Road Parkside SA 5063

- If your complaint has not been resolved satisfactorily within 30 days, you may escalate your complaint to the relevant External Dispute Resolution Scheme.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Palladia Licensee Services Pty Ltd is also covered by professional indemnity insurance and this satisfies the requirements imposed by the *Corporations Act 2001*. The insurance covers claims arising from the actions of former employees or representatives of Palladia Licensee Services Pty Ltd, even where subsequent to these actions they have ceased to be employed by or act for Palladia Licensee Services Pty Ltd.