



Partners In Planning

Not All Financial Planners Are Built The Same™

FINANCIAL SERVICE GUIDE

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Certified Responsible Investment Financial Planners



Authorised Representatives:
Paul A Pellegrino (ASIC # 339592)
James A Hicks (ASIC # 1302255)
Partners in Planning Pty Ltd (ASIC # 344562)

1300 880 100

info@partnersinplanning.com.au


www.partnersinplanning.com.au

241 Koornang Road, Carnegie, Vic 3163

AFSL 476 202

ABN: 16 605 522 638

Authorised for distribution by A Partner in Planning (Aus) Pty Ltd



**WHAT YOU NEED TO
KNOW**

WHAT YOU NEED TO KNOW

NOT INDEPENDENT

A Partner in Planning (Aus) and its Authorised Representatives receive **insurance commissions only in relation to insurance advice** and therefore is not independent, unbiased and impartial.

WHY AM I RECEIVING THIS DOCUMENT?

The services offered and their cost.

- Any conflicts of interest which may impact the service.
- How we deal with complaints if you are not satisfied with our services. When we provide you with financial planning services you may receive:
- A Statement of Advice (SoA) or Record of Advice (RoA) documents the advice we provide to you.
- A Product Disclosure Statement (PDS) explains the products we have recommended.

WHAT SERVICES DO WE PROVIDE?

A Partner in Planning (Aus) holds a license to provide a comprehensive range of services which include:

Superannuation advice

SMSF advice

Managed investment advice

Securities advice

Personal insurance advice

Portfolio reviews

Retirement planning advice

Margin lending advice



A PARTNER IN PLANNING(AUS)

A Partner in Planning (Aus) Pty Ltd holds an Australian Financial Services Licence (476202) which has been issued by the Australian Securities and Investments Commission (ASIC).

As a licensee, we are required to comply with the obligations of the Corporations Act and the conditions of our license.

A Partner in Planning (Aus) is required to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by and A Partner in Planning (Aus) or its past and present authorised Representatives.

A Partner in Planning (Aus) has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

A Partner in Planning (Aus) holds a license to provide general and personal advice services in relation to the following financial products,

BASIC DEPOSIT PRODUCTS
INVESTOR DIRECTED PORTFOLIO SERVICES
STANDARD MARGIN LENDING FACILITIES.
SUPERANNUATION
LIFE INSURANCE INVESTMENT AND RISK PRODUCTS
STOCKS AND BONDS
MANAGED INVESTMENT SECURITIES
RETIREMENT SAVINGS ACCOUNTS
GOVERNMENT DEBENTURES
SECURITIES

We can recommend to you a range of financial products offered by many leading financial product providers. Products we have researched and can recommend are contained in our Approved Product policy. We generally only recommend products we have researched. Where possible, we will consider the suitability of you continuing to hold any existing products, where appropriate, and any specific product requests you may have.



YOUR FINANCIAL ADVISER

Paul Pellegrino

Paul Pellegrino (339592) and Partners in Planning Pty Ltd (405541) are Authorised Representatives of A Partner in Planning (Aus), the Licensee who is responsible for his advice. Paul Pellegrino is authorised to provide the same range of financial products services as A Partner in Planning (Aus) is licensed to provide.

EDUCATION, QUALIFICATIONS, AND EXPERIENCE

Paul has obtained the following educational qualifications and experience:

- Bachelor of Business & Bachelor of Art
- Certified Responsible Investment Advisor
- Graduate Diploma of Financial Planning
- Certified Financial Planner (CFP)
- Certified Financial Strategist (CFS)
- Self Managed Super Fund Specialist Accredited Adviser

Paul is a graduate of Swinburne University and FINSIA. **His core business is the provision and implementation of individually tailored advice to deliver sound financial outcomes.** This is enhanced by the ongoing review process which ensures his advice is continually adjusted to meet changing circumstances and needs.

Paul has been working as a financial planner and has developed a loyal clientele based upon the quality of his advice, and his exceptional level of service. He was an adviser within a number of boutique financial planning firms prior to establishing his own practice.

Paul specializes in assisting clients to build their wealth during their working life and manage their wealth through to retirement. He provides advice on appropriate investment types, structures, risk management, and insurance

YOUR FINANCIAL ADVISER

James Hicks

James Hicks (1302255) and Partners in Planning Pty Ltd (405541) are Authorised Representatives of A Partner in Planning (Aus), the Licensee who is responsible for his advice. James Hicks is authorised to provide the same range of financial products services as A Partner in Planning (Aus) is licensed to provide, except self managed superannuation advice & Margin lending .

EDUCATION, QUALIFICATIONS, AND EXPERIENCE

James has obtained the following educational qualifications and experience:

- Bachelor of Commerce
- Master of Applied Finance
- Graduate Diploma of Financial Planning



James is a graduate of Monash University . His core purpose is the provision and implementation of individually tailored advice to deliver sound financial outcomes. This is enhanced by the ongoing review process which ensures his advice is continually adjusted to meet changing circumstances and needs.

James works with his clients to build their wealth during their working life and manage their wealth through to retirement. **He provides advice on appropriate investment types , risk management, and insurance**

THE FINANCIAL PLANNING PROCESS



These six steps help you to understand what you can expect when seeing a financial planner.

STEP 01

DEFINING THE SCOPE OF ENGAGEMENT

Your planner should explain the process they will follow, outlining your needs and making sure they can meet them. You can ask them about their background, how they work and how they charge.

STEP 02

IDENTIFYING YOUR GOALS

You work with the planner to identify your short- and long-term financial goals. This stage serves as a foundation for developing your plan.

STEP 03

ASSESSING YOUR FINANCIAL SITUATION

Your planner will take a good look at your current position i.e., your assets, liabilities, insurance coverage and investment or tax strategies.

STEP 04

PREPARING YOUR FINANCIAL PLAN

Your planner recommends suitable strategies, products and services whilst answering any questions you have.

STEP 05

IMPLEMENTING THE RECOMMENDATIONS

Once you are ready to go ahead, your financial plan will be put into action. Where appropriate, the planner may work with specialist professionals, such as an accountant or solicitor.

STEP 06

REVIEWING THE PLAN

Your circumstances, lifestyle and financial goals are likely to change over time. It is important that your financial plan is regularly reviewed, to make sure you keep on track.



FEE'S

We will always agree with you on any fee upfront. All fees quoted are inclusive of GST and may be charged directly to you or where appropriate deducted from the product with signed consent.

PLAN PREPARATION FEE

The Plan Preparation fee includes all meetings with you, the time we take to determine our advice, and the production of the SoA.

The Plan Preparation fee is based on the scope of advice, time involved and complexity of advice provided to you. These typically range between \$ 1850 and \$6500.

PLAN IMPLEMENTATION FEE

If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

ANNUAL SERVICE FEE

Once your investments are established, you may decide to have an active relationship with your Adviser to ensure your advice continues to be appropriate for you. We offer these services on annual 12-month service agreements.

Annual fees will depend on what ongoing service we provide to you. They will be flat fees based on the scope of advice, time and complexity involved in the advice you need. Our annual service fee typically ranges between \$1250 to \$8500.

For more complex advice, a higher asset-based, or flat fee may be quoted and pre-agreed by you based on the complexity of your financial arrangements and or the advice sought.
The services and fees will be set out in the SoA or RoA that we provide to you.

EXECUTION OR TRANSACTION SERVICES

Any execution-only, no advice transactions are charged a fee for service rates based on the time and personnel required.

Senior Adviser \$660
Financial Adviser \$440
Associate Adviser \$220
Client Services Manager \$150

All fees are payable to Partners in Planning. Paul Pellegrino is a director and shareholder of the Partners in Planning and A Partner in Planning (Aus) and may receive a dividend and distribution of profit.



INSURANCE COMMISSIONS

Partners in Planning and Paul Pellegrino may receive insurance commissions and other benefits from some product and service providers.

Where a new life insurance company product has been recommended the issuer of the product will pay Partners in Planning an upfront commission. This commission ranges between 22% and 66% of your first year's premium. **This commission is not an additional cost to you.**

Where a new life insurance company product has been recommended the issuer of the product will pay an ongoing commission. This commission, which can vary depending on the product, is calculated at a maximum range of between 11% and 22% of premiums.

For example, if the annual insurance premium is \$500 p.a. Partners in Planning may receive up to a maximum of \$330 as an initial commission payment. Assuming the premium stays the same, each year, Partners in Planning may receive up to a maximum of \$110 p.a. as an ongoing commission.

Where you nominate Partners in Planning and/or your Adviser as the listed adviser on an existing insurance policy you own, we may receive any ongoing commissions from the product issuer.

Where we recommend a change to any of your existing insurance products, which results in the sale of additional cover, we may receive commissions on existing life insurance products. The commission is based on the Product Provider and could be higher than any new product. We will disclose this commission and how this is in the best interests in your SoA or RoA.

INSURANCE ONLY REVIEW SERVICES

Where we receive ongoing insurance commissions as the Adviser on your risk insurance product(s), we offer you claims handling assistance. Where you require a review of the appropriateness of your risk insurance policies, please let us know and we can provide you an engagement outlining the services you require and the relevant costs for your consideration.

OTHER BENEFITS

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

REFERRALS TO OTHER SERVICES

We may refer you to other service specialists where we believe you may benefit from specialist advice. **Partners in Planning does not receive any referral benefit** and is not responsible for any of the referred services:

- Credit products and services;
- General insurances services;
- Real estate and direct property advice;
- Administration of SMSF services; and
- Taxation, Accounting, and Legal services.



CONFLICTS OF INTEREST

Paul Pellegrino may provide advice on investments which he holds or may hold in his own personal portfolio.

We will disclose the size and nature of these holdings where there may be a conflict of interest with the advice that we provide.

MAKING A COMPLAINT

We endeavor 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 us. Please call us or put your complaint in writing to our office.

Complaints Manager

Partners in Planning (Aus) Pty Ltd.

241 Koornang Road

Carnegie VIC 3163

1300 880 100

info@partnersinplanning.com.au

We will seek to resolve your complaint quickly and fairly.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free of charge to consumers within its jurisdictional limits.

Australian Financial Complaints Authority

GPO Box 3, Melbourne, VIC 3001

Telephone: 1800 931 678 (free call).

Fax: (03) 9613 6399.

Email: info@afca.org.au.

Website: www.afca.org.au

The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

YOUR PRIVACY

A Partner in Planning (Aus) and its Authorised Representatives are committed to protecting your privacy. We have a Privacy Policy that sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice that meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you, however in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.


We will hold and use your personal information so that we can continue to provide our services to you.

We will only disclose your personal information to external parties where:

The law requires us to do so, or your consent for us to do so

Our Privacy Policy contains further information on 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 full Privacy Policy is available on our website. If you prefer a hard copy, please let us know and we can provide this free of charge. Please note we may update this policy from time to time. By engaging our services, we will collect and use your personal information for the purposes described in this policy.



The right financial adviser has the potential to provide
outstanding value for money
- creating a benefit that
reaps rewards far in excess of the cost
- Paul Pellegrino

