

# Financial Services Guide

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**Important:** Before we provide you with Financial Advice you should read this Financial Services Guide (FSG) as it contains important information designed to help you decide whether to use our services. It contains information about:

- Who we are,
- How we provide Independent Financial Advice,
- Our Initial and Ongoing Advice fees,
- Who you should contact should you have a complaint, and
- Profiles of our Financial Advisors and how they are remunerated

## About Collins House Private Wealth:

Collins House Advisory Pty Ltd ACN 637 292 490, trading as Collins House Private Wealth is a Corporate Authorised Representative of Collins House Private Wealth Pty Ltd, ACN 166 528 758 which is licensed by the Australian Securities & Investments Commission (ASIC) to carry on a financial services business and holds an Australian Financial Services License (AFSL) No: 449146.

Collins House Private Wealth Pty Ltd & Collins House Advisory Pty Ltd (we) are privately owned by employees and their families and there are no shares held by any Financial Product Issuers such as, Banks, Life Insurance Companies, Fund Managers, Superannuation Funds or Stockbrokers, thus avoiding any Conflicts of Interest.

We are situated at: Level 13, 90 Collins Street, Melbourne VIC 3000

[www.collinshouse.com](http://www.collinshouse.com)

Phone: +61 3 96296922

Dominic Alafaci is the Managing Director of both Collins House Advisory Pty Ltd and Collins House Private Wealth Pty Ltd the issuer of this FSG, and is a Chartered Accountant, a Certified Financial Planner, a Fellow and Life Member of the Financial Advice Association Australia (FAAA), and a Self-Managed Superannuation Fund Specialist Advisor, with over 40 years' experience in financial services.

Luke Chiuchiarelli is the General Manager of Financial Services and has over 14 years of experience in financial services and markets in Australia, Hong Kong and the United Kingdom. He holds a Bachelor's Degree in Business (Financial Management and International Business), a Diploma in Banking and Finance, a Diploma in Financial Services, a Graduate Diploma in Applied Finance and is an Affiliate member of FINSIA and the Financial Advice Association Australia.

## Independent Financial Advice:

We are one of only a handful of Licenced Financial Advice firms that provide Independent Financial Advice as per Section 923A of the Corporations Act, as we do not accept any commissions (apart from commissions that are fully rebated to clients) and have no Conflicts of Interest from an ownership perspective.

We rebate all forms of remuneration received from Financial Product issuers, including "stamping fees" paid by Stockbrokers where they raise capital through Initial Public Offerings (IPOs), and rebate all ongoing or trailing commissions paid by Fund Managers, Banks, Life Insurance Companies, Issuers of Structured Products, or Margin Loans etc.

We utilise independent research, as well as thoroughly tested strategies, and experienced qualified Financial Advisors to ensure the advice we give is in your best interest.

In addition to the provision of Independent Investment & Financial Advice we also provide Chartered Accounting services, Self-Managed Superannuation Administration services, Taxation and Strategic Business Services, to high net worth individuals, family businesses, Estates, and Trusts, where liability is limited by a scheme approved under Professional Standards Legislation.

As we do not provide Legal, Borrowing or Property Advice, we often make referrals to external parties, and do not accept any commission or have any fee sharing arrangements, ensuring we have no Conflicts of Interest.

We can provide you with **Independent Financial Advice**, including:

- Documenting your Risk Tolerance
- Investment Advice
- Capital Gains Tax and Personal Income Tax planning
- Superannuation planning
- Pre- Retirement planning
- Business Succession planning
- Retirement planning
- Aged Care
- Personal Risk Insurance
- Estate planning
- Documenting your Objectives
- Preparing a Financial Plan

We can provide you with advice on **Financial Products** including:

- Retirement Income Streams
- Cash & Fixed Interest Bank Deposits
- Bank Bills, Government and Semi Government Bonds
- Listed Securities
- Precious Metals
- Retail and Wholesale Managed Investments
- Self-Managed Superannuation Funds (including Limited Recourse Borrowing Arrangements)
- Public Offer Superannuation Funds
- Personal and Key Person Insurance Products

**Fees: Initial Enquiry**

We will provide an initial Tele-Finance consultation with Dominic Alafaci and Personalised Risk Tolerance report for between \$880 - \$2,200 inclusive of GST plus a Summary Report outlining your options and likely costs should you decide to engage us further.

When you receive a link to book your Tele-Finance consultation, we will also ask you to complete your Personal Risk Tolerance questionnaire through Morningstar's FinaMetrica online service.

The Summary Report and the Risk Tolerance Report are not Advice Documents, however they are helpful tools in the Financial Planning Process, as they:

- Assist both parties focus on the matters that are most important to you;
- May identify possible mismatches between your Tolerance to Risk and Current Investment Holdings; and
- Identify hurdles that may prevent you from achieving your Lifestyle and Financial Objectives.

Generally, we do not provide Transaction Only Services, although we can accept retainers for certain Individuals, Estates, Charitable Trusts, and other Entities, on a fee for service basis.

Where required we provide expert Business Advisory, Taxation and Accounting Advice, as Registered Tax Practitioners and Chartered Accountants, liability limited by a scheme approved under Professional Standards Legislation.

## How we advise you

**Initial Advice:** Under the Corporations Act, any Personal Advice we provide to Retail Clients, must be in the prescribed form known as a **Statement of Advice (SOA)**.

The SOA is often referred to as a Financial Plan and contains our recommendations based upon your relevant personal circumstances and may include a number of scenarios and projected outcomes, from one or more strategies we recommend that you consider, as well as specific Investment Recommendations.

The typical cost of an SOA for a Retail Client is usually \$8,800 inclusive of GST, however they may range from as low as \$2,200 up to \$35,200 inclusive of GST depending on the scope of the advice.

Unlike many firms who charge implementation fees of up to 3%, or an hourly rate **we do not charge a fee for implementing the recommended investments**, potentially saving you thousands of dollars.

For those who may qualify as Sophisticated or Wholesale investors, there may be cost savings for the preparation of an Initial Advice Document to the extent that the document is permitted to be less comprehensive in nature than an SOA, as required for a Retail client under the Corporations Act.

Where certain life insurance and/or annuity products are recommended, the commissions we can refund to you, may cover much of or even exceed our SOA fees, however if you cancel the policy, you will be responsible for any clawback of commissions, which we have refunded to you to the level of our SOA fee.

Where existing clients' circumstances have change significantly, we may be required to provide an additional SOA.

**Ongoing Advice:** Our Ongoing Advisory & Consultancy Service arrangement (OA&CS) has **2 components**, which you may subscribe to both or individually, and are usually deducted monthly in arrears from a dedicated bank account or Investment Platform.

The OACS fee agreement is for the period from 1 July to 30 June each year and are reviewed in June every year, as detailed in our Ongoing Advisory & Consultancy Services agreement which can be downloaded from our Website: [www.collinshouse.com](http://www.collinshouse.com) or by calling +61 3 9629 6922

### **Ongoing Financial Planning Component:**

The cost of the Financial Planning Component varies depending on the scope of the retainer, and usually covers:

- Reviewing your initial Financial Plan as outlined in your SOA to ensure it is still relevant,
- Providing you with updates on Legislative changes and how they may affect your situation,
- Reviewing any Debt Reduction Strategies to ensure you continue to be on track,
- Updating your Superannuation Contribution Strategies as your employment situation changes,
- Regularly updating your Superannuation Death Benefit Nominations as required by law,
- Reviewing your Estate Planning needs, including Tax Effective Intergenerational Wealth transfers,
- Reviewing your personal insurance requirements where appropriate,
- Reviewing your Risk Tolerance, and aligning your Asset Allocation to your Tolerance to Risk,
- Reviewing your Investment and Taxation Strategies, including legally minimising tax,
- Updating your Cash Flow requirements and making necessary adjustments to your holdings,
- Dealing with Education funding for Children & Grandchildren, where appropriate
- Assisting with Family Law matters
- Assisting with the sale of Assets such as Rental Properties,
- Dealing with the sale of a Family Businesses,
- Assistance with vesting Employee Share schemes etc.,
- Assisting with Downsizing, Sea Change, or Tree Change plans,
- Assistance with Inheritances,
- Dealing with Gifting and Charitable Trusts,
- Dealing with Aged Care issues and Centrelink/My Gov
- Assistance with Accommodation Bond Funding,
- Assisting with Bereavements and Succession Planning.

Our costs are in the range of \$330pm to \$1,320pm inclusive of GST, with \$660pm being the most common.

### **Ongoing Investment Advice Component:**

For the active management of your investments using our Model Portfolios our fees inclusive of GST are set as a sliding scale as follows:

First \$2,000,000:	0.66% p.a.
For the next \$5,000,000:	0.33% p.a.
For the remainder:	0.198% p.a.

Where the active management of your investments are conducted outside our Model Portfolios, we will advise you in advance if any additional costs apply, however as we refund all commissions, any rebates will reduce the impact of our Investment Advice Fee.

For larger sums the refunds may even exceed the Investment Advice Component of our OA&CS fee.

For example, some banks such as Macquarie apply the rebate of 0.275%pa directly to your Cash Management Account whilst Fund Managers like La Trobe increase the effective rate of return on some of their products from 5.75% to 6.25% reflecting the 0.5% pa Commission, they make available to Advisors.

### **Documents you may receive:**

In addition to receiving an SOA, you may also receive a Product Disclosure Statement (PDS) if we have recommended a Managed Fund, Public Offer Superannuation Fund or Managed Investment Scheme, as well as Research Documents and Fact Sheets.

It is very important that you always read and try and understand the contents of the PDS and the SOA, together with the relevant Research Documents and Fact Sheets provided before you invest.

Existing clients may also receive a Record of Advice (ROA) document which is included as part of your OA&CS Financial Planning component or an additional cost if you don't subscribe to this component.

### **Personal Information & Privacy:**

We maintain a record of your personal information, and whilst you have the right to withhold personal information this may compromise the effectiveness of the advice you receive.

It is important that you inform us of any changes to your relevant personal circumstances, so we are able to determine if our advice continues to be appropriate.

We take your privacy seriously and have implemented a privacy policy, which ensures the privacy and security of your personal information. Our privacy policy is available on our website [www.collinshouse.com/privacy/](http://www.collinshouse.com/privacy/) or you can contact us to request a copy.

We retain your file for a minimum of seven years, and you should contact your Financial Advisor if you would like a copy of your file or our Privacy Policy from us at any time.

Under anti-money laundering and counter terrorism laws, we have to meet strict identification requirements before we can provide services to you. Where we are legally obliged to do so, we may disclose the information we have gathered about you to regulatory or law enforcement agencies.

### **Professional Indemnity Insurance:**

Collins House Private Wealth Pty Ltd is covered by professional indemnity insurance satisfying the requirements under the Section 912B of the Corporations Act. Our insurance arrangements cover claims made against us as the licensee and both our current and former representatives.

## What if I have a complaint?

At Collins House we work hard to provide exceptional service, but on occasion where our service does not meet your expectations we are here to listen, learn and work with you. If you have a complaint, you should take the following steps:

- 1) Contact your Advisor or Dominic Alafaci by phone or email.  
Details of our Complaints Policy is available on our website: [www.collinshouse.com/private-wealth/documents/](http://www.collinshouse.com/private-wealth/documents/);
- 2) If your complaint has not been resolved within five (5) business days to your satisfaction, you can lodge a complaint with our Complaints Officer Dominic Alafaci on (03) 9629 6922. We may ask you to put your complaint in writing to:

Dominic Alafaci  
Collins House Private Wealth Pty Ltd  
PO BOX 24175  
MELBOURNE VIC 3001

We will try and resolve your complaint quickly and fairly using our Internal Dispute Resolution (IDR) procedures within 30 days;

- 3) If you still do not receive a satisfactory outcome or we do not respond to you within 30 days after you make the initial complaint to us, you have the right to complain to the Australian Financial Complaints Authority (AFCA). AFCA can be contacted at;

Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority  
GPO BOX 3  
MELBOURNE VIC 3001  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Online: [www.afca.org.au](http://www.afca.org.au)

## Dominic Alafaci, ASIC Number 001005850

### Experience:

Dominic commenced his career in Financial Services in 1981 as a Registered Tax Agent and Insurance Advisor prior to providing Investment and Superannuation advice from 1984 onwards.

He holds a Bachelor's Degree in Economics and a Bachelors Degree in Business (Accounting)

Dominic successfully completed the FASEA Financial Adviser Exam and is Registered Tax (Financial) Advisor and a Registered Tax Agent.

He was a State Councillor of the Financial Planning Association (FPA) from 1994 to 1997, was awarded the Money Management Financial Planner of the Year Award in December 2000 and was granted Life Membership of the FPA in November 2008.

Dominic was a member of the FPA National Practitioners' Committee, the Towards Professionalism Task Force, was a Director of the FPA until November 2005, and was a Director of the Financial Industry Complaints Service (FICS) until March 2009 when it merged to form the Financial Ombudsman Service and later the Australian Financial Complaints Authority (AFCA).

He appeared regularly on Melbourne's 3AW Ross & Russel's Breakfast Radio Programme where he presented the Australian Business Report on weekday mornings at 6.35am for over 10 years and regularly appears on Darren James's 3AW Weekend Breakfast Programme. Prior to that Dominic appeared on 3AW's Afternoons with Ernie Sigley and subsequently with Denis Walter for over 20 years.

### How Dominic is remunerated:

Dominic is paid a Salary and is a Shareholder of both Collins House Private Wealth Pty Ltd and Collins House Advisory Pty Ltd. and receives a share of profits.

### Dominic has the following qualifications and is a member of the following Professional Associations:

- Chartered Accountants Australia and New Zealand (Certificate of Public Practice) 
- Self-Managed Super Fund Association (Specialist Advisor) 
- Financial Advice Association Australia (Fellow and Life Member) 
- FAAA Professional Practice 
- Certified Financial Planner™ 

## Katherine Nicol, ASIC Number 001005452

### Experience:

Katherine (Kate) commenced her career in Financial Services in 2001 and worked as an Independent Financial Advisor in the UK before returning to Australia in 2010.

Prior to becoming an Advisor at Collins House Private Wealth in 2011, Kate worked for the Commonwealth Bank, providing advice to customers in their Wealth Management arm.

She holds both the Advanced Diploma of Financial Services (Financial Planning) and a Bachelor of Business (Financial Planning) and held the UK Financial Planning Certificate, awarded by the Chartered Insurance Institute. Kate's experience in the financial planning industry means that she is able to provide strategic advice on aspects of wealth management, including superannuation, retirement and investment planning.

In 2015 Kate was appointed Joint Model Manager on the Investment Committee with Dominic Alafaci, and in 2016 she became a Director of Collins House Private Wealth Pty Ltd.



Kate is also the Chair of the Investment Committee and assists with presenting the Australian Business Report on 3AW morning from time to time.

Kate successfully completed the FASEA Financial Adviser Exam and was Registered as a Tax (Financial) Advisor in 2021.

### How Kate is remunerated:

Kate is paid a Salary and does not earn any fees, commissions, or brokerage; however, she may receive salary increases when certain criteria are met, such as meeting client satisfaction levels and retention of fee income.

### Kate is a member of the following Professional Associations:

- Financial Advice Association Australia  FINANCIAL ADVICE ASSOCIATION AUSTRALIA
- Certified Financial Planner™ 

## Simon Guiliano, ASIC Number 001001047

### Experience:

Simon commenced his career in Financial Services in 1997 as an investment analyst providing research on ASX listed shares for IWL Limited.

Simon then moved into Financial Planning in 2003, starting as a Para Planner for an independently owned practice before taking on his own clients as a Financial Advisor.

In 2006, Simon was appointed Senior Advisor at Segue Financial Services, where he worked for over 14 years with clients from a range of different backgrounds providing strategic advice across a broad range of areas.

Simon holds a Bachelor of Business, a Graduate Diploma in Applied Finance and Investment and is a Certified Financial Planner ®.

In 2021, Simon joined Collins House as a Senior Advisor, where his experience in the financial planning industry means he is able to provide strategic advice on aspects of wealth management including superannuation, retirement and investment planning.

Simon successfully completed the FASEA Financial Adviser Exam and was Registered as a Tax (Financial) Advisor in 2021.

He is a member of the Investment Committee and also presents the Australian Business Report on 3AW mornings.

### How Simon is remunerated:

Simon is paid a Salary and does not earn any fees, commissions, or brokerage; however, he may receive salary increases or other benefits when certain criteria are met, such as meeting client satisfaction levels and retention of fee income.

### Simon is a member of the following Professional Associations:

- Self-Managed Super Fund Association (Specialist Advisor) 
- Financial Advice Association Australia 
- Certified Financial Planner™ 

## Matthew Dell, ASIC Number 001269141

### Experience:

Matthew commenced his career in Financial Planning in 2015 at Stuart Broadley and Associates as a Para Planner and in 2019, Matthew became the Senior Para Planner as well as taking on his own clients as a Financial Advisor.

In November 2020, Matthew joined Collins House as the Para Planning Manager and Financial Advisor where his experience means he is able to assist our team with managing the advice documents that are provided to our clients.

He is also able to provide strategic advice on several aspects of wealth management including superannuation, retirement and investment planning.

Matthew successfully completed the FASEA Financial Adviser Exam and is undertaking further study.

### How Matthew is remunerated:

Matthew is paid a Salary and does not earn any fees, commissions, or brokerage.

### Matthew is a member of the following Professional Associations:

- Financial Advice Association Australia 