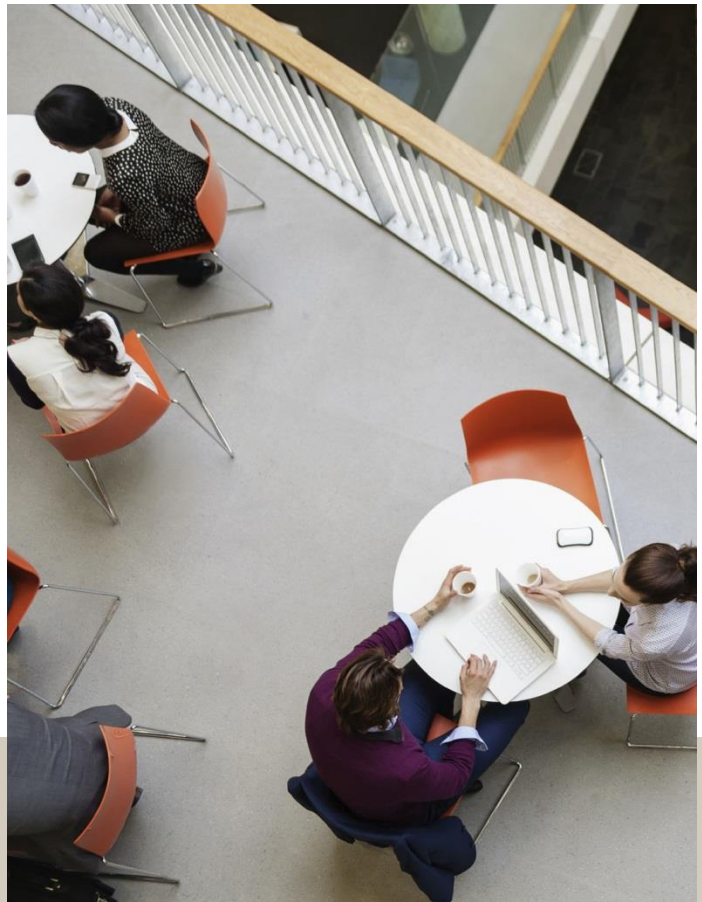


FINANCIAL SERVICES GUIDE

1 July 2019



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TABLE OF CONTENTS

ABOUT THIS DOCUMENT.....	3
What other documents are there?.....	3
WHAT WE ARE AUTHORISED TO DO?	3
The detail.....	4
ABOUT HARD LINE WEALTH HOLDINGS PTY LTD.....	4
OUR ADVICE PROCESS.....	4
REVIEWS.....	4
HOW DO YOU INSTRUCT US?	5
FEES AND COSTS.....	5
Fees for our Advice	5
Initial Advice	5
Implementation	5
Ongoing Advice	5
Personal Insurance Services.....	5
Referral Fees.....	6
ADVISER REMUNERATION	6
RELATIONSHIPS AND ASSOCIATIONS	7
WHAT ELSE SHOULD YOU UNDERSTAND?	8
Professional Indemnity Insurance	8
Privacy.....	8
Anti-Money Laundering and Counter-Terrorism Financing.....	8
Complaints.....	9
Licensee Contact Details.....	9

ABOUT THIS DOCUMENT

This Financial Services Guide describes Hard Line Wealth Holdings Pty Ltd's financial planning and advisory services to assist you to decide whether to use our services. It describes how we are remunerated, our authorising licensee, our professional indemnity insurance and how we handle any complaints you may have.

What other documents are there?

When we provide you with personal financial product advice, you will receive a Statement of Advice (or in some circumstances a Record of Advice) which confirms our recommendations and how they will assist to achieve your goals. The Statement of Advice will also explain the risks of our advice and any remuneration we may receive if our recommendations are implemented.

If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement containing information about the product's features and risks.

In combination, these documents will assist you in making an informed decision about whether to proceed with our recommendations.

If you agree to pay us an ongoing fee for our services with no expiry date and our engagement continues for more than 12 months you will receive a Fee Disclosure Statement annually. This will confirm the services you were entitled to receive during the past year and the services your adviser actually provided, as well as the fees paid to your adviser for these services. Details of the services you are entitled to receive are also in your Ongoing Engagement Agreement. If you joined us as a client after 1 July 2013, every second year your adviser will ask you to confirm in writing that you wish to continue to engage us going forward. Our engagement will cease if you do not provide your confirmation for this to continue.

WHAT WE ARE AUTHORISED TO DO?

At the heart of our business is our passion to provide personalised, successful long term strategic financial planning to our clients.

To give you suitable advice, your adviser will work with you to determine your individual financial objectives and needs. To enable your adviser to work with you, you will need to provide relevant information as requested by your adviser. You are not obligated to provide this information, but if you decline to do so your adviser either may not be able to provide advice or the advice may not be entirely appropriate.

Your adviser can liaise with your other professional advisers in relation to matters such as tax, insurance and estate planning. We are not, however, accountants, nor are we registered tax agents or lawyers.

The detail

Hard Line Wealth Holdings Pty Ltd is an authorised representative of Fitzpatrick's Private Wealth Pty Ltd, and can provide advice to and apply on your behalf for the issue, variation or disposal of the following kinds of financial products:

- Life insurance
- Superannuation
- Securities
- Managed investment schemes
- Investor directed portfolio services
- Managed discretionary account services
- Retirement savings accounts
- Derivatives
- Deposit and payment products
- Government debentures, stocks or bonds
- Standard Margin Lending.

ABOUT HARD LINE WEALTH HOLDINGS PTY LTD

Hard Line Wealth Holdings Pty Ltd employs the following experienced financial advisers, who are Authorised Representatives of Fitzpatrick's:

- **Nat Daley** (Authorised Representative number 447100)
Private Wealth Adviser / Director
- **Cody Harmon** (Authorised Representative number 448301)
Private Wealth Adviser / Director
- **Jayden Post** (Authorised Representative number 1249656)
Private Wealth Adviser / Director

OUR ADVICE PROCESS

This will begin with initial meetings with you to assess if your personal and financial goals and objectives can be met through our professional services. The discussions will also help you to determine if you wish to engage us to assist you to achieve those goals and objectives.

It is important for you to understand that the discussions in our initial meetings will only be in general terms. This means you should not act or make any decisions until you receive personal advice. This will occur after we have thoroughly investigated and considered viable strategies and products that aim to meet your goals and objectives as agreed with you.

REVIEWS

We cannot promise that the recommended strategy and your investments will remain suitable for you over time. Things change, your personal circumstances, legislation and more suitable investments for you may become available.

For this reason, your adviser may recommend that you engage us to review our advice on an ongoing basis and we strongly recommend you consider this. Likewise, you should contact your adviser whenever your circumstances change to see if your strategy or investments need to be adjusted.

HOW DO YOU INSTRUCT US?

We act for you when providing our services. You may give us instructions in writing, by post, fax or email. Sometimes your adviser will be happy for you to tell them what you want to do over the phone or in person.

FEES AND COSTS

Fees for our Advice

The advice fee is calculated based on your individual needs and requirements, and the extent of financial services provided to you. Before commencing work for you, we will discuss and agree with you the scope of the services that you have asked us to provide, the cost of providing those services and the method of payment. We will confirm this in an Engagement Agreement.

Other fees for any advice or work carried out by other professionals, after consultation and agreement with you, will be separately invoiced to you by that other professional.

Initial Advice

The work undertaken to explore your current financial situation, your goals and objectives, and assessing the suitability of options for you is extensive. The minimum fee for our Initial Advice service is \$1,320 including GST.

Implementation

We may charge a fee to cover the cost of implementation of our advice. The fee will vary depending on the level and complexity of work involved. This fee, if applicable, is a minimum of \$1,100 including GST.

Ongoing Advice

Establishing your financial strategy is important. Equally important is ongoing advice to cater for changes in your personal circumstances, legislation, economic and financial conditions.

The Ongoing Advice service we provide to you will depend on your situation. We charge a minimum fee of \$2,640 per annum (including GST) or \$220 per month (including GST).

Personal Insurance Services

Hard Line Wealth is a fee-for-service business and our preference is not to charge commissions on recommended insurance products. However, in certain circumstances, we understand it may be in your best interests. The amount varies between insurers. As an indication, we receive up to 88% of the first year's premium to reflect the amount of work we undertake when advising on and arranging the insurance and up to 31% of the ongoing annual premium thereafter, both excluding taxes and statutory charges.

As part of the Life Insurance Framework Reforms legislation which commenced 1 January 2018, the above amounts will reduce from 1 January 2020 to a maximum 66% of the first year's premium and up to 31% (including GST) of the ongoing annual premium.

For insurance products purchased prior to 1 January 2018, we may continue to be paid commissions in the same manner as what would have been previously been advised to you at the time of obtaining the product(s). These commissions are included in the premium for the policy.

The table below illustrates how our commission would currently be calculated for a policy costing \$2,000 in year 1 and increasing to \$2,200 in year 2.

	Year 1		Year 2	
Premium	\$2,000		\$2,200	
Upfront Commission	88%	\$1,760	-	-
Ongoing Commission	-	-	33%	\$726

Where these commissions can be negotiated with the product provider your adviser will agree the amount of up-front and ongoing commissions with you. These will also be set out in your advice document.

Referral Fees

Where you have been referred to us and we pay a fee or commission in relation to that referral to another party it will be disclosed to you in an advice document.

Hard Line Wealth does not accept referral fees.

ADVISER REMUNERATION

As all of our advisers are employees of Hard Line Wealth Holdings Pty Ltd they receive a salary. Directors of Hard Line Wealth Holdings Pty Ltd are also entitled to a share of the profits of Hard Line Wealth Holdings Pty Ltd.

RELATIONSHIPS AND ASSOCIATIONS

Our Authorising Licensee

We pay fees to our authorising licensee, Fitzpatrick's Private Wealth Pty Limited, of up to 13.75% including GST of all fees and commissions we receive for our services, subject to a minimum of \$22,000 and a maximum of up to \$132,000 including GST per annum.

Fitzpatrick's Financial Group

Fitzpatrick's Private Wealth Pty Ltd is part of the Fitzpatrick's Financial Group and as such is associated with Atrium Investment Management Pty Ltd ABN 17 137 088 745 (Atrium). Atrium issues products and has investment management mandates for financial products issued by other financial institutions. Should an investment recommendation be required, we may recommend that you invest in an Atrium issued or managed product.

Fitzpatrick's Financial Group retains all profit from these products and services. Both we and Fitzpatrick's Private Wealth and our respective families, companies and trusts may have an interest in the investments or securities included in your portfolio.

Business Arrangements

For clients who received investment advice and services before 1 July 2014, Fitzpatrick's Private Wealth and its associates may receive payments based on the total volume of funds invested in some products issued by Colonial First State Group, Macquarie Group, Westpac Group (BT Portfolio Services and Asgard Capital Management) and IOOF Group. These may be either a small percentage of the total funds invested, or the administration fees charged to our clients or a combination of these. Similarly, for clients to whom we provided life insurance advice and services before 1 January 2018, Fitzpatrick's Private Wealth has arrangements with BT Life and Macquarie Life (now owned by Zurich Life), with any payments received based on either total in-force premium or total new business premium, and/or other combination.

We do not receive these payments; they are used to fund Fitzpatrick's Private Wealth's services.

Hard Line Insurance Brokers Pty Ltd

Jayden Post is a Director and Shareholder of Hard Line insurance Brokers Pty Ltd and has a non-controlling shareholding in this entity. As a result, Jayden Post may receive a dividend from Hard Line Insurance Brokers Pty Ltd.

Nat Daley is a Shareholder of Hard Line insurance Brokers Pty Ltd and has a non-controlling shareholding in this entity. As a result, Nat Daley may receive a dividend from Hard Line Insurance Brokers Pty Ltd.

Cody Harmon is a Shareholder of Hard Line insurance Brokers Pty Ltd and has a non-controlling shareholding in this entity. As a result, Cody Harmon may receive a dividend from Hard Line Insurance Brokers Pty Ltd.

Collectively, Jayden Post, Nat Daley and Cody Harmon own 50% of the shareholding in Hard Line Insurance Brokers Pty Ltd. We are obligated to act in your best interests when providing you with financial advice, as such we will be transparent and disclose any benefits we may receive via an associated entity in relation to our recommendations.

It is important to note Fitzpatrick's Private Wealth Pty Ltd does not authorise or is responsible for the services provided by Hardline Insurance Brokers Pty Ltd. These services are not provided under the Fitzpatrick's Private Wealth Pty Ltd's Australian Financial Services License.

WHAT ELSE SHOULD YOU UNDERSTAND?

Professional Indemnity Insurance

Fitzpatrick's Private Wealth holds a professional indemnity insurance policy, which covers claims against us for errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by us for advice provided whilst authorised by Fitzpatrick's Private Wealth Pty Ltd.

Privacy

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We provide your information to the product issuers with whom you choose to deal with (and their representatives). We do not trade, rent or sell your information. We will only disclose your information to recipients who are either regulated by laws which protect your information in a way that is similar to the *Privacy Act 1988* (Cth) or who agree to protect your information in that way.

If you don't provide us with full information, we can't properly advise or assist you with your financial services needs. For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy by contacting your Adviser or visiting our website at www.fitz.com.au

Anti-Money Laundering and Counter-Terrorism Financing

As a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act, we are committed to ensuring our services do not facilitate or are associated with money laundering or terrorism financing practices. Before we arrange a financial product for you, we will need to verify your identity by viewing your identification documents (e.g. passport, driver's licence). We will retain copies of this information and assure you that this information will be held securely.

Complaints

If you have a complaint which you cannot resolve with your adviser, you may contact Fitzpatrick's Private Wealth. Please contact us as follows:

Compliance Manager
Fitzpatrick's Private Wealth Pty Ltd

Phone: 07 3105 6500
Email: Professional.Standards@ftz.com.au
Mail: GPO Box 1193
Sydney NSW 2000

If you are dissatisfied with the response, you may raise the matter directly with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers if you have a complaint that is not satisfied within 45 days of raising it. AFCA contact details are:

Telephone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au
Post: Australian Financial Complaints Authority
GPO Box 3
Melbourne, VIC 3001

There are some complaints which AFCA are unable to deal with and AFCA will tell you if this is the case.

Licensee Contact Details

Fitzpatrick's Private Wealth Pty Ltd

Telephone: 02 9248 8000
Fax: 02 9248 8001
Email: admin@ftz.com.au
Office: GPO Box 1193, Sydney NSW 2000

This FSG was issued on 1 July 2019.
Version 1.0