



# Financial Services Guide

Quill Group Financial Planners Pty Ltd is a boutique financial planning practice focused on delivering strategy based solutions tailored to meet individual needs.

## About Quill Group Financial Planners Pty Ltd

Quill Group Financial Planners Pty Ltd ABN 52 119 252 238 is an Australian Financial Services Licensee, No. 300810 and is a Professional Practice member of the FPA and is bound by its Professional Code of Conduct and Ethics.

Quill Group Financial Planners Pty Ltd appoints Financial Advisers and Authorised Representatives to act on its behalf for the provision of authorised financial services and is ultimately responsible for the financial services provided by it and its Financial Advisers and Authorised Representatives. Quill Group Financial Planners Pty Ltd has authorised your adviser to distribute this Financial Services Guide (FSG).

Details of your adviser are set out in the attached "Adviser Profile". The Adviser Profile forms part of this FSG and they should be read together.

You are entitled to receive a **Statement of Advice** ('SoA') on the first occasion that we provide you with personal advice. This document will:

- Explain the advice and the basis of the advice,
- Provide information about our remuneration (including insurance commissions), and
- Disclose any associations or relationships that could potentially influence us in providing the advice.

If we provide further advice we may provide you with a further SoA or a **Record of Advice** ('RoA') which we retain on file. You can request a copy by telephone, mail or email of the RoA document at any time up to 7 years after the advice is provided.

### **Not Independent**

Quill Group Financial Planners Pty Ltd is not legally allowed to use the words independent, impartial or unbiased because in the course of business we:

- receive commissions for the advice we provide on life risk insurance products.
- (See Remuneration Section for details)

Copies of all advice documents will be retained on your client file and if you have not already been provided with one you may ask for a copy of these documents at any time.

We will also provide you with, or make available to you, a Product Disclosure Statement ('PDS') issued by the product issuer for any financial product we recommend. The PDS contains information about the costs, benefits, risks and other features of the recommended financial product. You should read this information to enable you to make an informed decision prior to purchasing the recommended financial product.

**Fee Disclosure Statement ("FDS") and Written Consent to Deduct Fees** will be issued to you about the services we have provided to you over the past 12 months as well as the services we intend to provide you over the next 12 months. We will also be required by law to obtain your written consent before ongoing fees can be deducted from your account/s.

### **How you can give instructions**

You can contact us directly with any instructions relating to your financial services. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

### **Purpose of this Financial Services Guide**

The purpose of this FSG is to assist you in deciding whether to use any of the financial services we offer. After reading this FSG, you will know:

- Who we are and how to contact us
- What financial services can be provided to you and how these services will be provided to you
- How we (and any other relevant persons) may be remunerated
- Whether any relevant associations or relationships exist that may influence our advice
- How we maintain your personal information
- How to access our internal and external complaints handling arrangements

### **Services Provided**

Our Planning and Advisory Services include:

- Wealth Creation Strategies
- Retirement Planning
- Investment Advice
- Aged Care Financial Advice
- Social Security Planning
- Superannuation
- Rollovers and Annuities
- Liaison with Estate Planning Lawyers
- Securities

Our Insurance Services include:

- Term Life Insurance
- Sickness & Accident (Income Protection)
- Trauma & Critical Illness
- Total & Permanent Disability

Advice on matters relating to retirement planning, estate planning, investment risk management, wealth creation and maximising Centrelink benefits can be provided. Depending on your requirements, advice may be personalised specifically to your needs and circumstances, or restricted to certain areas, at your request.

An investment review service is provided as an ongoing care and maintenance service for your investment portfolio. This service is designed to ensure your investment structure remains appropriate to your long-term goals and objectives. Fees for this service are generally included in our “fee for service” model described in the remuneration section of this brochure.

### **Best Interests Duty**

We are under an obligation to act in your best interests in relation to the personal financial product advice provided to you (i.e. the 'best interests duty'). Generally, we must ensure, within the subject matter of the advice provided to you:

- the scope of the advice includes all the issues for the advice to meet your stated objectives, financial situation and needs (including your tolerance for financial risk),
- the scope of advice can be limited or prioritised depending on your circumstances at the time the advice is provided but will also be agreed upon before commencement,
- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs,
- we consider whether or not to provide advice that recommends a specific product or whether you should dispose of a product or do nothing.

### **Restrictions that Apply**

Whilst we are part of a multi discipline financial services business, Quill Group Financial Services does not provide legal, taxation, accounting or direct property advice. Whilst advice may touch on these areas, you should seek professional advice from experts in these fields. We can either refer you to one of our inhouse specialists within the broader Quill Group for assistance in these areas or alternatively help you obtain professional external advice in these areas.

### **Remuneration**

A complete schedule of fees will be included in the Statement of Advice which will be given to you. Our Financial Planners are salaried employees of Quill Group Financial Planners Pty Ltd.

We generally operate on a fee for service model, based on the service provided to you. In most cases this will include an initial fee for the advice and placement of any business followed by an ongoing service fee. Any of these fees will be charged as agreed with you and as permitted by law.

The initial fee for advice ranges from \$2,500 to \$8,800 (inclusive of GST). Ongoing fees are determined by the complexity of ongoing work involved and services we provide. These fees enable us to cover the cost of providing this service and include data collection, research, strategy development, continuing training requirements and ongoing administrative costs. Our minimum ongoing fee starts at \$1,650 (inclusive of GST) and goes up to \$27,500 (inclusive of GST). If our fees fall outside the ranges stated we will inform you of the exact fee and seek your consent prior to engagement. Any fees charged at an hourly rate will be at a rate of up to \$440 per hour (inclusive of GST).

Risk insurance product providers pay Quill Group Financial Planners upfront and on-going commissions if you proceed with a risk insurance product one of our advisers recommends you. The upfront commission payable to Quill Group Financial Planners for advising on and implementing risk insurance financial products for you can range between 27.5% and 66% of your annual premium, while on-going commission may range between 22% and 30% of the annual premium. For example, on an insurance premium of \$1,000 that pays 66% initial commission and

22% on-going commission, the upfront commission is \$660 and the on-going commission is \$220 per annum. We reserve the right to charge a fee for risk insurance advice, in addition to any commission should the total initial insurance commission fall below our minimum advice fee of \$1,650.

We may receive commissions on increases or additions to existing policies put in place before 1 January 2018 of up to 130%, and between 88% to 66% for policies written after that time.

### **Your Privacy and Information**

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. If you wish to examine your file please ask us and we will make arrangements for you to do so. A copy of Quill Group's Privacy Policy is available at any time from your adviser on request or by visiting our website at [www.quillgroup.com.au](http://www.quillgroup.com.au).

### **Associations**

Quill Group Financial Planners Pty Ltd is a wholly owned subsidiary of Quill Group Holdings Pty Ltd (QGH). QGH also owns Quill Group Financial Planners 1 Pty Ltd, Quill Group Accounting Pty Ltd, Quill Group Nominees Pty Ltd, Quill Group Finance Pty Ltd, Quill Group Investment Management Pty Ltd, and 50% share in WDN Wealth Pty Ltd.

The Directors of Quill Group Financial Planning also have a financial interest in QGH. Where you are referred to a related entity by your adviser and take up the services of that business, the Directors and shareholders may make monies from their ownership in QGH.

### **Separately Managed Accounts 'SMA'**

The Directors and shareholders of Quill Group Financial Planning are also Directors and Shareholders of Quill Group Investment Management which offers a range of Separately Managed Accounts. Your adviser may recommend you invest in one of the SMAs if they determine it is appropriate based on your goals and objectives and relevant circumstances.

Quill Group Investment Management, Quill Group Financial Planning and your adviser do not receive any additional investment fees for managing the investments in the SMAs on your behalf.

### **Quill SMAs**

Quill Group Investment Management SMAs (Balanced, Diversified Alpha and Growth) are offered in collaboration with Hub24 Custodial Services (ABN 94 073 633 664, AFSL 239122) as the Responsible Entity and the administrative investment platform. All SMAs are researched and selected by the Quill Group Investment Committee. Hub24 charge an annual fee of 0.053% to Quill Investment Management to operate these SMAs which is passed onto investors. Hub 24 also receive administration fees which will be disclosed to you in your Statement of advice if we recommend one of these accounts to you.

### **EQ SMAs**

EQ SMAs (Accumulator, Diversified, Long Term, Low Volatility) are operated by Elston (EP Financial Services Pty Ltd - ABN 52 130 772 495, AFSL 325252) as the Responsible Entity and Asset Consultant in collaboration with the Quill Group Investment Committee, and are offered via HUB24 and Macquarie Wrap as the administrative investment platforms. Elston, Hub24 and Macquarie Wrap receive fees for their involvement in our SMAs that will be disclosed to you in your Statement of advice if we recommend one of these accounts to you.

Quill Group Investment Management, Quill Group Financial Planning and your adviser do not receive any additional investment fees for managing the investments in the SMAs on your behalf.

## **Referrals**

You may be referred to an external specialist to receive further advice. We do not receive any referral fees or commission for introducing you to the specialist. You are free to engage your own preferred professionals.

## **Non-monetary Benefits**

From time to time, we and your financial planner may also receive other benefits from product issuers, such as technical advice and training and conference support in the form of travel and accommodation subsidies.

We maintain an Alternate Forms of Remuneration Register. The Register, which you can review by contacting us, outlines some alternative forms of remuneration (including the incentive payments referred to above) that we may pay to or receive, from fund managers or their representatives (each of whom also maintains a register).

Quill Group Financial Planners Pty Ltd is committed as a Professional Practice of the FPA and its Code of Practice on Alternative Remuneration and maintains a Conflict of Interest register which is available on request.

## **Code of Ethics & Complaints Resolution**

As a Professional Practice member of the FPA, Quill Group and its Authorised Representatives are bound by the FPA's Code of Ethics. If you have any complaint about the service provided to you, you should take the following steps:

Inform your Financial Adviser of your complaint. If the complaint is not satisfactorily resolved within 3 days, please contact Quill Group's Complaints Officer or put your complaint in writing and send to:

Complaints Officer  
Quill Group Financial Planners Pty Ltd  
PO Box 4557  
Eight Mile Plains QLD 4113

If an issue has not been resolved to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

The Australian Securities & Investments Commission has an Information Line – 1300 300 630 which you may use to make a complaint and obtain information about your rights.

## **Professional Indemnity Insurance**

Quill Group Financial Planners Pty Ltd has Professional Indemnity Insurance in place to cover us and our representatives for liability arising from the financial services we provide. This includes claims relating to the conduct of representatives who no longer work for Quill Group Financial Planners Pty Ltd, but did so at the time of relevant conduct. Our arrangements satisfy the requirements for compensation arrangements under S912B of the Corporations Act.

## **Office locations**

### **Brisbane Office**

Building 22, Garden City Office Park  
2404 Logan Road  
Eight Mile Plains QLD 4113  
PO Box 4557, Eight Mile Plains

*Phone:* 07 3840 4700

*Fax:* 07 3423 3711

*Email:* [brisbane@quillgroup.com.au](mailto:brisbane@quillgroup.com.au)

### **Sunshine Coast Office**

1<sup>st</sup> Floor, Tower 2 Kon-Tiki Building  
55 Plaza Parade  
Maroochydore Qld 4558  
PO Box 722, Maroochydore

*Phone:* 07 5479 1977

*Email:* [sunshinecoast@quillgroup.com.au](mailto:sunshinecoast@quillgroup.com.au)

### **Gold Coast Office**

Level 3

1 Lawson Street

Southport QLD 4215

PO Box 10466, Southport BC

*Phone:* 07 5528 2000

*Fax:* 07 5528 2200

*Email:* [goldcoast@quillgroup.com.au](mailto:goldcoast@quillgroup.com.au)



**Is there anything that one of our professional  
team members can help you with?**

Please get in touch and we would be more than happy to assist you.