

A photograph of two men in a meeting, overlaid with a blue and green gradient. The man on the left is in profile, looking towards the right. The man on the right is smiling and gesturing with his hands. The background is a blurred office setting.

# Financial Services Guide

Version 4

July 2021

Resolute Financial Services Pty Ltd  
Australian Financial Services Licence No. 510 222  
ABN 19 627 352 541



## Resolute Financial Planning

This Financial Services Guide (FSG) has been produced by Resolute Financial Services Pty Ltd ('Resolute', 'we,' 'us,' and 'our'). Resolute is an Australian Financial Services Licensee (No. 510222) and we authorise the distribution of this FSG.

The FSG is made up of two parts, and you should read this FSG along with the attached Financial Planner Profile. The Financial Planner Profile contains important information about your financial planner's qualifications, authorisations, remuneration, and associations that you should consider when deciding whether to use our services.

Resolute is a privately owned and operated financial planning company. We are not owned by a fund manager, bank or other financial institution. Resolute financial planners are equipped to offer a variety of financial services and packages from holistic advice and solutions that are tailored to each client's individual needs, objectives and circumstances to specific limited ad hoc projects requested by clients.

**Resolute can be contacted via phone, email or mail as per the below**



(03) 9853 5375



reception@resoluteprivate.com.au



PO Box 14 Ivanhoe VIC 3079



Suite 412, 89 High Street, Kew Victoria 3101

## Who is my Financial Planner?

Your financial planner is an authorised representative of Resolute. Refer to the Financial Planner Profile for further information on your financial planner.

Resolute and your financial planner act on your behalf when providing advice and services to you. Resolute is responsible for the advice provided and services offered to you by all its authorised representatives.

### Lack of Independence Disclosure

While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the *Corporations Act 2001*, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.

## Purpose and Content

This FSG contains important information to help you decide whether to use any of the services offered by Resolute. It contains details of:

- The financial services and products we offer
- Our fees
- How we are remunerated
- Any interests, associations or relationships that could affect our advice
- Our complaints handling procedures and how to access them

## Documents You Might Receive From Resolute

You will receive a written report called a Statement of Advice (SoA) when we:

- initially provide you with personal advice, or
- provide you with further advice where your circumstances, needs or objectives and the basis of advice are significantly different to the last time we provided you an SoA

The SoA will confirm our understanding of your relevant personal circumstances needs and objectives, outline the advice being provided, the basis on which the advice is given, information about any remuneration and other benefits we (and our representatives) may receive, disclose any interests we have or and relationships and associations we have that may reasonably be capable of influencing the advice.

Where we provide further advice to you, we may record details of that advice in a Record of Advice (RoA), instead of providing you with an SoA if your personal circumstances and the basis of advice have not significantly changed since your last SoA was provided. Resolute is obliged to provide you with a copy of the RoA upon request up to 7 years from the day on which the advice is provided.

When we recommend you to acquire a particular financial product we will provide you with a Product Disclosure Statement (PDS). A PDS contains information about remuneration and benefits payable to financial planners and issuers of the product, risks, benefits and significant characteristics of the financial product. These documents will assist you to make an informed decision as to whether to acquire the financial product.

## Advisory Services

Resolute is authorised to provide financial product advice and deal in the following financial products to wholesale and retail clients:

- Deposit and payment products
- Retirement savings accounts
- Securities
- Standard margin lending facility
- Life products
- Superannuation
- Managed investment schemes
- Government debentures, stocks and bonds

## How We Prepare and Provide You with Suitable Advice

We typically recommend a process whereby we examine your financial position, needs and objectives and create a structured plan designed to achieve your financial goals in life over defined timeframes. We do this by helping you to identify and prioritise your goals, developing realistic strategies and help you to assess the merits of alternatives - making any changes you require to the strategies.

Once a strategy is put in place for you, we recommend a regular review to ensure that your strategy remains consistent with your needs and objectives as they change over time.

## Remuneration

Resolute and your financial planner are paid for the services they provide through various methods of remuneration, including payments made by you (service and advice fees), and payments received from product issuers. These payments, or the method of calculation if the amounts cannot be determined, will be disclosed to you when we provide you with personal advice or as soon as practicable after that time.

### Advice Fees

The advice fees you pay to Resolute may comprise of one or more of the following:

- A fixed dollar amount
- An hourly rate

All fees noted below are inclusive of GST.

These fees may include:

- **Statement of Advice Fee** - for the preparation of a Statement of Advice. The Statement of Advice Fee depends on the time taken to draft the Statement of Advice due to variables to be considered when giving the advice and other complexity. The typical Statement of Advice Fees ranges from \$2,500 to \$6,600.
- **Implementation Fee** - for the implementation of our financial advice. The implementation fee is a flat fee and may vary between \$0 and \$10,000 depending on the complexity of the work involved.
- **Ongoing Service Fee** – for the provision of ongoing advice services and support services you have requested and that Resolute has agreed to provide you. The Ongoing Service Fee is a flat fee and starting from \$4,800 per annum. This fee depends on the level of service agreed upon including the desired frequency of contact with your financial planner and the complexity of your circumstances.
- **Hourly Fee** – for the provision of ad-hoc services. Our Hourly Fee rate ranges from \$350 to \$550 per hour.

The above-mentioned fees are payable by you and may be paid either directly by you to Resolute, or by you instructing the issuers of financial product in which you have invested to pay Resolute. Resolute pays all remuneration it receives to the Corporate Authorised Representatives appointed. Resolute is remunerated by a fixed fee paid by the Corporate Authorised Representatives for licensee services such as compliance, research and insurance cover. Refer to the Financial Planner Profile for further details.

## Commissions

Resolute receives initial and ongoing commissions from life insurance companies on their insurance products. Initial commissions are generally a once off payment made when new business is placed, or additional contributions are made to a financial product. Ongoing commissions are paid whilst you hold the product.

Initial commission on life insurance products may be up to 66% of the initial annual premium. Ongoing commission on life insurance products may be up to 22% of the ongoing annual premium.

Example: If the initial and annual income protection insurance premium was \$1,500 per annum, we would receive an upfront commission of up to \$990 including GST (i.e. up to 66% of initial annual premium) in that year and an ongoing commission of up to \$495 per annum including GST (i.e. up to 33% of ongoing annual premium) each year you continue to hold the product. It is important to note that in most cases each year's premium will increase on the anniversary of the policy, so the dollar amount of ongoing commission will increase as well.

Should you require a review of your personal insurance requirements or policies, we will charge our Hourly Fee.

### Other Forms of Remuneration

From time to time, we may receive noncash benefits with a cash value less than \$300. A register listing the details of any non-cash benefits in excess of \$100 is maintained and you can request to view a copy of the register.

### Requesting Further Information

You have a right to request further information in relation to the remuneration and benefits received by Resolute and your financial planner. Any request for further information should be made before any service is provided and within a reasonable time frame.

### Interests

Resolute and its representatives, directors and their associated and related parties may have a financial interest in any of the financial products, or interests in the product issuers recommended. Where those interests constitute substantial interests within the meaning of the Corporations Act 2001 they will be disclosed to you in writing when advice is provided.

## Other Important Information

### How we Receive Instructions

You can give us instructions by telephone, email or other means agreed by us in writing.

### Privacy Statement

We comply with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

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

We are committed to protecting your privacy. Your personal information will be handled in accordance with our privacy policy which document outlines how the information we collect from you is used, stored and disclosed. A copy of our privacy policy will be provided to you and can also be obtained from our offices or from our website.

### Anti-Money Laundering and Counter-Terrorism Financing Act 2006

Resolute has an obligation under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* to verify your identity and the source of any funds. Accordingly, we may ask you to provide particular identification documents such as your passport or driver's licence.

### Referral Fees

Currently we do not pay or receive any referral fees.

### Compensation Arrangements

Resolute maintains professional indemnity Insurance in accordance with section 912B of the Corporations Act 2001. Our professional indemnity insurance, subject to its terms and conditions, provides indemnity for Resolute and our representatives in respect of the provision of financial services under Resolute's Australian Financial Services Licence. This insurance also covers us for any representative who has ceased work with Resolute for work done whilst engaged with us.

## If You Have a Complaint

We are committed to providing our clients with the highest standards of client service.

Should you feel less than completely satisfied with the service you receive,

1. Contact us on 03 9853 5375 or put your complaint in writing and send it to: The Compliance Manager, Resolute Financial Services, PO Box 14, Ivanhoe VIC 3079 or via email at [reception@resoluteprivate.com.au](mailto:reception@resoluteprivate.com.au).
2. If you are dissatisfied with our response, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. Resolute is a member of this dispute resolution service.

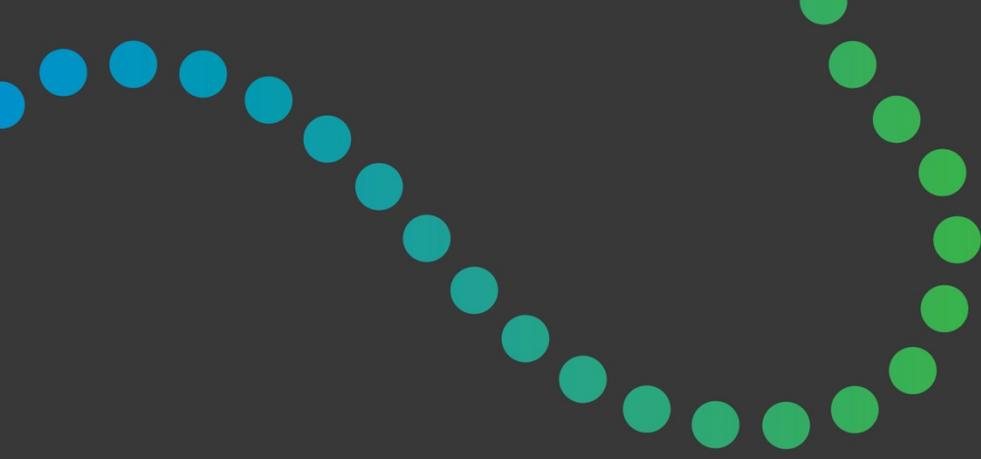
Website: [www.afca.com.au](http://www.afca.com.au)

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

Telephone: 1800 931 678

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

The Australian Securities and Investments Commission (ASIC) also has an Infoline: 1300 300 630 which you may use to make a complaint and obtain information about your rights. If you have concerns involving ethical and professional conduct, you may consider raising your concerns with the Financial Planning Association of Australia (FPA). They can be contacted on 1300 626 393 or you can write to them at GPO Box 4285, Sydney NSW 2001



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