



Financial Services Guide

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Licensee

WRS Licensee Pty Ltd

(AFSL 492410 | ABN 82 614 528 504)
07 3319 4888

Authorised Representatives

Wealth & Retirement Solutions Pty Ltd (ASIC# 297386 | ABN 91 117 444 989)

Ross Caruso (ASIC# 266520)

Levi Hohn (ASIC # 331394)

Leon La Rosa (ASIC# 1007830)

David Beavis (ASIC# 428361)

The Authorised Representatives act on behalf of WRS Licensee who is responsible for the services they provide.



**Director/Business Development
Manager**

Warren Hohn - 07 4772 3140



**Director/Financial
Planner**

Ross Caruso - 07 3319 4888

Not Independent

We are typically paid a commission by the product provider on risk insurance policies. Our advice on risk insurance is therefore not independent, impartial, or unbiased.



Brisbane | Suite G2 28 Fortescue St, Spring Hill
Queensland 4000
Tel. No. 07 3319 4888

Townsville | 321 Sturt Street, Townsville QLD 4810
Tel. No. 07 4772 3140

Purpose of this FSG

This Financial Services Guide (FSG) will help you decide whether to use the services that we* offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

* In this document 'we' refers to Wealth & Retirement Solutions and the individual Authorised Representatives on the cover page.

Our services

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Retirement planning
- Portfolio Management
- Personal Risk Insurance
- Managed Investment
- Securities (direct shares)
- Margin Lending facilities

Except that Leon is not authorised to provide advice for Margin Lending facilities and Securities.

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will

also ask questions to make sure we address all issues.

When we first provide personal advice to you, it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice. For financial products other than securities, we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about the advice and investments recommended.

You can provide instructions to us in writing, via phone or via email.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to Wealth and Retirement Solutions.

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 and complexity of advice provided to you. We will agree the fee with you at our first meeting.

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.

Ongoing and Annual Service Fees

We may provide further services to you under an ongoing service agreement or annual engagement. Our fees depend on the services that we provide to you. They may be a percentage of your account balance or an agreed fixed fee. They are paid monthly. Our services and fees will be set out in an agreement with you.

Insurance Commissions

We receive a one-off upfront commission when you take out an insurance policy we recommend.

We also receive a monthly commission payment for as long as you continue to hold the policy.

The commission will vary depending on the recommended product and you will be advised of the amount in the SoA or RoA.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days.

Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Referral Fees and Commissions

In some situations, we pay fees or commissions to external parties who have referred you to us. You will be advised of the referral arrangements in the SoA provided to you.

Financial Adviser Remuneration

Ross Caruso is a Director of the practice. He is paid a salary and shares in the profits that the practice makes.

Leon La Rosa, Levi Hohn and David Beavis are employees of Wealth & Retirement Solutions Pty Ltd and are paid a salary. They may receive the following additional benefits:

- Where they provide advice to clients, they may receive up to 30% of all commissions and fees received by Wealth & Retirement Solutions.
- A performance bonus which is based on a number of factors including the revenue that they generate for the practice.

Conflicts of Interest

Your financial adviser may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

Making a Complaint

We endeavour 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.

If you are not satisfied with our response, you can refer it to the Australian Financial Complaints Authority (AFCA)

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

AFCA provides a fair and independent complaint resolution service which is provided to you free of charge.

WRS Licensee is required to hold adequate Professional Indemnity insurance for the financial services its current and past representatives provide.

Your Privacy

We are committed to protecting your privacy. We have a Privacy Policy which sets out 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 Privacy Policy is available on request and on our website.