

FINANCIAL SERVICES GUIDE (FSG)

Effective 17 June 2021

Issued by:
Fortnum Advice Pty Ltd (Fortnum Advice)
ABN 52 634 060 709
Australian Financial Services Licence
(AFSL) 519190

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Welcome

This Financial Services Guide has been authorised for release and distribution by Fortnum Advice Pty Ltd ABN 52 634 060 709 Australian Financial Services Licence (AFSL) 519190 (Fortnum Advice).

This Financial Services Guide (FSG) provides you with important information about Fortnum, Ottavo Financial Group Pty Ltd trading as All Round Financial Planning and any Authorised Representative (Adviser) who may provide you with the services described in this FSG.

Ottavo Financial Group Pty Ltd trading as All Round Financial Planning (ABN 16 058 625 602) and its Advisers are Authorised Representatives of Fortnum Advice Pty Ltd. Ottavo Financial Group Pty Ltd's Corporate Authorised Representative Number is **1253248**.

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on. Ottavo Financial Group Pty Ltd has more than one office. This guide details information about our practice, All Round Financial Practice, only.

This FSG contains important information about:

- Fortnum and Ottavo Financial Group Pty Ltd trading as All Round Financial Planning of which your Adviser is a principal or employed by one of the underlying businesses;
- The areas of advice and services your Adviser is authorised to provide on behalf of Fortnum Advice;
- Fortnum Advice's general advice process;
- How Fortnum Advice, your Adviser or Principal Practice (Ottavo Financial Group Pty Ltd trading as All Round Financial Planning) are

paid for the financial advice and services provided to you;

- Details of any conflicts you should be aware of;
- Your Adviser's skills and qualifications;
- Any arrangements or relationships which may influence advice that is provided to you by us;
- How we protect your privacy; and
- The process available to you if you are unsatisfied with the services or advice provided to you.

It's important that you take the time to read the information provided so that you can make an informed decision about whether to use the services offered by us. If you need any clarification on what you have read, please don't hesitate to contact us. We are committed to having open and honest communication with you at all times, as this is the foundation of good advice and a successful ongoing relationship.

References in this FSG to:

- "We", "our" and "us" means Fortnum Advice, your Adviser or Ottavo Financial Group Pty Ltd trading as All Round Financial Planning
- "Advice document" means Statement of Advice or Record of Advice.

Ottavo Financial Group Pty Ltd trading as All Round Financial Planning, as an Authorised Representative of Fortnum Advice, is authorised by Fortnum Advice to distribute this FSG to you.

You should note that Fortnum Advice acts for you when your Adviser provides services to you. Further, if you take out or renew an insurance product as part of the services provided to you, neither Fortnum Advice nor your Adviser acts for the insurer, whether under a binder

(i.e. a power to commit the insurer to an insurance policy), or otherwise.

About Fortnum Advice Pty Ltd

Fortnum Advice, as an Australian Financial Services Licensee, brings together many like-minded financial advisers who share a “client-first” approach. Our name comes from a combination of two words – fortress and numbers. This represents our duty to you, the client – our dedication to protecting your financial security and our strength in numbers.

How does Fortnum Advice maintain adviser standards?

Each Fortnum Advice Adviser is required to undertake continuous professional development. Fortnum Advice hosts regular training programs on areas such as legislative changes to the taxation, social security, superannuation and investment environments. Our education and training philosophy is one of continually raising the bar.

Each Fortnum Advice Adviser has direct access to technical, risk and investment research professionals who can provide additional analysis on strategy and products so that we can deliver quality advice to you. Risk management specialists monitor and regularly audit each Fortnum Advice Adviser to maintain high-quality advice standards.

Who is responsible for the advice I’m given?

Fortnum Advice is responsible for any financial advice or services your Adviser provides under our Australian Financial Services Licence.

Financial services and products Fortnum can provide

Fortnum Advice is licensed to provide financial product advice and deal with the following products:

- Deposit and payment products
- Debentures, stocks or bonds issued or proposed for issue by a government
- Derivatives
- Life investment or life risk products
- Interests in managed investment schemes, including Investor Directed Portfolio Services (IDPS or ‘Wrap’)
- Retirement savings accounts
- Securities
- Standard margin lending facilities
- Superannuation (including Self-Managed Super Funds)

A wide range of financial products from various product providers are available and are thoroughly researched by qualified research professionals including, but not limited to, Mercer, Innova Asset Management, Zenith, and Morningstar. Your Adviser is only authorised to advise on products which are approved by Fortnum Advice for use. Your Adviser will only recommend a product to implement your strategy after considering its suitability in relation to your individual objectives, financial situation, and needs.

Fortnum Advice's advice process

Fortnum Advice has a comprehensive advice process in place designed to ensure that the advice provided is suited to your needs and financial circumstances. Your Authorised Representative may use this as a basis to personalise their advice process.

In summary:

1. Getting to know you

It's all about you. When you meet with your Adviser, they will discuss your expectations, help you to identify your financial goals and provide you with details of the services that they can offer. During this meeting and/or at a follow-up meeting, they may also gather information about your financial situation, needs and objectives and your risk profile and ascertain what the scope of the advice to be provided will be. Your consent and agreement on the scope of the advice will be documented via a Letter of Engagement.

If you do not wish to provide the information, they require to formulate their recommendations, your Adviser will advise you about the possible consequences of not having disclosed your full personal information and the impact on the recommendations given. You should consider these implications carefully.

2. Developing strategies and providing you with advice documents

Initial advice

Your Adviser will formulate a strategy to help achieve your needs and objectives and will put together any personal advice in a Statement of Advice (**SoA**). A SoA sets out the scope of the advice, your current personal and financial position, the basis for the advice and how it addresses your needs and objectives. It will also disclose the fees and charges payable by you and the

remuneration and other benefits we may receive.

The SoA will also make reference to any potential conflicts of interest that you need to be aware of when deciding whether to rely on the advice. Your Adviser will explain any risks associated with implementing the recommendations. Please ask your Adviser to clarify any risks you do not understand.

Further advice

Where a further review is conducted or ad-hoc advice is requested from you and personal advice is provided, the advice may be provided via a new SoA or a Record of Advice (**RoA**) as applicable to the circumstances. Further advice may be in the form of a RoA where the further advice does not significantly differ from the original advice provided.

Where further advice is provided, and if you have not already been provided with a copy of the new advice document, then you may, for a period of seven years after the further advice was first provided to you, request a copy of your advice document. This can be done by contacting your Adviser in writing, by email or by telephone.

Product Disclosure Statement

If your Adviser recommends a product as part of your financial strategy, they will provide you with the relevant Product Disclosure Statement (**PDS**). The purpose of a Product Disclosure Statement is to assist you in making a decision about the particular financial product. It contains information about the product's key features, benefits, risks, and fees.

3. Gaining your consent to proceed

Your Adviser will discuss their recommendations with you, make any changes you require and gain your agreement to implement those recommendations. They will then

implement those recommendations.

4. Keeping you on track

To ensure that the advice your Adviser provides you with continues to meet your financial situation, needs, and objectives, we offer an ongoing review service which provides regular reviews and written reports on the valuation and status of your investment portfolio.

If you wish to take up this service, please contact your Adviser so they can provide more information and outline their fees.

If your Adviser recommends, and you enter into, an ongoing review service, for a period of more than 12 months:

- You will receive a Fee Disclosure Statement (FDS) each year. It will outline the fees paid and the services you received in the preceding 12 months.
- You may also receive an Opt-in Notice every two years along with your FDS. This document will ask you to confirm that you would like to continue the ongoing service review with your Adviser.

Instructing your Adviser

At times, you may wish to make changes without receiving advice. In these cases, we can take your instructions by telephone, email or in person at All Round Financial Planning's office you are dealing with and arrange for the transaction to be completed, without providing personal advice.

If you wish to proceed without advice from us, we will ask you to confirm your instructions in writing. Once implemented, we will provide you with a Statement of Transaction (**SoT**), which confirms your instructions, informs you that no advice has been provided and discloses any fees and charges payable by you, as well as any benefits we may receive.

Charging options

The remuneration and other benefits

listed below generally cover what Fortnum Advice, your Adviser, All Round Financial Planning's and any related parties may receive as a result of the services provided to you. Specific amounts and benefits can often only be calculated once the recommendations are made to you.

There are various ways that you may pay Fortnum Advice for the services we provide to you, including:

- Fee for service - where you pay a fee for the services that we provide;
- Commission (paid by product and service providers) in the form of initial (up-front) and/or ongoing (trail) commission; or
- A combination of commission and fee for service.

Each of these is discussed in further detail below.

Fee for service

Fee for service payments may be payable for:

- **Preparation of advice and initial advice:** We may charge fees for the preparation, presentation and/or implementation of our advice to you. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement on the fees, in the form of a Letter of Engagement, before we provide you with advice. The fee will also be disclosed to you in your advice document.
- **Ongoing adviser services:** We may charge a fee for the services provided on an ongoing basis commencing from the implementation of the recommendations contained in the advice document. The amount and the services included will be

determined in consultation with your Adviser.

- **Ongoing review and advice services:** We may charge a fee to provide ongoing portfolio reviews, including further advice suitable to your needs. This fee will be determined in consultation with your Adviser and documented in an Ongoing Service Agreement.

In all instances, your Adviser will discuss the calculation of the fees when you meet and agree on the services to be provided. Fees charged are generally payable after the services have been provided, however, ongoing adviser service fees are generally paid in advance. The agreed fees may be documented in a Letter of Engagement, set out in a Statement of Advice, or in a Record of Advice.

How are fees for services calculated and paid?

Fees charged for our services may be:

- a dollar amount;
- a percentage of the amount invested;
- an hourly rate; or
- a combination of some or all of the above, as agreed with you.

Payment of fees for services

We will discuss and agree on the method of payment with you before we provide you with our services. Generally, we will either invoice you directly, or deduct from your investments, or adopt a combination of these methods for the fees payable. Cash transactions will not be accepted.

Commissions on group life insurance products

Fortnum Advice does not receive any

initial or ongoing commission on group life insurance products held through superannuation including employer, corporate or industry superannuation plans. However, existing commission arrangements are grandfathered and will continue to be paid if the product was entered into before 1 July 2014. In instances where we advise that you retain such products, we will continue to receive any existing ongoing commissions that are payable.

In respect of all other life insurance products apart from group insurance plans held through superannuation, Fortnum Advice may receive payments in the form of initial commissions and/or ongoing commissions from the product providers for any product you choose to use that is recommended by us. These commissions are included in the fees and/or premiums you pay for the product. You do not pay these fees to us directly. We may rebate some or all of this to you.

How are commissions (initial and ongoing) from a life insurance product and service provider calculated and deducted?

Initial commission from a life insurance provider is typically up to 66% (inclusive of GST) of the first year's premium that you pay. Ongoing commission can be up to 33% (inclusive of GST) of the premium from year two onwards for the life of the policy.

The actual commission that will be received by Fortnum Advice, All Round Financial Planning's and your Adviser will be disclosed to you in your Statement of Advice, Statement of Transaction or Record of Advice.

Example

If you pay \$1,000 p.a. in premium for a life insurance product recommended to you and the applicable initial commission is 60%, then Fortnum Advice will receive initial commission of \$600 (i.e. \$1,000 x 60%). Fortnum Advice may then pass on anywhere up to the full amount, \$600 in this example, to the Principal Practice.

Commissions on investment products

Generally, Fortnum Advice does not receive initial or ongoing commissions in respect of investment products. However, there are some products which continue to pay commissions where the product was entered into before 1 July 2014. In instances where we advise that you retain such products, we will continue to receive any existing ongoing commission that is payable.

All remuneration percentage rates paid from the product and service provider are dependent upon the specific products you hold and are inclusive of GST where applicable. Specific details of the commission paid from the product and service provider will be fully disclosed in your advice document.

Other forms of remuneration or benefits

Fortnum Advice, your Principal Practice and/or Adviser may be entitled to other benefits when providing services to you. Fortnum Advice, your Principal Practice and Adviser keep registers of small value benefits (i.e. \$100 to \$300 in value) which may be received by them from product and service providers. These benefits are permissible unless they are received frequently or when similar benefits received combine to exceed \$300 per annum. If you would like a copy of the register, please ask

your Adviser and it will be made available to you within seven days.

If your Adviser is an accountant who is subject to the Accounting Professional and Ethical Standards, under APES 230, all benefits received, regardless of value, will be recorded on their register.

Professional Indemnity Insurance

Fortnum Advice is covered by Professional Indemnity insurance satisfying the requirements under section 912B of the Corporations Act (2001) relating to insurance obligations.

Our insurance arrangements cover claims made against us as the Licensee and for the conduct of any Fortnum Advice adviser (whilst acting as an Authorised Representative of our Australian Financial Services Licence).

Your privacy

We collect and keep a record of your personal information, including sensitive information (e.g. information about your health), in order to provide you services including financial advice.

We may also use the information we have collected in order to comply with any legislative or regulatory obligations we have and to help us run our business.

Fortnum Advice is committed to the confidentiality and security of your personal information.

It will be necessary for us to collect, use and disclose your personal information. If you do not consent to this, or we are unable to collect all the necessary personal information, we will not be able

to provide you with the relevant financial planning and advice services.

In most cases, we collect personal information directly from you. In other cases, however, we may collect your personal information from third parties. The third parties we may collect from include, but are not limited to: your accountant, your lawyer or solicitor, other financial services institutions, insurance providers and any other third parties where you have provided consent.

In order to manage and administer our financial planning services, it may be necessary for us to disclose your personal information to third parties. The parties to whom we may disclose your personal information include, but are not limited to: financial institutions for the provision of financial products, such as investments, superannuation, and life insurance; auditors; third parties providing mailing services, administration support, maintenance of our information technology systems, printing of our standard documents and correspondence, research services; any government or regulatory body for whom we have a legal obligation to provide this information to; referral partners.

It is possible that an organisation listed above may disclose your personal information to overseas recipients, but it is not possible for us to provide any further details of that in this document.

We may disclose your personal information to an entity which is located outside of Australia, to enable them to undertake specified services on behalf of Fortnum Advice, your Adviser or All Round Financial Planning.

Details of this can be found in the Fortnum Advice Privacy Policy, which

includes details of how you may access, and seek correction of, your personal information which we hold. It also includes details of how you may complain if you believe that we have breached the Australian Privacy Principles under the Privacy Act and how we deal with such complaints.

You may obtain a copy of the Fortnum Advice Privacy Policy by telephoning us on (02) 9904 2792 or by visiting our website at www.fortnum.com.au

You can authorise another person to act on your behalf, to receive information and/or undertake transactions. Both requesting this to occur, and removing this authorisation, are required to be notified in writing.

Where your Adviser becomes a representative of, or sells their business to, another Australian Financial Services Licensee, Fortnum Advice may also use and disclose the information collected about you to enable your Adviser or the new business owner to continue to provide you with financial products and services.

We collect your personal information as permitted by, and in accordance with, the Privacy Act. Other legislation may also apply, such as the Anti-Money Laundering and Counter-Terrorism Financing Act.

What to do if you have a complaint

1. If you are unhappy with the advice or service provided by your Adviser or Fortnum Advice, you can let us know by putting your concerns in writing and sending them to:

Complaints Officer
Fortnum Advice Pty Ltd
PO Box R1872
ROYAL EXCHANGE NSW 1225
complaints@fortnum.com.au
(02) 9904 2792

We will investigate your complaint and respond to your concerns as quickly as possible and within 45 days.

2. If we have not responded to your complaint within 45 days, or if you feel it has not been resolved to your satisfaction, you may refer your concerns to the Australian Financial Complaints Authority (AFCA), which provides an accessible, fair and independent dispute resolution service. You can contact AFCA at:

Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne VIC 3001
www.afca.org.au

By email at info@afca.org.au; or by calling 1800 931 678

3. You can also contact the Australian Securities and Investments Commission (ASIC). ASIC is Australia's corporate, markets and financial services regulator. ASIC contributes to Australia's economic reputation and wellbeing by ensuring that Australia's financial markets are fair and transparent, supported by confident and informed investors and consumers. You can contact ASIC at:

Australian Securities and Investments Commission

PO Box 4000
Gippsland Mail Centre Victoria 3841
www.asic.gov.au

By calling 1300 300 630

About All Round Financial Planning

Our Practice has been established over 8 years ago and our mission is to provide professional market leading service advice and solutions to achieve your financial and lifestyle goals. We can help you create the financial security that lets you focus on what's really important in your life.

You can also find information on our Principal Practice at <https://allroundfinancial.com.au/>

All Round Financial Planning Advisers Authorisations and Service Offering

All Round Financial Planning's advisers are authorised by Fortnum Advice to provide financial product advice and to deal in a wide range of products, including:

- Deposit and payment products;
- Debentures, stocks or bonds issued or proposed for issue by a government;
- Life investment or life risk products;
- Interests in managed investment schemes, including Investor Directed Portfolio Services (IDPS or 'Wrap');
- Retirement savings accounts;
- Superannuation
- Securities
- SMSF

Areas in which we are not authorised to provide advice:

Jason Lund is not authorised by Fortnum Advice to provide advice or services in the following areas:

- Derivatives;

- Managed Discretionary Account services;
- Foreign exchange and,
- General insurance

Ottavo Financial Group Pty Ltd trading as All Round Financial Planning is registered with the Tax Practitioners' Board as a Tax (Financial) Adviser, as is each Adviser. This means that our advisers can provide tax advice in regard to the strategies and financial products that they recommend to you.

The table below summarises the services our Advisers can provide to you:

- Investment Strategies including gearing and savings plans
- Budget and cash flow planning
- Debt Management
- Superannuation advice, including salary sacrifice and consolidation strategies
- Self-Managed Super Fund*
- Personal insurance strategies
- Centrelink / DVA advice
- Retirement planning advice
- Estate planning advice
- Advice on ownership and structures eg Discretionary and family trusts
- Portfolio Review Services
- Ongoing advisory services

Our Advisers may also engage by referral the use of specialists such as accountants and solicitors, but not limited to.

All Round Financial Planning's Advisers

The following individuals are authorised by Fortnum Advice Pty Ltd to provide personal financial advice through All Round Financial Planning.

**ADVISER NAME: Jason Campbell
Lund**

**ASIC Adviser identification number:
411945**

Address: 7/114 William Street, Port
Macquarie NSW 2444

Telephone: (02) 6583 9748

E-mail: jason@allroundfinancial.com.au

Jason commenced his planning career in 2008 and has worked as an advisor within smaller planning firms and major financial institutions.

Qualifications (Finance related)

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Services (Financial Planning)

Client Fees

As outlined in Fortnum's General Advice Process of our Guide under the heading "Charging Options", there are various ways that you may pay for the services that are provided.

- Fee for service - where you pay a fee for the services that we provide;
- Commission (paid by product and service providers) in the form of initial (up-front) and/or ongoing (trail) commission; or
- A combination of commission and fee for service.

Fee for service

The fee for service may be payable for the preparation of advice, initial advice and ongoing review and advice services. The actual fee depends on individual circumstances and will be outlined in your Letter of Engagement and/or your Scope of Service letter.

Under this method of payment, there are set fees payable for each service

provided to you. Those services and fees include:

- Your initial consultation is up to \$330 or will be capped at \$2500pa (including GST) which will be outlined to you before the commencement of an appointment.
- There is a set fee up to \$7,700 (including GST) for the preparation of an SoA which will increase due to complexity.
- There is currently no fee for the preparation of your Portfolio Review Report unless you enter into a Service Package Agreement or request a special review which may attract a cost of up to \$330 per hour.
- Annual Ongoing Advice – we offer various Ongoing Advice packages that attract different rates of fees relative to the ongoing services provided as outlined in the relevant service package offering, details of which will be outlined in your advice document.
- You will be provided with a tax invoice for the service provided and you will need to provide a cheque or money order payable to Fortnum Advice Pty Ltd in accordance with the invoice.

Hourly Rate Direct Charges

Your Planner and administration team may charge an hourly rate for administration and/ or financial services. The current rate is up to \$330 per hour or part thereof. Part or all of the initial commissions received from a product provider may be rebated to you if this charging option is used.

Before going ahead, you will be given an estimate of the time that your Adviser will need. Under this fee structure, you will be given a tax invoice for the service provided. Payment is made to Fortnum Advice in accordance with the invoice.

Fees will be agreed based on your requirements and the complexity of your financial circumstances. All fees charged will be fully detailed in the Letter of Engagement you receive and will be agreed with you prior to you becoming liable for them. Any further fees may be outlined in a Scope of Services letter. All fees are inclusive of GST (if applicable).

If you pay a fee for service to Fortnum Advice, they may pay a proportion of this to Ottavo Financial Group Pty Ltd as outlined under the heading 'Remuneration received by Ottavo Financial Group Pty Ltd

If your Adviser receives a proportion of this remuneration directly attributable to the advice and/or service they have provided you, they will inform you of the amount at the time they provide you with advice.

Remuneration received by Ottavo Financial Group Pty Ltd

All fees for services paid by you and/or commission paid by product and service providers are paid to Fortnum Advice. The relationship between Fortnum Advice and the Principal Practice is arranged through a flat fee agreement. This agreement stipulates that 100% of the remuneration is paid to the Practice. Therefore, Fortnum Advice will retain 0% and the practice will receive 100%. The practice may share part of this amount with your Adviser.

Your Statement of Advice, Statement of Transaction or Record of Advice will provide further details of amounts paid to Fortnum Advice, Ottavo Financial Group Pty Ltd and your adviser

Commissions may be paid by product and service providers to Fortnum Advice, who, in turn, may pay a proportion of this to Ottavo Financial Group Pty Ltd.

If your Adviser receives a proportion of this remuneration, they will inform you of the amount at the time they provide you with advice.

Adviser Remuneration

Jason Lund is an employee of Ottavo Financial Group Pty Ltd and has been appointed as an authorised representative of Fortnum Advice.

Jason may be remunerated by one or more of the following methods. If any are relevant to the advice provided to you, further details will be set out in your advice document.

- Your Adviser may be paid a salary based on experience, capability and responsibilities within Ottavo Financial Group Pty Ltd.
- Your Adviser may be eligible to receive a bonus based on a combination of revenue and other non-financial measures that relate to compliance, staff training and the quality of service.

Making and Receiving Referrals

We may provide you with a referral to other professionals. This may include, but is not limited to, accountants, mortgage brokers and legal practitioners. You may also have been referred to us by another professional.

Conflicts you should be aware of:

Relationships and associations

The extensive list of products and services approved by Fortnum Advice includes products and services provided by entities with whom Ottavo Financial Group Pty Ltd and/or your Adviser have a relationship or association, either directly or via a related entity. We believe that your interests should be placed first and that products and services should only be recommended if it is in your best interests. However, it is important that you know of, and are comfortable with, those relationships and associations and any benefits that arise.

Our relationship with AZ Next Generation Advisory Pty Ltd and AZ Sestante Limited

Ottavo Financial Group Pty Ltd advisers are a member of the Azimut Group of companies. Established in 1989, Azimut is Italy's largest independent asset manager. From time to time your adviser may recommend you apply for, acquire, vary or dispose of a financial product issued by a person who is also a member of the Azimut Group. As at the date of the most current FSG provided to you, relevant product issuers include AZ Sestante Ltd (ABN 94 106 888 662, AFSL 284442). Your adviser does not receive any direct remuneration or other benefit as a result of its recommendation to apply for, acquire, vary or dispose of a financial product issued by these related companies as any remuneration and benefit are received by the product issuer and ultimately our common parent company.