

# Financial Services Guide

## About this guide

Before seeking our advice, you may have questions about us and how we can help you. To enable you to get to know us, and decide whether to use our services, we have prepared this Financial Services Guide (FSG) to explain:

- who we are
- matters we can help you with
- how we are paid
- privacy
- if you have a complaint
- other matters you might want to know
- our relationships.

Throughout this FSG, Ulton Wealth Services Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “advisor” refers to Ulton Wealth Services’ Authorised Representatives.

## About us

Ulton has a long and proud tradition of providing accounting services since 1926 and financial planning services since 1986. Since then, we have strived to constantly improve the services and strategies offered by our Wealth Management team. In 2001, we were among the first Australian financial planning firms to adopt a “fee for service” approach. We also specialise in niche areas of financial planning including Self-Managed Super Funds strategies and estate planning, often working closely with other professionals.

In 2017, Ulton Wealth Services Pty Ltd became licenced by the Australian Securities Investment Commission as an Australian Financial Services Licensee (AFSL 497721). From 1 October 2017, Ulton Wealth Management Pty Ltd became a Corporate Authorised Representative of Ulton Wealth Services Pty Ltd (CARN 460875).

Ulton Wealth Services Pty Ltd and Ulton Wealth Management Pty Ltd are part of the Ulton Group, ultimately owned by all nine Partners of Ulton, and not by a bank, product provider or insurance company. The Partners are committed to forging strong relationships with clients who seek the best in the business. We make an open, honest and upfront commitment to deliver exceptional client service, and to provide valuable and innovative solutions that will empower your decision making. We recognise that every client is unique. We tailor our services and advice to exceed your expectations. It’s our consideration of how you do business and the flexibility in our service delivery style that makes us the perfect partner for you.

Daryl Corpe, Mark McLean and Kylie Wright are directors of both Ulton Wealth Services Pty Ltd and Ulton Wealth Management Pty Ltd. Daryl and Mark are Chartered

Accountants and have been Partners of Ulton since 1986 and 1998 respectively. They are Ulton’s Senior Partners, leading the Partner group. Kylie is a CERTIFIED FINANCIAL PLANNER® who has been an Ulton Partner since 2006.

This FSG is given to you by your advisor with the authority of Ulton Wealth Services Pty Ltd. When a member of our team provides financial services to you, they will be acting for you on behalf of Ulton Wealth Services Pty Ltd.

## How we can help

We can help you with the following:

- wealth creation
- superannuation and retirement planning
- risk insurance
- managed investments
- estate planning
- self-managed superannuation funds
- gearing strategies
- direct equities
- social security advice
- aged care advice
- tax (financial) advice.

If we provide personal advice to you, we are required under the law to act in your best interests.

In addition, we can offer you an ongoing monitoring and review service for your financial position, to ensure that you are on-track to meet your objectives and goals. This may include review and monitoring of your long-term strategy, investment portfolio or life insurance policies, if applicable.

### Lack of independence

Ulton Wealth Services Pty Ltd is not independent, impartial or unbiased because we receive commissions for the advice that we provide on life risk insurance products. It should be noted that:

- We have an open Approved Product List for insurance, which includes all life insurance providers in Australia;
- The amount of commission received is disclosed when we provide you with advice; and
- The amount of commission received is in accordance with the *Corporations Act 2001* which sets commission caps for ongoing and trailing commission payments, and is the same for all insurers.

We are licensed to provide financial product advice and may deal in the following financial products:

- superannuation funds and self-managed superannuation funds
- retirement planning, including aged care and estate planning
- risk insurance (personal and business)
- securities
- investment products
- managed funds
- margin lending
- basic deposit products
- debentures, stocks and bonds.

We maintain an open Product List for Risk Products and an Approved Product List (APL) for investments, super and platforms, and our advisors recommend products from our APL. There may be instances where we need to consider products that are not on our APL, and in these cases, our Investment Committee will determine whether this is suitable. We partner with an independent research house for our underlying investment selection and model portfolios.

## Our approach

Ulton Wealth Managers specialise in providing strategy based solutions to our clients and illustrating lifelong cash flows. We believe that your Financial Advisor must:

- hold appropriate qualifications
- act in your best interests at all times
- provide advice where any possible conflict is removed or we must decline to act
- not be employed by a product provider or institution
- have the business and staff resources to deliver on their service promises
- adhere to the Financial Adviser Standards Ethics Authority (FASEA) Code of Ethics as well as the Codes of Ethics and Conduct of the Financial Advice Association Australia (FAAA).

## Our mission

Ulton's Wealth Management team specialise in empowering clients to make positive financial decisions based on your goals. Our team's mission is to provide high level strategic advice and service to clients who want to improve their lives and financial position to achieve success.

Our clients are unique and at different stages of their financial lives—some are just starting out, while others are preparing for or enjoying retirement. At Ulton, strategy underpins everything we do and is matched to your stage in life and overall wealth building objectives. We want you to feel that you come first and that you are achieving your success by partnering with us.

## The benefits of working with us

Every financial decision impacts your future wealth position. We take the time to get to know you, help you discover your 'why' (what it is that makes you tick), and what it is you want to achieve from your life. We honestly care about you and your financial future, and want you to achieve the lifestyle you want to live. We believe it is our duty to educate you on your options, and help you

to understand the strategies underpinning your financial future, giving you confidence and ultimately, control over your financial future.

We achieve this through open, honest and continuous conversation. We give you direct access to your Ulton Wealth Managers, and we are here whenever you need us. We're here to support you through every stage of your life, tailoring our advice to meet the needs and goals of each life milestone.

## Client services

We provide a range of initial and ongoing services which are tailored to your needs. We have a team approach to ensure you are well looked after. You will have a designated Advisor and Client Services Officer who you will be able to easily contact. Our team is adequately resourced to ensure continuity of service and advice.

## Your commitment

To assist us to provide the best service, we ask that you actively participate throughout the financial planning process and respond to our requests in a timely manner.

## How we are paid

### Initial fees

The cost of providing a financial advice service to you, including initial consultation, strategy development, product considerations and a Statement of Advice (SoA) including implementation of that advice, will depend upon the nature and complexity of the advice and/or service provided. We operate on a fee for service basis. Where possible, prior to preparing any advice or providing financial services to you, we will discuss and agree upon all forms of remuneration.

At the start of your relationship with us, or where your circumstances significantly change, we charge you an onboarding fee, which allows us to understand who you are, what you want to achieve and how we can assist you to get there. The onboarding cost depends on whether you will engage in an ongoing service agreement with us, as well as the complexity of the advice and your situation and the time spent. If you engage in an Ongoing Service Agreement (OSA) with us, the onboarding cost starts from \$5,500 (including GST). If you would like to deal with us on a once off or transaction only basis, the initial fee will be substantially higher, starting from \$8,800 (including GST).

Any fee for service must be paid within fourteen (14) days of the date of the tax invoice issued to you. Full details of all fees and/or commissions for initial advice will be outlined in our Terms of Engagement and subsequent advice documents that we will provide to you.

### Ongoing fees

Achieving your objectives takes more than a financial plan. We find that the rate of our clients' success increases when we have an ongoing relationship, where we are able to assist in coaching as well as ensuring that your strategy, super, investments and insurance remain on track. Our fee for the ongoing advice and management of your financial affairs (known as an Ongoing Service Agreement) is renegotiated each financial year. The minimum annual OSA is \$5,808 per annum. This fee is based on the complexity

of your affairs and the service required. If you decline an OSA, then any further work or contact with Ulton Wealth Management will be charged as incurred.

Further details about fees, commissions and/or other benefits your advisor receives in recommending investments will be available to you when recommendations are made in the SoA or Record of Advice (RoA).

## Commissions

**We do not receive commission on investment products.**

We offer you Risk Insurance services and products on either a fee for service or commission basis at your discretion. An example of commission paid on a risk insurance policy is: on a \$1,000 annual insurance premium with an upfront commission of 66%, Ulton Wealth Management will receive a commission of \$660 initially and 22% or \$220 per annum ongoing. All Insurers pay the same percentage commission rate on an upfront and ongoing basis.

Commission is not paid where insurance is placed as a group risk policy inside superannuation or where the policy is for the benefit of the member of a default fund.

## Documents you may receive

When we provide you with personal financial advice, you may receive one or more of the following documents:

- Terms of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS).

We provide you with a SoA whenever we provide you with any advice which takes into account your objectives, financial situation and/or needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice. If we give you further advice, a RoA may be provided to you instead of a SoA.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement, containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

## Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any strategy or financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. If you decline to provide some information we may also be unable to act for you. You should read the warnings carefully.

We may accept your instructions by phone, letter or email. In some instances, our wealth managers can only accept written instructions from you and will let you know when

this is the case. We are required to maintain a physical or electronic record of your personal information, which includes details of your relevant personal and financial circumstances.

At your request, we can provide you with a copy of your personal information and advice documents. Please note that a fee for this service may apply. We respect your privacy and confidentiality and are committed to adhering to the Ulton Privacy Policy principles to ensure the privacy and security of your personal information. A copy of our Privacy Policy can be located on our website at [www.ulton.net/privacy-policy](http://www.ulton.net/privacy-policy).

Contact us if you need more information.

## Reporting your concerns

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you. If you have a complaint about any financial service provided to you by your advisor, you should contact:

Complaints Manager  
Ulton Wealth Services  
PO Box 1000, Bundaberg Qld 4670  
T (07) 4154 0426  
E [wealthservices@ulton.net](mailto:wealthservices@ulton.net)

We will acknowledge receipt of your complaint within 24 hours (or one business day) of receiving it, or as soon as practicable. We will then investigate the complaint and respond to you no later than 30 calendar days after receiving the complaint. If after 30 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Australian Financial Complaints Authority Limited and you can raise your concerns with them through the contact details provided:

Australian Financial Complaints Authority Limited  
GPO Box 3, Melbourne VIC 3001  
T 1800 931 678  
E [info@afca.org.au](mailto:info@afca.org.au)

## Other matters

### Professional indemnity

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of s.912B of the *Corporations Act 2001* for compensation arrangements. The insurance will cover claims in relation to the conduct of both the corporate authorised representative and the sub authorised representatives, and also employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

### Our relationships

Neither your Advisor nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services. If you require equity advice, we may refer you to Morgans Bundaberg, which is owned by Ulton. However, you may utilise an alternative stockbroker if preferred. If we refer you to other professionals, we do not give or receive referral fees.

## Our team of Advisors



### Kylie Wright\*

Kylie is a Partner of Ulton and head of our firm's Wealth Management division. She has worked in the financial services industry since 1996 and has been authorised as an Advisor since 1999.

Kylie is passionate about helping clients solve their problems and overcome the obstacles to achieve their success. She partners with clients over the long term to deliver certainty in their financial lives.

Kylie splits her time between Bundaberg and Brisbane and regularly travels to the Fraser Coast, Sunshine Coast, Western Queensland and elsewhere within Australia to see clients.

### Qualifications

- Master of Financial Planning
- SMSF Specialist Advisor™
- CERTIFIED FINANCIAL PLANNER®
- Certificate of Margin Lending
- Certificate of ASX Securities
- Certificate IV Finance and Mortgage Broking

### Memberships

- Specialist, SMSF Professional Association of Australia Ltd
- Affiliate, Institute of Chartered Accountants
- CFP®, Financial Advice Association Australia (FAAA).

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### Jessica Wilkinson\*

Jessica (Jes) started her career in the financial services industry in 2006 and has been providing advice since 2012. Jes completed her Master of Financial Planning in 2019.

Jes focuses on taking a holistic approach to financial advice and partnering with her clients to ensure they make informed financial decisions.

Jes is a compassionate person who develops strong working relationships with her clients. She is also passionate about ensuring that her clients and their families are protected.

Based in the Bundaberg office, Jes regularly travels to the Fraser Coast, Sunshine Coast and Gladstone to meet with clients.

### Qualifications

- Master of Financial Planning
- SMSF Specialist Advisor™
- Certificate of Self-Managed Superannuation Funds
- Certificate of ASX Securities
- Certificate IV in Financial Services (Finance/Mortgage Broking)
- Diploma of Business

### Memberships

- Specialist, SMSF Professional Association of Australia Ltd
- Practitioner, Financial Advice Association Australia (FAAA).

T (07) 4154 0424  
M 0437 791 434  
E [jwilkinson@ulton.net](mailto:jwilkinson@ulton.net)



### Gemma O'Shanesy\*

Gemma joined Ulton Wealth Management in 2004, and became an Authorised Representative in 2006. She is now responsible for managing both the Wealth Management and Superannuation divisions at Ulton. Gemma is also the Compliance Manager and Complaints Manager for Ulton Wealth Services.

Gemma's responsibilities include:

- Drafting policies and processes and ensuring compliance
- Workflow management
- Review of strategies, documents and SMSF financials
- Compliance management
- Project work.

### Qualifications

- Advanced Diploma of Financial Services (Financial Planning)
- Certificate of Self-Managed Superannuation Funds
- Bachelor of Business in Accounting

### Memberships

- Affiliate, Financial Advice Association Australia (FAAA).

T (07) 4154 0426  
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Brisbane  
Bundaberg  
Fraser Coast  
Gladstone

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Wealth Managers

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**For what matters**

All wealth management services are provided by Ulton Wealth Management Pty Ltd Corporate Authorised Representative No 460875 of Ulton Wealth Services Pty Ltd AFSL NO.: 497721 | ABN: 86 614 308 628 | [www.ulton.net](http://www.ulton.net) | Ulton Wealth Management Pty Ltd ABN 73 168 815 450 | \*Kylie Wright (245052), \*Gemma O'Shanesy (304440), and \*Jessica Wilkinson (378670) are Sub Authorised Representatives of Ulton Wealth Management Pty Ltd

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