



# Financial Services Guide

(Part A - General Details)

VERSION 3.0,  
Preparation Date: 18 July 2019

*We are required by law to give you a Financial Services Guide (FSG), that helps educate, protect and assist you to make an informed decision about the financial services we offer.*

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## **Oreana Financial Services – Financial Services Guide (“FSG”)**

The financial services we refer to in this FSG are offered by your advisor as an authorised representative of Oreana Financial Services Pty Ltd ABN 91 607 515 122 AFSL 482234 (“Oreana”; “we”; “us”; “our”).

### **Purpose of a Financial Services Guide (FSG)**

This FSG is an important document. It is designed to assist you in deciding whether to use any of the financial services offered by us. This FSG is divided into two parts and both parts must be read together. Each part outlines the following information.

#### **Part A - General Details**

Provide informations about:

- Oreana, their relationship with your Advisor and other entities.
- Other documents you may receive.
- Financial services and products we provide.
- Collecting your personal information and providing instructions.
- What you can do if you are not satisfied with our services.

#### **Part B - Representative Profile**

Provide informations about:

- Who your Advisor is and how they can be contacted.
- Financial services and products your Advisor is authorised to provide.
- Fees or other costs your Advisor may charge.
- How your Advisor and any other relevant parties are remunerated.

Please read and understand the FSG in its entirety. If you ever have any questions, please contact us using the details set out in this FSG.

### **Who is responsible for the financial services we provide?**

Oreana Financial Services Pty Ltd ABN 91 607 515 122 is responsible for the financial services provided and authorises the distribution of this FSG.

We are the holder of an Australian Financial Services Licence (AFSL), number 482234. You can contact us at Level 7, 484 St Kilda Road, Melbourne VIC 3004.

### **Our associations and relationships**

Oreana Financial Services Pty Ltd is an Australian firm and part of the Oreana Group of companies (“Oreana Group”). The Oreana Group comprises companies and divisions including Oreana Private Wealth and Oreana Portfolio Advisory Service, a service we may recommend. We also advise on and arrange the issue of financial products from a range of financial product issuers outside of the Group.

Oreana Financial Services Pty Ltd also offer financial planning advice through a network of high quality, self-employed practices which have specialist expertise in a range of areas. Further details for these practices are outlined in the practices’ Representative Profiles which accompany this FSG.

## How will we advise you?

When you meet with us for financial advice, we will assess your current financial position, as well as your future goals and objectives and provide advice and recommendations which will take into account your personal circumstances.

The advice will come in the form of a written Statement of Advice (SoA), and will include:

- Our understanding of your personal circumstances and financial objectives;
- The strategies and actions we recommend and the basis for our recommendations;
- The financial services and /or products being recommended, and the reasons why;
- The fees and /or commissions that are paid to us and our representatives; and
- Disclosures of any associations we have with any financial product issuers or other parties which may have influenced our advice.

Subsequently, any time we give you further financial advice, we'll give you (and keep on file) another written record of that advice. You can request a copy any time by contacting your advisor.

## Other documents you will receive from us

Where a further review is conducted, and personal advice is provided we will present you with either another SoA or Record of Advice (RoA). You may request a copy of the RoA from us by contacting us (on any of the contact details set out in this Guide) for a period of seven years from when the further advice was first provided to you.

As well as an SoA & RoA, where applicable, you will also receive a Product Disclosure Statement ("PDS") about any financial product we recommend (except for listed securities). Each PDS will outline the relevant product in detail including features, benefits, conditions, costs and cooling-off rights (if applicable), in order to assist you in making an informed decision about what is right for you.

## Financial services and products we provide

We can provide personal financial advice, and transact on your behalf, in relation to the following types of financial products:

- Securities
- Managed investment schemes
- Investment and funeral bonds
- Deposit products
- Government debentures, stocks or bonds
- Personal and business risk insurance
- Superannuation products
- Margin Lending or investment loans

Some of the financial services or products that we are authorised to provide may be beyond those which we authorise your Adviser to offer. The financial services or products your Adviser is authorised to offer are outlined in the Representative Profile (Part B ) of this FSG.

## Reviewing Your Financial Situation

We recommend you review your financial situation at least annually or when your personal or financial circumstances change. Reviewing your financial plan is an important step in the financial planning process as it makes sure you are on track to achieving your goals and objectives, whilst also ensuring that the advice remains appropriate for you. You should notify your advisor if your current financial situation changes.

## What are the restrictions on our advice?

We generally recommend products that are listed on our Approved Product List (APL). This APL includes a wide range of investment products from financial product issuers.

Before a product can be added to the APL, we undertake a due diligence process and products are required to meet a certain minimum standard. If the products on the APL are not appropriate for your needs, we may recommend products outside of the APL, where there is a reasonable basis to do so. At all times, we will ensure that our recommendations are in your best interests.

## What information do we need from you?

In order to provide advice tailored to your personal circumstances, we will ask you questions regarding your needs and objectives, which would typically include details of your current financial situation and other relevant personal information.

You may choose not to tell us, if you do not wish to, however, the advice you receive may not be appropriate.

Please read the warnings contained in the Statement of Advice carefully before making any decisions relating to financial products.

### **Your personal information – how we record it and how you can access it**

Our Privacy Policy is designed to ensure the privacy and security of your personal information. A copy of our Privacy Policy is available on our website at [www.oreanafinancial.com/Privacy\\_Policy](http://www.oreanafinancial.com/Privacy_Policy) or can be obtained by phoning us on +61 3 9804 7113.

A record of your personal information, which includes certain information such as your address and other details required in order to issue a financial product such as health and financial information is maintained, including any recommendations made to you. You can access your file by contacting us.

### **Giving us instructions**

If you need to make amendments to your financial plan or provide other instructions, you can do so by using the contact details set out in this FSG and the associated Representative Profile. Generally, we will need you to provide your instructions in writing (for example, via fax, e-mail or letter) or another method agreed by us.

### **How do you pay for our services and how are the costs calculated and disclosed?**

At Oreana Financial Services you have the flexibility to pay for your services in a manner which meets your needs. If you receive personal financial advice from us, we will provide you with details of any fees, commissions and any other benefits, in actual dollar amounts where possible, in the written advice we provide you or verbally, where applicable.

We will agree with you the amount you pay based on:

- A flat dollar fee;
- An hourly rate;
- The amount you invest;
- Transaction fees wherein Oreana charges for specific transactions Oreana arranges on your behalf or
- A combination of the above.

You can pay in the following ways:

- As a fee for advice that will be deducted from your investment as a one-off payment or in instalments;
- By direct invoice from us for initial and ongoing advice;
- Via commission we may receive when you commence an insurance contract or loan product; or
- A combination of the above.

Details of any payment we receive from financial product issuers are contained in the Product Disclosure Statements that we will provide you with when we recommend a financial product.

If you do not receive personal financial advice from us, we will provide upon request details of any fees, commissions and any other benefits in relation to any other financial service we provide you.

### **Does your advisor receive any further benefits?**

Your advisor may attend conferences and professional development seminars that have a genuine education or training purpose. We keep a register detailing certain non-monetary benefits that the advisor receives (e.g. benefits valued between \$100 and \$300, genuine education or training and information technology software or support). An extract of the register is available for review by contacting your advisor.

### **What if you have a complaint?**

Your satisfaction is important to us and we have procedures in place to resolve any concerns promptly and fairly. If you have any concerns or complaints regarding the advice you receive or other aspects of our service, as a first step please contact your advisor and we will do our best to resolve your concern quickly and fairly.

If your advisor has not satisfactorily resolved your complaint, please put your complaint in writing or contact our Complaints Officer on +61 3 9804 7113.

For any written complaints please send it to:

Complaints Officer  
Oreana Financial Services Pty Ltd  
Level 7, 484 St Kilda Road  
Melbourne VIC 3004

We will acknowledge your complaint in writing within 10 Business Days and a written response will be provided within 45 Business Days. If your complaint takes longer than 45 days to respond to, we will notify you as soon as we become aware of this.

If you are still not satisfied with our response, then you may refer the matter to the Australian Financial Complaints Authority (AFCA). The Australian Financial Complaints Authority is the external dispute resolution (EDR) scheme to deal with complaints from consumers in the financial system.

You can contact AFCA by writing to:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

or contacting:

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)

### **Professional Indemnity Coverage**

Oreana holds professional indemnity insurance that satisfies the requirements of Section 912B of the Corporations Act and covers advice, actions and recommendations which your advisor has been authorised by Oreana to provide to you. This insurance also covers the conduct of advisors who were authorised at the time of providing the advice which may later become the subject of a complaint, but at the time of the complaint are no longer representatives of ours.

### **Financial crimes monitoring**

Under anti-money laundering and counter terrorism laws, we have to meet strict identification requirements before we can provide services to you. Where we are legally obliged to do so, we may disclose the information we have gathered about you to regulatory or law enforcement agencies.

You should also be aware that transactions may be blocked or declined where we have reasonable grounds to believe they breach Australian law or the law of another country.

### **Complaints**

If you have a complaint about a privacy issue, please let us know. You can find out how to make a complaint and how we will deal with these complaints, by reading our Privacy Policy, available at [www.oreanafinancial.com/Privacy\\_Policy](http://www.oreanafinancial.com/Privacy_Policy) or by calling +61 3 9804 7113 and asking us for a copy.

### **Contact Us**

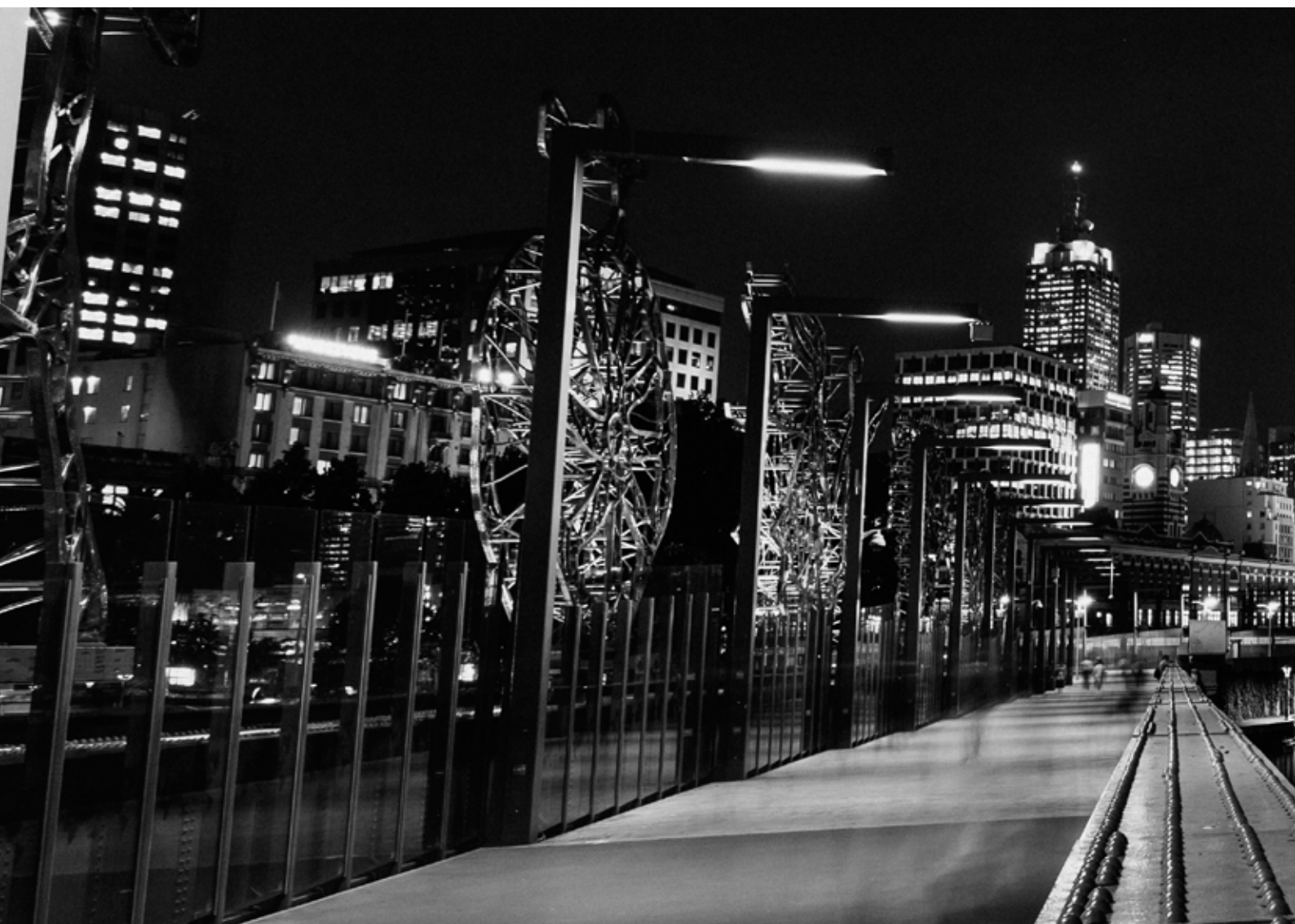
Please contact us if you have any questions or comments about our FSG. We welcome your feedback. For more information please go to <http://www.oreanafinancial.com/for-clients/>

You can contact us by:

- Emailing us on: [info@oreanafinancial.com](mailto:info@oreanafinancial.com);
- Calling us on +61 3 9804 7113; or
- Speaking to us in person at:

Oreana Financial Services Pty Ltd  
Level 7, 484 St Kilda Road  
Melbourne VIC 3004





### Melbourne

Oreana Financial Services Pty Ltd  
AFSL No. 482234  
ABN 91 607 515 122

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Melbourne, Victoria 3004  
Australia

T +61 3 9804 7113  
E [info@oreanafinancial.com](mailto:info@oreanafinancial.com)

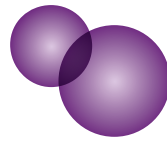
### Hong Kong

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ADAMS ORBELL McGRATH

**PARTNERS**

PRIVATE WEALTH

## REPRESENTATIVE PROFILE



**Version 3.0 - Preparation Date 1 January 2020**

This document forms the second part of the Oreana Financial Services Guide. The FSG is divided into two parts and both parts must be read together. This document is designed to clarify who we are, what we do, and aims to help you decide whether to use our services.



# WHO WE ARE

Your financial advice specialists are Representatives of and offer services on behalf of Oreana Financial Services Pty Ltd, AFSL License No. 482234:

## **Andrew John McGrath**

Authorised Representative No. 237555

The Financial Services that the above financial advice specialists offer are provided by Windsor Advisory Pty Limited, ACN 139 007 239, trading as Adams Orbell McGrath Partners Private Wealth, Authorised Representative (AR) No. 340418.

## **Partners on your journey to financial freedom**

Adams Orbell McGrath Partners Private Wealth (in current and previous form) has been providing wealth management advice to aspirational individuals and family groups for more than 20 years.

Adams Orbell McGrath Partners Private Wealth specialise in providing advice to Family Groups, Executives, Professionals, Expatriates, Business Owners and Retirees. Our range of services and advice are designed to enhance your financial wellbeing and assist with managing your financial complexity, allowing you to focus on your business, family and/or retirement needs.

Oreana has authorised your advisors to provide you with this Financial Services Guide.

## **ABOUT**

### **Andrew McGrath**



Andrew is a Principal Adviser of the practice and has been providing personal advice services to clients since 2003. Andrew is a member of the Financial Planning Association of Australia (FPA) and is a CERTIFIED FINANCIAL PLANNER™. He is a member of the Self Managed Super Fund Association and is accredited as a SMSF Specialist Advisor (SSA). Andrew is also registered with the Tax Practitioners Board (TPB) and is a Tax (financial) adviser.





# WHAT WE DO

We are authorised by Oreana Financial Services to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation (Inc. SMSFs)
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management
- Margin Lending
- Expatriate Financial Planning

## **What financial products and services are we authorised to provide?**

We are authorised to provide personal financial advice, general financial advice, and transact on your behalf (dealing) in relation to the following types of financial products:

- (i) Basic / Non-Basic Deposit Products;
- (ii) Non-Cash payment facilities
- (iii) Derivatives;
- (iv) Debentures, stocks or bonds issued or proposed to be issued by a government;
- (v) Life products - Investment Life Insurance
- (vi) Life products - Life Risk Insurance
- (vii) Managed investment schemes, including Investor Directed Portfolio Services (IDPS)
- (viii) Retirement savings accounts ("RSA") products
- (ix) Securities; and
- (x) Superannuation;
- (xi) Standard Margin Lending

## **Your Needs**

Adams Orbell McGrath Partners has a reputation for having an intimate and concise understanding of each private client, their circumstances, financial objectives and aspirations. This is accomplished by your Adviser partnering with a limited number of suitable private clients ensuring that the appropriate level of attention and care is dedicated to each relationship.

Every client relationship is important to us and is intended to be a long-term trusted partnership in building your financial security, enabling you to live your life vision and achieve success as defined by you.

We aim to provide you smart and bespoke solutions for building, managing and protecting the wealth you accumulate. Key to this value proposition is delivering you peace of mind that you are not alone in navigating the complexity and change inherent in the global economic environment, financial markets and the law.





# HOW WE CHARGE FOR OUR SERVICES

All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Type of advice	Fee charged
<b>Initial consultation</b>	At our expense
<b>Initial advice</b> (advice preparation and implementation)	<p>Our fee for the completion of your needs analysis and preparation of your financial plan will range from \$4,400-\$16,500 and will vary depending on the level of complexity of your situation and the advice provided. Complex advice requirements include the use of trusts and ownership structures including self-managed super funds, overseas assets or incomes, executive options and share schemes or multiple investment entities.</p> <p>We will invoice you for 50% of the agreed fee at the commencement of work and the residual 50% will be invoiced on delivery of your financial plan.</p> <p>The initial advice fee comprises two components:</p> <p>An advice preparation fee – charged for the preparation of a written Statement of Advice</p> <p>An implementation fee – charged for implementing the advice and recommendations</p>
<b>Ongoing advice</b>	<p>Adams Orbell McGrath Partners Private Wealth works with each private client to review and adjust their financial plan over their life journey and therefore offers our clients an ongoing advisory service.</p> <p>We operate on a Fee for Service basis. You have the choice of the following fee structures;</p> <p>A fixed dollar Adviser Service Fee or;</p> <p>A strategic review fee Plus a Portfolio Management Fee or;</p> <p>A Portfolio Management Fee</p> <p>The ongoing advice fee will be based on the level of service required, the frequency of the review and the complexity of the advice. Complex advice requirements include the use of trusts and ownership structures including self-managed super funds, overseas assets or incomes, executive options and share schemes or multiple investment entities. The level of investments under management and the frequency of review may also impact the fee charged.</p>

Type of advice	Fee charged
<b>Ongoing advice</b>	<p>Where a Portfolio Management Fee is applied, the level of the fee will vary with the complexity of the portfolio being managed. For example, an investment portfolio valued at \$100,000 with a fee of 0.35%pa the annual fee levied will be \$350.</p> <p>In all cases, our minimum annual Ongoing Advice Fee will be \$4,400 and our maximum fee will be \$35,000. The fees will be collected on a monthly basis and details on your fee structure will be disclosed in your financial plan.</p>
<b>Ad hoc advice</b>	<p>The fees for the provision of ad hoc advice not covered by an Ongoing Service arrangement will be charged on an hourly basis at a rate of \$440.</p>
<b>Insurance products</b>	<p>Unless you have agreed to a fee for advice arrangement, we will receive commission for our initial and ongoing services to you. The relevant insurer will pay to us an initial commission between 0% and 66% and ongoing commission between 0% and 30% of the annual premium for as long as you hold the product. Commissions are paid to us by the product provider and are not a direct cost to you. Details of the relevant fee structure will be disclosed in your financial plan.</p>
<b>Stamping fees</b>	<p>Where we receive stamping fees from issuer companies for raising capital or debt on behalf of that company, we will offset this payment against the cost of our advice to you.</p>
<b>Pre-existing arrangements</b>	<p>For existing clients already in an established commission arrangement, we may receive commission on investment products or margin lending products held. For historical investment products, the relevant product issuer may pay an ongoing commission between 0% and 0.88% of the value of your investments for as long as you hold the product. For margin loans the relevant product issuer will pay an ongoing commission between 0% and 0.88% of the outstanding loan balance. Commissions are paid to us by the product provider and are not an additional cost to you.</p>

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by us are paid to Oreana.

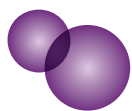
Oreana receives all fees and commissions payable for the services we provide and pays 100% of all the fees and commissions it receives to Adams Orbell Pty Ltd T/A Adams Orbell McGrath Partners Private Wealth.

### Will anyone be paid for referring me?

At present we do not have any referral arrangement in place to pay a third party referrer a referral fee, commission or other benefit. If this changes, we will make you aware of this prior to providing advice, or further advice, to you.



# PARTNERS ON YOUR JOURNEY TO FINANCIAL FREEDOM



ADAMS ORBELL McGRATH  
**PARTNERS**  
PRIVATE WEALTH

For more information on anything you have read in this document or if there is anything else we can help you with, please contact us at:

Adams Orbell McGrath Partners Private Wealth

**P** 03 8602 0900 **F** 03 9600 0365

**E** [andrew@partnerspw.com.au](mailto:andrew@partnerspw.com.au)

**W** [partnerspw.com.au](http://partnerspw.com.au)

Level 6, 455 Bourke Street, Melbourne Victoria 3000