



**FORTEM**  
WEALTH MANAGEMENT PTY LTD

# Financial Services Guide (FSG)

Fortem Wealth Management Pty Ltd

AFSL 561619

1 NOVEMBER 2024 Version 1.0

*This Financial Services Guide ("FSG") (together known as the 'Guide') has been issued by Fortem Wealth Management Pty Ltd (AFSL 561619). This Guide explains the financial planning services and credit services we provide, as well as giving you important information that will help you decide if you want to use any of these services. It explains who we are, how we can be contacted, the services we are authorised to provide, how we (and any other relevant parties) are remunerated, potential conflicts of interest and our complaints handling process.*

## ABOUT US

Fortem Wealth Management Pty Ltd, as an Australian Financial Services Licensee (AFSL) brings together like-minded Financial Advisers who share a client-first approach.

Licensee	Fortem Wealth Management Pty Ltd
ABN	61 657 151 436
Australian Financial Services License	561619
Address	99 Queen Street BENDIGO VIC 3550
Phone	03 5441 3377
Email	advice@fortemgroup.com.au

Fortem Wealth Management, its Principal Practices and its Advisers are not independent, impartial or unbiased due to the types of payments that are received by the group. This includes commissions paid by insurance providers or remuneration from a product issuer that is determined by the value of business placed. Payments received in this regard are all legal under Corporations Act 2001.

### Professional Indemnity Insurance

Fortem Wealth Management 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 Fortem Wealth Management adviser (whilst acting as an Authorised Representative of our AFSL).

### Our Commitment to You

Fortem Wealth Management Pty Ltd and its authorised representatives will provide you with high quality advice and service throughout your investment life. Our commitment to you will be based on understanding your needs, maintaining the integrity of the advice we give.

### Your Commitment to Us

You agree to provide copies of your latest funds and/ or policy statements to enable a written recommendation/ review to proceed. You will provide information relating to your ongoing affairs and notify us of your changes in circumstances so that we could continue to provide sound financial advice that is tailored to your specific needs.

## Our Services

Fortem Wealth Management is not owned by or affiliated with any finance or insurance companies, so you can feel confident that our advice is truly unbiased. We are upfront and transparent about any transactional costs and have genuine "hands-on" experience with the products we recommend. We will work with you to identify the level of advice and services appropriate for you to meet your financial goals. We are licensed to provide advice on the following products:

Superannuation, including Retirement savings Account Products

Self-Managed Superannuation Fund (SMFS)

Corporate / Employer Superannuation

Managed Investments

Listed Securities

Deposit Products

Debentures, Stocks or Bonds issued or proposed to be issued by a government

Life Insurance investment products including whole of life, endowment and bonds

Insurance (Life Cover, Disability, Trauma and Income Protection)

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, Morgans Stockbroking and Morningstar.

Your adviser is only authorised to advise on products which are approved by Fortem Wealth Management for use. Your Adviser will only recommend a product to implement your strategy after considering its suitability in relation to your individual objective, financial situation and needs.

### Transaction Services

If you do not require advice from us, but wish to complete a transaction, we can also arrange for you to apply for the kinds of products referred to above. In these cases, we can take your instructions and arrange for the transition to be completed, without providing personal advice. If you wish to proceed without advice from us, normally we will ask you to confirm your instructions in writing.

### Portfolio Monitoring

Internal databases are maintained detailing client's investments that were recommended by Fortem Wealth Management. This does not constitute portfolio monitoring. Portfolios are reviewed on a regular basis, subject to the client's discretion.

## OUR ADVICE PROCESS

We offer a comprehensive advice process designed to ensure the advice provided is suited to your needs and financial circumstances

<b>INITIAL MEETING</b>  Your adviser will get to know you by gathering information about you and help you identify your goals for the future.	<b>DEVELOPING STRATEGIES</b>  Your adviser will prepare a written financial plan, outlining their recommendations to you.	<b>PLAN PRESENTATION</b>  You will meet with your adviser to discuss your financial plan and answer any questions you have.	<b>IMPLEMENTING YOUR PLAN</b>  When you are ready, your adviser will put your financial plan into action.	<b>REVIEW SERVICE</b>  Your adviser can provide an ongoing review service to review your progress and keep you on track.
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## IMPORTANT DOCUMENTS

If we provide you with personal advice, you are entitled to receive a Statement of Advice, which sets out our advice, the basis of that advice and details about the fees, costs and other benefits payable as a result of the advice given. If you receive additional advice from our representative and your personal circumstances or the basis of the previous recommendations are not significantly different, a new Statement of Advice may not be required. You can request a copy of the advice at any time using our contact details in this Guide.

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

<b>STATEMENT OF ADVICE (SOA)</b>  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	<b>RECORD OF ADVICE (ROA)</b>  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.	<b>STATEMENT OF TRANSACTION (SOT)</b>  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 (depending on type) and arrange for the transaction to be completed, without providing personal advice. 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.
<b>PRODUCT DISCLOSURE STATEMENT (PDS)</b>  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 PDS 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.	<b>ONGOING SERVICE AGREEMENT (OSA)</b>  If your Adviser recommends, and you enter into, an ongoing review service, for a period of more than 12 months, you will initially receive an Ongoing Service Agreement (OSA). This document outlines the agreed service and the fees applied over the specified period. You will also receive an Opt-In and Fee Consent Form each following year. The document will ask you to confirm that you would like to continue the ongoing review service with your Adviser and consent to the deduction of any ongoing fees.	<b>CLIENT SERVICE CONTRACT (CSC)</b>  If your Adviser recommends, and you enter into, a service arrangement for a fixed period of 12 months or less, you will receive a Client Service Contract. This document outlines the agreed service and the fees applied over the specified period. You will also receive a Confirmation of Fees and Services Letter at the end of the contract period which will outline the services you received, and fees paid.



## HOW WE ARE PAID

The remuneration and other benefits listed below cover what Fortem Wealth Management, your Adviser, the Principal Practice 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 Fortem Wealth Management for the services provided to you including;

All fees for services paid by you and/or commission paid by product and service providers are paid to Fortem Wealth Management. Fortem Wealth Management then distributes 100% of the fees received to its Principal Practices or distributes the fees after our Licensee fees and other expenses have been deducted.

### Fee for service

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 review service fees are generally paid in advance. The agreed fees may be documented in a Letter of Engagement, set out in a SOA, in a ROA, or via an OSA.

Fee for Service payments may be payable for;

Initial Consultations
Advice Preparation
Ongoing Review Service
Ad hoc Fees

### Commissions

Fortem Wealth Management may receive payments in the form of initial commissions and/or ongoing commissions from the insurance 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.

### How Commissions (initial and ongoing) are calculated from a life insurance product

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.

However, existing commission arrangements for insurance purchased prior to 1 January 2018 may continue to be paid in the same manner as what would have previously been advised to you.

The actual commission that will be received by Fortem Wealth Management, the Principal Practice, and your Adviser will be disclosed to you in your SOA, SOT or ROA.

### Other forms of remuneration or benefits

Some product providers pay a licensee commission to Fortem Wealth Management based on the total funds invested in their products, or insurance premiums paid for their insurance products, through Fortem Wealth Management .

Fortem Wealth Management may then pass on a share of the licensee commission they receive to your financial planner. This rate will vary depending on the total value of the licensee commissions that your financial planner generates for Fortem Wealth Management . The amount will be disclosed in an SoA when you receive personal advice.

Any benefits we receive that may reasonably be considered to influence our advice and services to you will be fully disclosed in our advice

Fortem Wealth Management, your Principal Practice and/or Adviser may be entitled to other benefits when providing services to you.

Fortem Wealth Management, 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.

### Payments for Referrals

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in the Statement of Advice. Where you have been referred to us by someone else, we may pay them a fee, commission or some other benefit in relation to that referral.

## PRIVACY

Fortem Wealth Management is dedicated to providing you with the highest levels of client service. We recognise that your privacy is very important to you. We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information.

We are bound by the Privacy Act 1988 (Cth) ('Privacy Act') and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information, as well as ensuring the quality and security of your personal information. This policy provides guidance on how to meet the privacy obligations imposed by the APPs, the Privacy Amendment Act and the Privacy Act.

Your privacy is important to us. We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for this information to be forwarded

### Providing Information to Us

To develop a successful financial strategy, including recommending suitable products which will meet your needs, we need to consider your personal circumstances and financial goals. We will ask you for information about your financial situation when we meet with you.

You have the right not to divulge this information to us, if you do not wish to do so. However, if without this information, or if it is inaccurate, the advice you receive may not be appropriate for your needs, objectives and financial situation.

It is also important that you keep us up to date by informing us of any changes in your circumstances so we are able to determine if the advice continues to be appropriate.

### What is personal information

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a) whether the information or opinion is true or not; and
- b) whether the information or opinion is recorded in a material form or not.

### Personal information we collect

In most cases, your personal information will be collected when you meet your financial planner in person or provide the information over the telephone or with written material.

We may also collect personal information from third parties such as your accountant/ product providers/ solicitors.

When we provide comprehensive financial planning advice to you, we are required to collect certain personal information from you as outlined in s945A of the Corporations Act. This includes:

Name, Date of Birth and Contact details
Employment details and history
Health related information
Financial Position, including needs and objectives, Assets and Liabilities, income, expenses insurance cover and superannuation
Investment preferences and risk tolerance
Family circumstances and government entitlements
Any other information that we may consider necessary

### Can You Remain Anonymous or use a Pseudonym When Dealing With Us

If you wish to remain anonymous or to use a pseudonym when dealing with us, we may be able to provide you with limited information or services, such as general details about our services.

However, in many cases it will be impracticable for us to assist you if you wish to remain anonymous or use a pseudonym. For example, the provision of many financial services is highly personalised, with the quality and scope of financial advice heavily dependent on the individual circumstances of each client. Because of this, if you choose not to identify yourself or wish to use a pseudonym, it may affect our ability to properly analyse your personal circumstances so our recommendations may not be completely appropriate or suitable for you

### Who we may disclose your personal information to

We may share your personal information to companies that help us with our business. To protect personal information, we enter into contracts with our service providers that require them to comply with the Privacy Act. These contracts oblige them to only use the information we disclose to them for the specific role we ask them to perform. If we seek to disclose personal information, for any other reason than the primary reason it was collected, then we must first contact you to have such disclosure authorised.

## **Will Your Personal Information Be Used for Direct Marketing**

We will use your personal information to offer you services we believe may interest you, but we will not do so if you tell us not to. The services may be offered by any staff member of Fortem Wealth Management, and may offer you services by various means, including by mail, telephone, email, SMS or other electronic means, such as through social media. If you do not want to receive marketing offers from us, please contact us.

## **Do We Disclose Personal Information Overseas**

There are obligations under the APPs to ensure that personal information is not transferred to another country. It is the policy of Fortem Wealth Management that no personal information should be transferred outside of Australia without the client's prior approval, and subject to receiving prior confirmation from the senior management.

## **How We Protect Your Personal Information**

We keep your personal information in your client file. These files are accessible to authorised personnel only and are stored in a combination of secure computer storage facilities, filing cabinets and other formats. We take steps to protect your personal information we hold against loss, unauthorised access, use, modification or disclosure and against other misuses. These steps include password protection for the computers, securing paper filing cabinets and physical access restrictions.

## **Access And Update Personal Information**

You may request a copy of your personal information we hold. This is subject to certain exceptions allowed by law, such as where the access provided would have unreasonable impact upon the privacy of others. We ask that you provide your request to us in writing (for security reasons), and we will provide you with access to that personal information. Please allow up to 14 working days for the requested information to be forwarded.

If charges are applicable in providing access to you, we will disclose these charges to you prior to providing you with the information.

If we deny a request for access, we will provide you with the reason for this decision in writing.

We take steps to ensure that the information collected from you is accurate, up-to-date and complete. Generally, this information is gathered during our fact find process with your financial planner or credit representative. Your personal information will be treated as confidential information and sensitive information will be treated highly confidential. If you

believe that any of the personal information that we hold is inaccurate, please contact us at your earliest convenience

## **How long we retain your personal information**

We are required by law to retain all personal information and records for a period of 7 years. Where you are no longer a client of ours, we are obligated to retain your personal information in a secure manner for 7 years. After this period, we will take reasonable steps to destroy your personal information when it is no longer required.

## **Privacy On Our Website**

Fortem Wealth Management website may provide links to third party websites. The use of your information by these third-party sites is not within the control of Fortem Wealth Management and we cannot accept responsibility for the conduct of these organisations. External websites are not subject to our privacy standards, policies and procedures. We therefore recommend you review them on their websites.

We always take care to ensure that the personal information you provide us on our website is protected.

Some areas of the website may use 'cookies' to make your interaction with our site more efficient. A cookie is an element of data that a website can send you your browser, which then you may or may not choose to store on your system. If you do not wish to receive cookies, you can instruct your web browser to refuse them.

## **Privacy Concerns and Complaints**

If you are concerned about how your personal information is being handled or if you have a complaint about a breach by us of the Australian Privacy Principles, please contact us. From receipt of your complaint, we will have 30 days to respond.

We take privacy-related complaints very seriously and consider all complaints carefully and it is our best endeavours to resolve your complaint to an individual's satisfaction; however, if you are unhappy with our response, you have the right to contact other bodies.

## COMPLAINTS PROCESS AND HANDLING

If you have a complaint about the service provided to you, the AFCA will consider your complaint on the basis that Fortem Wealth Management have been given an opportunity to resolve the complaint with you directly first. In most cases, we have up to 45 days to respond to your complaint. We will endeavour to resolve your concerns in a fairly and quickly manner.

You can put your complaint in writing and send it to:

<b>Complaints Resolution Manager</b>
Fortem Wealth Management Pty Ltd
99 Queen Street, BENDIGO VIC 3550
PO Box 2501, BENDIGO DC VIC 3554

We, Fortem Wealth Management Bendigo, are members of the Australian Financial Complaints Authority (AFCA)

If you do not get a satisfactory outcome, you have the right to complaint to the AFCA at

<b>Australian Financial Complaints Authority</b>
GPO Box 3, MELBOURNE VIC 3001
<a href="http://www.afca.org.au">www.afca.org.au</a>
<a href="mailto:info@afca.org.au">info@afca.org.au</a>
1300 565 562

AFCA is an independent impartial external dispute Fortem Wealth Management scheme approved by the Australian Securities and Investment Commission (ASIC). The AFCA service is free of charge.

The Australian Securities and Investments Commission (ASIC) also has a free call Info Line on 1300 300 630 which may use to make a complaint and obtain information about your rights.

### **if you have a complaint with the third-party products or services**

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will address your complaint under the complaint's resolution process.

If you are not satisfied with the resolution of your complaint by the third party under their complaints management process, you are entitled to have your dispute reviewed by their External Dispute Resolution Scheme. Please contact the third party for further details.





Our Practice, CHF & A Pty Ltd, trading as Fortem Advice and our Advisers are Authorised Representatives of Fortem Wealth Management Private Wealth Ltd.

Our Practice has been established to provide a range of wealth advice and expertise to assist clients with every aspect of their financial situation. Our Practice has a disciplined approach to helping you build and manage your plan for financial independence.

<b>Name</b>	Fortem Advice	<b>Phone</b>	(03) 5441 3377
<b>ABN</b>	33 607 621 867	<b>Email</b>	info@fortemgroup.com.au
<b>CAR</b>	1236881	<b>Address</b>	99 Queen Street BENDIGO VIC 3550

We can provide advice on the below types of financial products and services. Your adviser may not be qualified in all of the products and services below. Please refer to their individual adviser profile for their qualifications and the advice they can assist you with

Services we can provide you	Products we can provide you
<ul style="list-style-type: none"> <li>Investment strategies including gearing and savings plans.</li> <li>Budget and cash flow planning.</li> <li>Debt management.</li> <li>Superannuation advice, including salary sacrifice and consolidation strategies.</li> <li>Self-Managed Super Funds (SMSF)*.</li> <li>Personal insurance strategies.</li> <li>Centrelink / DVA advice.</li> <li>Retirement planning advice.</li> <li>Estate planning advice.</li> <li>Advice on ownership and structures (e.g. discretionary and family trusts).</li> <li>Portfolio review services.</li> <li>Ongoing advisory services.</li> </ul>	<ul style="list-style-type: none"> <li>Deposit and payment products.</li> <li>Debentures, stocks or bonds issued or proposed for issue by a government.</li> <li>Life investment or life risk products.</li> <li>Interests in managed investment schemes, including Investor Directed Portfolio Services (IDPS or 'Wrap').</li> <li>Retirement savings accounts.</li> <li>Superannuation.</li> <li>Self-Managed Super Funds (SMSF)*.</li> <li>Margin Lending Facilities*.</li> <li>Listed Securities*.</li> </ul>

\* Accredited advisers only. Our Advisers may also engage by referral the use of specialists such as (but not limited to) accountants and solicitors.

### Our Tax Services

Fortem Advice Advisers are all listed on the Financial Adviser Register as a Qualified Tax Relevant Provider (QTRP) with Australian Securities and Investments Commission (ASIC). This means that all Advisers of Fortem Advice can provide tax advice in regard to the strategies and financial products that they recommend to you.

### OUR FEES

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 or Statement of Advice you receive and will be agreed with you prior to you becoming liable for them.

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



## **We are remunerated by**

Adviser Service Fee that is agreed and directly payable by you

Payments of commission by product issuers or;

A combination of both the above

All fees for services paid by you and/or commission paid by product and service providers are paid to Fortem Wealth Management. Fortem Wealth Management then distributes the fees received to its Principal Practices after our Licensee fees and other expenses are deducted.

Fortem Advice may share part of this amount with your Adviser.

Your advice documentation will provide further details of amounts paid to Fortem Wealth Management, Fortem Advice and your Adviser.

### **Initial Consultation**

Depending on the time involved and the complexity of the service, we may charge you an appointment fee up to \$330 per hour, inclusive GST.

### **Initial Advice Fee**

Initial Advice Fees for the draft and provision of Statement of Advice vary depending on the complexity of advice and a range of other factors. They are generally a fixed dollar amount and will always be agreed with you prior to the provision of advice. Our minimum Initial Advice Fee is \$2,200 (including GST)

### **Ongoing Service Fee**

Ongoing service and advice is critical to the overall advice process. Once a strategy has been developed, agreed and implemented - ongoing service ensures your strategy is appropriate given any changes in circumstances, objectives, markets and the regulatory environment. Our fee is usually a set dollar amount that is agreed by you and paid via your portfolio in monthly instalments. Our minimum Ongoing Service Fee is \$3,300 p.a. / \$275 per month (including GST).

### **Ad hoc fees**

Where other costs outside the above are incurred, you may be charged a maximum of \$330 per hour (including GST).

### **Claims Management Service**

We may charge a fee where you require assistance to process an insurance claim. The fees for this service will depend on the complexity of your situation and may be charged as follows:

- A fixed dollar amount; or
- An hourly rate; or
- A combination of both.

The fee will be discussed and agreed upon with you prior to assisting you with your claim.

In some cases, we may decide an external specialist may be required to assist with your claim. If this occurs, we will confirm with you prior to engaging the external specialist. The fees for any external specialists will be an additional fee separate to our fee.

### **Commissions Received**

In addition to the fees above, your financial planner may also receive commissions from product providers. An upfront commission is a one-off payment paid by the product provider to your financial planner based on a percentage of the amount of funds you invest, or the insurance premium you pay. This is paid at the time you purchase the investment or insurance.

Ongoing commissions are monthly payments paid by the product provider to your financial planner based on a percentage of the amount of funds you invest, or the insurance you pay. These are paid to your financial planner each month for as long as you hold the product and until you appoint another financial planner.

Where upfront and ongoing commissions are payable, your financial planner will disclose the specific amount in an SOA when you receive personal advice.

### **Payments our Advisers receive**

Tim Croke is a director/shareholder of Fortem Advice and has been appointed as an Authorised Representative of Fortem Wealth Management.

Tim Croke 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 and capability.
- 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.
- Your Adviser may receive dividends and/or distributions as a shareholder of Fortem Advice.

### **Referrals to us and others**

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.

We have referral agreements in place with the following referral partners:

- Ready1 Group Pty Ltd may receive 10% of initial fees received by Fortem Advice. Ready1 Group Pty Ltd does not share in any ongoing service fees.

### **Our Relationships and Associations**

The extensive list of products and services approved by Fortem Wealth Management includes products and services provided by entities with whom Fortem Wealth Management director, employee, Fortem Advice 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.

### **Shareholding in Fortem Wealth Management Pty Ltd**

Your Adviser or your Adviser's Principal Practice either personally, directly or through an associated entity, may be a shareholder in Fortem Wealth Management Pty Ltd (FWM)



Tim is a co-founder and Financial Adviser at Fortem Advice, with a broad experience in all aspects of financial planning. Tim has spent the majority of his career providing tailored advice to business owners and high net worth professionals, in the areas of investment, Self-Managed Super Funds (SMSFs), business succession, and personal insurance.

<b>Name</b>	Tim Croke	<b>Authorised Representative Number</b>	327 480
<b>Phone</b>	(03) 5441 3377	<b>Email</b>	tim@fortemgroup.com.au

#### Qualifications

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Services (Financial Planning)
- SMSF
- Securities
- Margin Lending and Geared Investments
- Bachelor of Marketing

#### Advice and services I can provide

- 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.
- Self-Managed Super Funds (SMSF)
- Margin Lending Facilities
- Listed Securities

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Our Practice has been established to provide a range of wealth advice and expertise to assist clients with every aspect of their financial situation. Our Practice has a disciplined approach to helping you build and manage your plan for financial independence.

<b>Name</b>	Solutions Bendigo Pty Ltd	<b>Phone</b>	(03) 5441 3377
<b>ABN</b>	59 741 923 548	<b>Email</b>	info@fortemgroup.com.au
<b>CAR</b>	0000000	<b>Address</b>	99 Queen Street BENDIGO VIC 3550

We can provide advice on the below types of financial products and services. Your adviser may not be qualified in all of the products and services below. Please refer to their individual adviser profile for their qualifications and the advice they can assist you with

Services we can provide you	Products we can provide you
<ul style="list-style-type: none"> <li>Investment strategies including gearing and savings plans.</li> <li>Budget and cash flow planning.</li> <li>Debt management.</li> <li>Superannuation advice, including salary sacrifice and consolidation strategies.</li> <li>Self-Managed Super Funds (SMSF)*.</li> <li>Personal insurance strategies.</li> <li>Centrelink / DVA advice.</li> <li>Retirement planning advice.</li> <li>Estate planning advice.</li> <li>Advice on ownership and structures (e.g. discretionary and family trusts).</li> <li>Portfolio review services.</li> <li>Ongoing advisory services.</li> </ul>	<ul style="list-style-type: none"> <li>Deposit and payment products.</li> <li>Debentures, stocks or bonds issued or proposed for issue by a government.</li> <li>Life investment or life risk products.</li> <li>Interests in managed investment schemes, including Investor Directed Portfolio Services (IDPS or 'Wrap').</li> <li>Retirement savings accounts.</li> <li>Superannuation.</li> <li>Self-Managed Super Funds (SMSF)*.</li> <li>Margin Lending Facilities*.</li> <li>Listed Securities*.</li> </ul>

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### OUR FEES

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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

## **We are remunerated by**

Adviser Service Fee that is agreed and directly payable by you

Payments of commission by product issuers or;

A combination of both the above

All fees for services paid by you and/or commission paid by product and service providers are paid to Fortem Wealth Management. Fortem Wealth Management then distributes the fees received to its Principal Practices after our Licensee fees and other expenses are deducted.

Fortem Advice may share part of this amount with your Adviser.

Your advice documentation will provide further details of amounts paid to Fortem Wealth Management, Fortem Advice and your Adviser.

### **Initial Consultation**

Depending on the time involved and the complexity of the service, we may charge you an appointment fee up to \$330 per hour, inclusive GST.

### **Initial Advice Fee**

Initial Advice Fees for the draft and provision of Statement of Advice vary depending on the complexity of advice and a range of other factors. They are generally a fixed dollar amount and will always be agreed with you prior to the provision of advice. Our minimum Initial Advice Fee is \$2,200 (including GST)

### **Ongoing Service Fee**

Ongoing service and advice is critical to the overall advice process. Once a strategy has been developed, agreed and implemented - ongoing service ensures your strategy is appropriate given any changes in circumstances, objectives, markets and the regulatory environment. Our fee is usually a set dollar amount that is agreed by you and paid via your portfolio in monthly instalments. Our minimum Ongoing Service Fee is \$3,300 p.a. / \$275 per month (including GST).

### **Ad hoc fees**

Where other costs outside the above are incurred, you may be charged a maximum of \$330 per hour (including GST).

### **Claims Management Service**

We may charge a fee where you require assistance to process an insurance claim. The fees for this service will depend on the complexity of your situation and may be charged as follows:

- A fixed dollar amount; or
- An hourly rate; or
- A combination of both.

The fee will be discussed and agreed upon with you prior to assisting you with your claim.

In some cases, we may decide an external specialist may be required to assist with your claim. If this occurs, we will confirm with you prior to engaging the external specialist. The fees for any external specialists will be an additional fee separate to our fee.

### **Commissions Received**

In addition to the fees above, your financial planner may also receive commissions from product providers. An upfront commission is a one-off payment paid by the product provider to your financial planner based on a percentage of the amount of funds you invest, or the insurance premium you pay. This is paid at the time you purchase the investment or insurance.

Ongoing commissions are monthly payments paid by the product provider to your financial planner based on a percentage of the amount of funds you invest, or the insurance you pay. These are paid to your financial planner each month for as long as you hold the product and until you appoint another financial planner.

Where upfront and ongoing commissions are payable, your financial planner will disclose the specific amount in an SOA when you receive personal advice.

### **Payments our Advisers receive**

Tim Croke is a director/shareholder of Fortem Advice and has been appointed as an Authorised Representative of Fortem Wealth Management.

Tim Croke 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 and capability.
- 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.
- Your Adviser may receive dividends and/or distributions as a shareholder of Fortem Advice.

### **Referrals to us and others**

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.

### **Our Relationships and Associations**

The extensive list of products and services approved by Fortem Wealth Management includes products and services provided by entities with whom Fortem Wealth Management director, employee, Fortem Advice 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.

### **Shareholding in Fortem Wealth Management Pty Ltd**

Your Adviser or your Adviser's Principal Practice either personally, directly or through an associated entity, may be a shareholder in Fortem Wealth Management Pty Ltd (FWM)



Darren is a co-founder and Financial Adviser at Solutions Bendigo, with a broad experience in all aspects of financial planning. Darren has spent the majority of his career providing tailored advice to business owners and high net worth professionals, in the areas of investment, Self-Managed Super Funds (SMSFs), business succession, and personal insurance.

<b>Name</b>	Darren Flett	<b>Authorised Representative Number</b>	262366
<b>Phone</b>	(03) 5441 3377	<b>Email</b>	darren@fortemgroup.com.au

#### Qualifications

- Diploma of Financial Services (Financial Planning)
- SMSF
- Securities
- Margin Lending and Geared Investments

#### Advice and services I can provide

- 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.
- Self-Managed Super Funds (SMSF)
- Margin Lending Facilities
- Listed Securities