



 **HEWISON**
PRIVATE WEALTH

THINKING ABOUT TOMORROW, TODAY.

And today you are:
Understanding Hewison's Financial Services Guide.

Understanding Financial Services

This document will assist in deciding whether to use our financial services. It will cover the most frequently asked questions, including the financial services that we offer, the pricing of our services and who to contact if you are not satisfied with the services provided. Should you have any further questions on our services or operation, please don't hesitate to ask.

If we provide you with personal advice, you will also be supplied with a Statement of Advice (SOA) that outlines our recommendations. A SOA typically includes information about strategy, investments, and our fees. When we recommend a product, you will also be provided with a Product Disclosure Statement (PDS), which includes information detailing the product's benefits, risk, and cost to assist you in making a decision.

If we provide you with an SOA and then go on to provide further advice, you may not be provided with an additional SOA. If this is the case, you can call or write to us and request a Record of Advice (ROA) – as long as the request is within seven (7) years from the date of the advice given.



Why Hewison Private Wealth?



Who will be responsible for the advice given to me?

Hewison & Associates Pty Ltd (trading as Hewison Private Wealth) is licensed under the Corporations Act 2001 holding Australian Financial Services license number 227185 and is the entity responsible for the advice given to you. Your adviser is a salaried employee of Hewison Private Wealth and does not receive commissions or payments from any other source.

Who will be responsible for the advice given to me?

One of our Advisers will be introduced to you prior to your initial consultation and will be responsible for advising and looking after you on a continuing basis. Our Advisers are all tertiary and CFP® qualified and highly skilled with a single-minded determination to look after you and your future. We also have committed Client Service Managers who look after the administration of your affairs on a day-to-day basis.

What kind of financial services are you authorised to provide and what kind of products do these services relate to?

We are authorised to provide you with strategic advice and products encompassing the following areas:

Services:

Investment Structuring and Planning

Wealth Creation

Risk Protection

Executive Packaging & Strategic Planning

Cash Flow & Taxation Planning (relevant to financial planning advice)

Retirement Planning

Products:

Deposit Products

Government Stocks, Bonds, and Debentures

Life Risk Products

Managed Investments

Retirement Savings Accounts

ASX Listed Securities

Superannuation Including SMSF

Gearing/Margin Lending

Derivatives

We are an award winning, independent provider of Individually Managed Accounts (IMA's). Our proven investment philosophy is primarily based on direct investments such as ASX listed shares and securities, fixed and variable interest securities, and real estate investments. We design wealth creation and retention strategies that are based on your personal objectives, and we then manage the strategy roll out on your behalf.

Will you give me advice that is suited to my needs and financial circumstances?

Every customer has different goals. Every future is unique.

Our role is to make your desired financial future an acquired financial present. At Hewison Private Wealth, we are passionate and committed to the mission of building and protecting your wealth and wellbeing. We understand that your desires may change as circumstances evolve and we will endeavour to provide proactive advice to anticipate what you want to achieve.

Who do you act for when you provide financial services to me?

You. No one else. As an independent commission-free financial planning and wealth management firm, we are not connected to any financial institution, product, or platform. Our single source of income comes from our clients. This independence is why you can trust our advice — since your best interest is also ours.



What are your costs and how will I pay for the service?

We are a fee-based practice and do not accept commissions of any kind. Our charges may be a combination of:

- A set dollar amount or;
- A percentage of the funds that you invest.

All fees outlined below are inclusive of GST.

Initial Consultation	Your initial consultation will be provided free of charge.
Statement of Advice & Implementation	<p>For the preparation of a comprehensive financial plan (Statement of Advice) and its ensuing implementation including associated investments and insurance arrangements, you will be charged a set dollar amount typically ranging from \$2,750 - \$11,000.</p> <p>We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.</p> <p>Our initial advice charges will be invoiced to you and in the event that you do not proceed with our appointment, this account will be payable within seven (7) days. If you do proceed, the fee will most likely be paid from your portfolio account after establishment. You can ask for more information about payment arrangements, including details on the range of amounts or rates of remuneration.</p>
Ongoing Advice	<p>Our ongoing wealth management service fee will be disclosed to you at the time Hewison Private Wealth gives you your personal advice. Fees will be included in the SOA.</p> <p>The cost of all future reviews, advice, and preparation of further SOAs will be included in part of our ongoing wealth management service fee.</p> <p>Insurances are reviewed and renewed annually, ongoing insurance fees are based on each individual client's circumstance and requirements. These will be agreed to prior to the commencement of our insurance advice.</p>

Private Client Wealth Management Service.

We provide the management and administration of Individually Managed Accounts (IMAs). This provides the proactive management of financial strategies and the associated investments.

It also provides regular monitoring of strategies and the provision of further strategic advice as required. The administration services include the maintenance of financial records and taxation related information, provision of online account access, and year end comprehensive reporting and data upload fields for your accountant.

Our ongoing wealth management service fee is calculated as an all-inclusive percentage of funds under advice and is charged to your account monthly in arrears. This charge is debited automatically to your investments and is calculated on a range typically between 0.72% to 1.7% per annum subject to a minimum of \$10,000 per annum. This amount will be discussed with you by your Adviser and disclosed in your statement of advice. Your adviser may review this with you at your annual review. Further particulars about the ongoing wealth management service fee can be requested from your adviser.

Securities traded on the Australian Stock Exchange will be subject to a brokerage cost that is either a flat fee or a percentage of the trade. Hewison Private Wealth may receive a brokerage rebate when trading domestic or international equities. We will advise brokerage costs prior to making the trade.

Fees for Geared Investment.

Where funds are borrowed for investment, we will quote you a fixed management fee on the borrowed amount which will be reviewed annually.

Do you receive remuneration, commission, fees or other benefits in relation to providing financial services?

We do not accept commissions or any other form of benefit from third parties. None of Hewison Private Wealth's Directors, Advisers, or any other employee accept commissions, or any other form of benefit from third parties.

In the event that Hewison Private Wealth commit to an "Initial Public Offering" (IPO) for the benefit of our clients, we may be entitled to receive a sub-underwriting fee, being a share of the primary underwriters' fee. This is not a commission and does not represent a capital cost to our clients.

What information do you maintain in my file and can I examine my file?

We will maintain a complete record of all your communication, documents, and transactions for a minimum of seven (7) years. We will also maintain historical registers of all assets and transactions carried out on your behalf. These records are available to you at any time upon request.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Of course. You choose which communication method suits you the best and are free to do whatever you want with your financial products. However, in the event that you instruct us to purchase a product that is not recommended by us, you will have to sign an indemnity acknowledging your responsibility on the consequences of the request.



Who can I contact if I have a dispute with Hewison Private Wealth?

If you have a complaint about the service provided to you, we invite you to take the following steps:

1. Contact your Adviser and explain your situation. Your Adviser will escalate any unresolved complaint to the Compliance Manager.
2. If your complaint is not satisfactorily resolved within three (3) days, then write, phone or email to:

Risk and Compliance Manager
Hewison Private Wealth
Level 8, 417 St Kilda Rd Melbourne VIC 3004
Phone: (03) 8548 4800
Email: info@hewison.com.au

3. In the unlikely event that your complaint cannot be rectified to your satisfaction, you have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678. This service is provided to you free of charge. You will be asked to complete a complaint form online or you can download a copy of the complaint form which can be accessed at AFCA website <https://www.afca.org.au/make-a-complaint/complain/> and send to AFCA at the following address.

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

The Australian Securities and Investments Commission (ASIC) also has a free call info line that you may use on 1800 300 630.

What compensation arrangements do you have in place?

We have internal compensation arrangements as well as adequate professional indemnity insurance as required by s912B of the Act. This insurance covers claims against our firm and our representatives, including former employees, for conduct that may have caused client losses due to a breach of our professional obligations. This coverage is designed to ensure compensation in the unlikely event of such occurrences.

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Any financial product advice provided in this booklet is general in nature. It does not take into account your needs, financial situation or objectives. Before acting on the advice, you should consider whether it is appropriate to you in light of your needs, financial situation and objectives. Printed November, 2023.

