Financial Services Guide

Intech Wealth Management Pty Ltd

Is a Corporate Authorised Representative No. 343081 of

Integrity Financial Planners Pty Ltd

Australian Financial Services Licence No. 225051

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About Integrity Financial Planners Pty Ltd

Integrity Financial Planners Pty Ltd (IFP) is a privately owned financial planning business that is a holder of an Australian Financial Services Licence No. 225 051.

IFP has a network of qualified and experienced authorised representatives (advisers) working in established financial planning practices throughout Australia.

We provide financial advice to help you improve your lifestyle by building wealth and/or producing income, depending on your particular needs.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. IFP seeks to give you that confidence, drawing on the expertise of professional advisers.

Your adviser is a representative of IFP, and IFP is responsible for the financial services that they provide you. All IFP representatives have been individually assessed as having the competencies, knowledge, skills and integrity necessary to deliver quality financial to you.

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Suite 2, 1 Railway Crescent
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The Purpose of our Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to explain to you the financial services that IFP can provide, along with a broad general disclosure of any remuneration or benefits that IFP and its representatives would be entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.

You may receive other disclosure documents from us which may include;

1. Statement of Advice – This document sets out our understanding of your current circumstances, needs and objectives that are relevant to the financial advice you are seeking from us. It also includes specific disclosure of any remuneration or benefits that IFP and its representatives are entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.

2. Record of Advice – Where we have previously provided to you a Statement of Advice, and where we are providing you with further or subsequent advice: and
    a. your personal circumstances, needs or objectives are not 'significantly different' compared with when we provided you the Statement of Advice; and
    b. the basis of our advice, is not 'significantly different' to when we provided you with the Statement of Advice;

    then we may create a Record of Advice. If the advice recommends a change or replacement of the financial products you currently hold we will provide you with a copy of that advice. If the advice does not recommend a change or replacement of the financial products you currently hold we may simply create a Record of Advice which we will retain on your client file. You may request (in writing or verbally) a copy of that Record of Advice at any time up to 7 years after the date that the advice is provided and we will provide you a copy of that advice without further fees or costs.

3. Product Disclosure Statements - These are documents created by the product issuers (not IFP) and provide details regarding the financial products that have been recommended to you. The details include, but are not limited to, any fees and charges associated with particular products.

The various services we can provide you

Integrity Financial Planners Pty Ltd and its representatives can help you by providing:

Financial Product Advice Recommendations and professional opinions about a broad range of financial products	**Implementation** Assistance - putting in place financial strategies and acquiring, holding or disposing of financial products consistent with our advice	**Ongoing Services** Ongoing financial services including ongoing advice and implementation services.

IFP is licensed to provide advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products on your behalf in the following areas:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), self-managed superannuation funds and rollover funds
- life insurance products
- margin lending products

Who is responsible for the financial services we provide

Integrity Financial Planners Pty Ltd (IFP) is responsible for the distribution of this FSG and for the financial services provided by Intech Wealth Management Pty Ltd (Intech) and any of the advisers authorised by IFP and detailed in this FSG.

What kind of financial services is your adviser authorised to provide to you and what kinds of financial products do these services relate to?

Intech, is authorised by IFP to provide financial product advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products in the following classes, subject to the products being on the IFP Approved Product List:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), except self-managed superannuation funds
- life insurance products

Your adviser can also provide incidental advice related to the tax implications of the recommend strategy and/or product that are the subject of their advice. Your adviser may also provide an ongoing review service. As part of this service, your adviser can conduct a review of your personal situation and the previous advice provided to you and recommend changes if appropriate. Please note that Intech is not authorised to provide any services on behalf of IFP other than the types or classes financial products listed above, and then typically only to the extent that the products are on the IFP Approved Product List.

How can you provide your adviser with instructions?

There are various ways in which you can provide instructions to your adviser, including face to face, in writing, by telephone, fax or other agreed means such as e-mail. We will advise you if any instructions need to be provided in writing.

What else can you expect to receive?

Personalised advice to suit your needs
Our advice is tailored to meet your individual situation. We do not use a "one size fits all" formula for our clients.

We will strive to provide the advice that we believe is in your best interest and most appropriate to assist you in achieving your aims and objectives. And as a smaller group we can adapt our services to meet your particular needs.

IFP is privately owned, with no ownership ties to any fund manager or financial institution. We are not required or influenced through ownership ties or associations to recommend or direct you towards any particular financial products.

To ensure advice is appropriate for your needs, we will ask you for personal information.

Of course you have the right not to divulge personal information but you should carefully consider any warnings we give you regarding possible consequences of us not having complete and accurate knowledge of your circumstances, needs and objectives.

Comprehensive referral network
We have referral arrangements with leading accountants and taxation experts as well as with finance, legal and insurance professionals.

Clear and documented advice
Where you request personal advice that addresses your specific circumstances, needs or objectives and it is our initial advice to you, it will be provided in a written Statement of Advice.

IFP takes your financial security seriously. As a consequence, IFP requires that all instructions provided by you need to be confirmed by you in writing. IFP will not normally act on telephone instruction unless such circumstances are supported by your written instructions. If you have any queries or uncertainty about this matter contact us immediately.

About your Adviser

Intech Wealth Management Pty Ltd (Intech) is a Corporate Authorised Representative number 343081 of Integrity Financial Planners Pty Ltd (IFP).

Chris & Jann Mann established Intech Financial Planning Services in 1983. The company Intech Financial Planning Services Pty Ltd changed its name to Intech Wealth Management Pty Ltd in 2013 to better reflect what we do for our clients.

Intech is a boutique financial advisory and investment management service. With over 30 years of advising we have built up a level of knowledge about investment markets and managing our client investments that only time and experience can give.

We work with you to assist in achieving your financial goals, much of the work we do for you is behind the scenes, researching and identifying investments that we believe are appropriate for our clients. We build long term relationships with you and your family to ensure the security of each generation's financial wellbeing. In many cases we are managing money for 3 generations within the one family.

All of our portfolios we manage for clients are individually managed and progressively build to suit the individual lifestyle needs of our clients.

Any advice given to you by Intech will be provided by a qualified person who is also an authorised representative of Intech. The following people are currently authorised by Intech to assist you with financial planning advice:

Christopher Mann
Authorised Rep No. 230531

Christopher (Chris) is an Authorised Representative of Integrity Financial Planners Pty Ltd.

Chris is the Principal Advisor and Manager, Managing Director of Intech Wealth Management Pty Ltd.

Chris has over 30 years' experience in the financial services industry. Throughout this time he has been head of investments and research for a national trustee company, regional manager for a national investment company and been directly involved in advising clients. Chris has a Diploma of Financial Planning, is a Certified Financial Planner (CFP) and a member of the Association of Financial Advisors (AFA).

Chris is authorised to provide financial services in all the areas that Intech is authorised in.

No other person is authorised to provide financial services on behalf of Intech.

How you pay for the financial services you obtain from us, and how we disclose IFP's remuneration and benefits

IFP may obtain the following remuneration and benefits for the services we provide to you. Please note that all amounts include GST.

	Service provided	**Worked example using $100,000 investment**
Initial Consultation	Your initial consultation will be free. The initial consultation will include a discussion of your financial circumstances, needs and objectives and a brief discussion about possible solutions. During this discussion, you may consider and agree the nature and scope/scale of the financial services you wish for us to provide to you.	Free
Written Recommendations	If it is agreed that we will prepare a written Strategy Document and/or Statement of Advice, an appropriate fee will apply. Typically, you would expect to pay between $825 and $2,750 for the analysis of strategies and preparation of this document/Statement of Advice, depending on its complexity. We would agree the scope of the advice and the fee with you prior to us undertaking the work.	From $825 to $2,750
Implementation of Recommendations	This fee covers the cost of researching and preparing your financial plan and the administrative time spent implementing the recommended strategies and products. Typically this fee would be from $0 to $3,300. We however would advise you of the cost prior to implementing the strategy.	Up to $3,300
Portfolio management, Ongoing Advice and Review	Our primary client service is portfolio management and reviews. At Intech we will actively manage your investments, regularly re-weighting the portfolios to suit market conditions and your personal needs and objectives. Our ongoing advice fee is based upon 1.10% per annum of your investment account balance. Where we are managing accounts above $1m to $4M the fee is 0.88% and above $4M the fee is 0.77%. For example an investment portfolio of $100,000 would pay $1,100 per annum. It is Intech's belief that by regularly reweighting investment portfolios and reducing market sectors that show the most potential for losses in the foreseeable future, you can reduce the volatility and therefore the risk on investment portfolios. Intech's annual advisor fee covers all reviews, changes to your investments or investment portfolios & transactions. Therefore any advice where portfolio changes are recommended, are done in "your best interest" not because of any vested interest.	$1,100 per annum

	Once you become a client of Intech Wealth Management Pty Ltd you will be offered a "Client Service Agreement" setting out all of the services provided to you and the fees to be charged.	
Life Insurance Commissions	Initial and ongoing commissions are payable by life insurance companies when we recommend life insurance risk products. The commission that is payable to us by the life insurance company is factored into the annual premium and as such does not represent an additional cost to you. Initial commissions are paid by life insurance companies to IFP in the first year and ongoing commissions are paid from year two onwards.	Please refer to the Life Insurance Framework Reforms below.
Additional Services	For additional advice, an hourly fee may be charged. The amount of this fee would be discussed prior to any work being commenced	

Conflicted remuneration and non-conflicted remuneration

From 1 July 2013 the new "Future of Financial Advice" legislation (FOFA) came into effect, which prohibits IFP and its representatives from accepting "conflicted remuneration", subject to certain exceptions. "Conflicted remuneration" is any benefit, monetary or non-monetary that could reasonably be expected to influence the choice of financial product recommended or the financial product advice. This includes commissions, bonuses and rebates, and most volume-based benefits, but there are some exceptions, such as certain levels of remuneration related to life insurance risk products.

Under FOFA laws, IFP and your adviser may continue to receive such remuneration where the current and future remuneration of this type relates to arrangements and transactions that were entered into prior to 1 July 2013.

Investment in the Netwealth Managed Accounts "Integrity Exclusive Investment Series" available only to clients of Integrity Financial Planners (IFP)

If you invest in the Netwealth Managed Account for clients of Integrity Financial Planners, you will need to agree and authorise Netwealth as the Responsible Entity to deduct the model fee from your account and pay this fee to IFP for IFP's role in providing General Advice to Netwealth. This role includes but is not limited to: determining the suitable investment strategies for clients and selection of a model manager to deliver models, providing input and guidance to the model manager regarding implementation of the Integrity models, ongoing review of the model manager, the performance of the models and reporting to client, and representing clients by providing advice to Netwealth as the responsible entity. The model fee is 0.165% p.a. (inc GST) which based on $100,000 invested equates to $165 p.a. IFP will retain half of this fee or 0.0825% p.a. (inc GST) i.e. $82.50 and the other half being 0.0825% p.a. (inc GST) i.e. $82.50 will be paid to Intech Wealth Management Pty Ltd.

Life Insurance Framework Reforms

Under the Life Insurance Framework Reforms (effective as at 1st January 2018), grandfathering arrangements may apply in certain circumstances. This means for all policies that were in place prior to 1st January 2018, the rate of ongoing commission that was applicable at the time that the policy was issued, will continue to apply for the life of the policy. The grandfathering arrangement may also apply to policies issued after 1st January 2018, where you (as the client) exercise an option to establish new or additional cover under your pre-LIF policy or to fix an administrative error on your pre-LIF policy.

The relevant commissions applicable to your insurance policies will be disclosed to you in your advice document and can range as follows:

Policy Issue Date	**Initial Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on $1,000 initial premium**	**Ongoing Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on $1,000 annual premium**
1 January 2019 to 31 December 2019	0 – 77% or up to $770	0 – 22% or up to $220 per annum
From 1 January 2020	0 – 66% or up to $660	0 – 22% or up to $220 per annum

Who has an interest in these services?

Product providers or managers may deduct management and administration fees from the products recommended by IFP. Such fees must be disclosed by the product providers in their Product Disclosure Statement.

Fees paid by you for our services, any commissions and/or brokerage paid by product providers or intermediaries, shall be paid to IFP. These amounts shall be paid by IFP to Intech.

Intech pays a fee to IFP for the provision of services in its capacity as an Australian Financial Services Licensee.

Intech is a privately owned company. Chris Mann is the director of Intech. Chris Mann and or associated persons or entities may participate in the profits earned by Intech.

Chris Mann is an employee of Intech and receive a salary and may also receive a share of insurance commissions. Neither you nor IFP pays your adviser directly.

IFP also maintain a register of any potential Conflicts of Interest that we may have. A copy of the IFP Conflicts of Interest register can be made available to you, upon your request.

Other benefits we may receive

IFP is one of 18 shareholders and Principal Members of the Alpha Group Pty Ltd (Alpha Group). The Alpha Group receives sponsorship from various product providers and uses this sponsorship to provide Education and Training relevant to the carrying on of a Financial Services business, to Principal Members and their representatives and employees. IFP discloses sponsors and amounts received from sponsors in an Alternative Remuneration Register. IFP's representatives also maintain Alternative Remuneration Registers and record any benefit they or their employees obtain by way of Education and Training provided by Alpha Group. You may request a copy of the Alternative Remuneration Register of IFP or your adviser by placing such request in writing to your adviser.

IFP and its representatives may receive other benefits from product suppliers. These may include attendance at functions, conferences and training sessions provided by product suppliers. If applicable such benefits shall be disclosed in the Statement of Advice and recorded in IFP's register of Alternative Benefits outlining any such benefits that may be received.

Will anyone be paid for referring me to IFP or my adviser, or will IFP or my adviser pay anyone a referral fee?

Intech currently does not have any referral arrangement.

Resolving a complaint or concern

If you have a concern about services provided by Integrity Financial Planners or any of our representatives we will try and resolve your issues quickly and fairly. To allow us to do so you will need to take the following steps.

1. Contact IFP's Compliance Manager and provide them details of your concerns and complaint. IFP is required to reply to any complaints, concerns, allegations or queries that you have within 45 days of the receipt of your correspondence.

   The Compliance Manager
   Integrity Financial Planners
   PO Box 1140, CROYDON, VIC 3136
   Phone: (03) 9723 0522
   compliance@iplan.com.au

2. If the outcome of your correspondence with the Compliance Manager is not to your satisfaction, you may lodge a complaint in writing with the Australian Financial Complaints Authority (AFCA).

   AFCA is a new external dispute resolution (EDR) scheme (operational from 1st November 2018) to deal with complaints from consumers in the financial system. It is operated by a not-for-profit company limited by guarantee authorised by the responsible minister. AFCA will undertake an independent review of your concerns.

   Australian Financial Complaints Authority
   GPO Box 3, Melbourne Vic 3001
   Phone: 1800 931 678

Further information regarding the Australian Financial Complaints Authority is available from www.afca.org.au

Professional Indemnity Insurance

IFP currently holds professional indemnity insurance for activities conducted in accordance with our AFS Licence. The insurance policy terms are generally consistent with section 912Bof the *Corporations Act 2001*. Subject to the terms and conditions of the policy, the professional indemnity insurance extends to cover claims made in relation to the conduct of representatives and employees of the Licensee including those who may no longer work for the Licensee (but who did at the time of the relevant conduct).

Your Privacy

IFP respects your privacy. A copy of our Privacy Statement is available from our website www.iplan.com.au or alternatively you can obtain a copy by calling us or asking for a copy from a staff member in our office.