



Horizon Wealth

ADVISORY

Financial Services Guide

Date 17th December 2022

Version 1.0

Purpose and content of this Financial Services Guide (FSG):

1. To assist you to determine whether to use any of the services described herein;
2. This FSG includes details of how we and our associations are remunerated for our services;
3. This FSG contains details about how complaints against us will be handled.

As part of our delivery of services to you we may prepare a Statement of Advice (or a Record of Advice) and possibly provide you with one or more Product Disclosure Statements prepared by one or more product issuers. Where we prepare a Statement of Advice we will always provide you with a copy. Where a record of advice is prepared (e.g. as part of an ongoing service arrangement with you) we will keep a copy in our files and you are free to request (at no cost) a copy up to 7 years after the date of that record's creation.

Lack of Independence Disclosure Notice:

We can't call ourselves independent. Here's why.

The law makes it very difficult for most advisers to say they are independent, unbiased or impartial, even if they are not in any way linked to a financial product provider (like a bank).

If, for example, an adviser gets paid a commission to help a client arrange some insurance they are automatically prohibited from calling themselves independent. Most advisers who receive those commissions charge their clients very little (if anything) for the advice or the help they provide putting a policy into place. From time to time we receive these commissions.

So although we always put your interests before ours when giving advice we cannot (by law) call ourselves independent, unbiased or impartial.

About the Licensee

Name: Eagle Street Advisory Pty Ltd
ABN: 37 661 832 702
AFSL Number: 543761
Address: Level 6, 123 Eagle Street, Brisbane QLD 4000
Phone Number: 0439 345 561
Email Address: info@horizonwa.com.au

About the Corporate Authorised Representative

Name: Horizon Wealth Advisory Pty Ltd
ABN: 38 642 452 257
Address: Level 6, 123 Eagle Street, Brisbane QLD 4000
Phone Number: 0439 345 561
Email Address: info@horizonwa.com.au

Our authorised services

Our AFS Licence permits us to advise on and deal in the following classes of financial products:

- (i) deposit and payment products limited to:
 - (A) basic deposit products;
 - (B) deposit products other than basic deposit products;
- (ii) debentures, stocks or bonds issued or proposed to be issued by a government;
- (iii) life products including:
 - (A) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
 - (B) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- (iv) interests in managed investment schemes including:
 - (A) investor directed portfolio services;
- (v) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
- (vi) securities;
- (vii) standard margin lending facility; and
- (viii) superannuation;

Products we may advise you about therefore include:

- Cash accounts
- Term deposits
- Life insurances
- Superannuation funds (including Self Managed Super Funds)
- Shares
- Managed funds
- Exchange Traded Funds

Who we act for

We act for you as our client and not for any product issuer or financial institution.

Remuneration for those authorised services

The fees charged for our advice services may be based on a combination of:

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

Our advice fees may include charges for the following advice services:

Initial advice – The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount. Before providing you with initial advice we will prepare a Client Servicing Agreement. The Client Servicing Agreement sets out what our initial advice will cover and how much it will cost you. In addition, the initial advice fee will be disclosed in your SOA.

Advice implementation – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount. The advice implementation fee will be disclosed in your Initial Advice Agreement or in your SOA.

Ongoing advice – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available. The ongoing advice fee is calculated as either a set dollar amount, a percentage of your investments, or a combination of both. Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you when this fee will increase. Before providing you with ongoing advice your adviser will prepare a Client Servicing Agreement. This agreement sets out our ongoing advice offer, which includes the advice and services we will provide, as well as frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated. In addition, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount. Any additional advice fee will be disclosed in your SOA.

Commission – Please note that for services in relation to insurance, commissions may be paid as follows:

Upfront commission – this commission is paid by the insurance product providers directly to Eagle Street Advisory on the commencement of your insurance policy. It is calculated as a percentage of the annual premium. This commission, if applicable, will be disclosed to you in your SOA;

Ongoing commission - this commission is paid by the insurance product providers, monthly or annually, directly to Eagle Street Advisory for existing insurance policies. It is calculated as a percentage of the annual premium. This commission, if applicable, will be disclosed to you in your SOA.

Your advice fees will be calculated at the time we provide you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

Payment Method & Frequency

We offer you the following payment terms:

- Direct Credit;
- Direct Debit;
- Deduction from your investment;
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount. The specific amount will be agreed to by you and outlined in our Client Servicing Agreement.

Referral arrangements

You may be referred to an external specialist to receive further advice. We do not receive referral fees for his referral.

We may receive referrals from other professionals. We do not pay referral fees when we receive these referrals.

Associations with issuers of financial products

We have no associations with any issuers of financial products.

Special Instructions you can provide to us

You can contact us directly with any instructions relating to your existing financial products. We will accept instructions from our existing clients via mail or email.

Disputes handling & our complaints policy

We treat any complaint we receive seriously. If you are dissatisfied with your experience as our client we ask that you communicate with us (e.g. by phone, email or in person) so we can try to resolve the issue for you. We'll do our best to help figure out the background of the matter with you.

We have adopted best practice complaints handling processes to ensure:

1. Acknowledgement of your concerns within 24 hours of receipt;
2. Speedy assessment and investigation;
3. Timely provision of a response (known as an IDR response) no more than 30 days after we receive your complaint.

If we cannot resolve the issue to your satisfaction within that time frame, we will refer you to the free industry complaints handling body known as Australian Financial Complaints Authority Limited (AFCA).

We are a financial member of AFCA, the Government approved External Disputes Resolution scheme.

AFCA can be reached at:

Phone: 1800 931 678
Email: info@afca.org.au
In writing to: GPO Box 3, Melbourne Vic 3001
Website: www.afca.org.au

Compensation arrangements

We believe we have put in place compensation arrangements (via maintenance of professional indemnity insurance and adequate financial provision for any policy excess) that are adequate having regard to the size, nature and complexity of our business. We believe that these arrangements are sufficient for the purpose of meeting our compliance obligations under section 912B of the Corporations Act.

Adviser Profile – John Hutchinson

Your financial adviser, John Hutchinson, is an Authorised Representative of Horizon Wealth Advisory Pty Ltd.

Education and Qualifications

- Master of Business Administration (University of Queensland)
- Master of Economics (University of Sydney)
- Advanced Diploma of Financial Services (Kaplan Australia)
- Fellow Chartered Financial Practitioner (Kaplan Australia)
- Self Managed Super Funds certification (Kaplan Australia)
- Margin Lending certification (Kaplan Australian)

Advice John can provide

John can provide you with holistic strategic advice as well as advise on the types of financial products listed below. He helps identify the right strategy based off personalised goals and plans are tailored to individual circumstances.

Strategies	Products
• Cash flow and budgeting advice	• Cash management accounts
• Goal setting and wealth creation strategies	• Direct fixed interest
• Investment advice	• Managed investment accounts
• Superannuation advice	• Direct shares
• Risk management and insurance advice	• Exchange traded funds (ETFs)
• Retirement planning	• Investment bonds
• Estate planning considerations	• Superannuation accounts
• Centrelink and other government benefits	• Self managed super funds (including limited recourse borrowing arrangements)
• Salary packaging advice	• Retirement income streams
• Gearing strategies	• Personal insurance
• Scenario modelling and ongoing reviews	• Business succession insurance

How John is paid

Horizon Wealth Advisory Pty Ltd will typically retain the revenue received for the recommended financial services and/or products.

John is paid a salary and bonuses from Horizon Wealth Advisory Pty Ltd and also has equity in the business, in which he may receive additional capital and profit related benefits.