



# WILLOW WEALTH PARTNERS

## FINANCIAL SERVICES GUIDE

Our guide to assisting you with your financial needs

Version 1.5 | 25th May 2022

## LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with important information on how to engage with one of our Advisers.

This FSG covers the following:

- Information about Cobalt Advisers Pty Ltd as a licensee
- Details on how you may instruct your Adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Cobalt Advisers Pty Ltd can provide
- The documents you may receive
- Remuneration received by your Adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, Cobalt Advisers Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “Adviser” refers to Cobalt Advisers Pty Ltd’s authorised representatives.

### Lack of Independence

Under the Corporations Act, I am prevented from using the terms independent, impartial, and unbiased as both my Licensee and I receive commissions for the advice that I provide on life insurance products and may charge fees based on the amount of money invested.

Cobalt Advisers Pty Ltd (ABN 64 628 654 099), is an Australian Financial Services Licensee (AFSL 512550).

Distribution of the Financial Services Guide (version 1.5) by the providing entity has been authorised by Cobalt Advisers Pty Ltd.

FSG Authorisation date: 13th April 2023

## Our responsibility

Your Adviser provides financial advice and services on behalf of Cobalt Advisers Pty Ltd and accordingly we are responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, Cobalt Advisers Pty Ltd advisers adhere to our Codes of Ethics/Conduct.

## The adviser profile

Prior to providing any personalised financial advice products and/or services our Advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser Profile contains important information about your Adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

## What financial services we can provide

Cobalt Advisers Pty Ltd is licensed to provide financial product advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate planning strategies
- Tax (financial) advice

We can advise in the following products:

- Basic deposit products
- Debentures, stocks and bonds
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Securities
- Superannuation
- Self-managed superannuation

Cobalt Advisers Pty Ltd maintains an Approved Product List (APL). Subject to attaining required accreditation, your Adviser is able to recommend any product on the Cobalt Advisers Pty Ltd APL.

There may be instances where your Adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Cobalt Advisers Pty Ltd's Research Department to obtain a one-off product approval.

## Documents you may receive

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fe'1e Disclosure Statement (FDS)
- Fee Consent Form

These documents may be provided physically or electronically.

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period as well as a summary of the expected fees and services for the next period. The FDS will be provided to you annually.

A Fee Consent Form is a document required to capture your consent to a fee being charged or continuing to be charged, it may be generated by us, or a form provided by your chosen product provider.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

## How to give instructions

Your Adviser may accept your instructions by phone, letter, email, “SMS/text” or fax. In some instances, your Adviser can only accept written instructions from you and they will let you know when this occurs.

## Your privacy

Your Adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund.

Cobalt Advisers Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

## Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers
- IT service providers

Cobalt Advisers Pty Ltd may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Cobalt Advisers Pty Ltd advisers.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

## Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your Adviser provides a recommendation for a financial product or service, your Adviser may be remunerated through either:

- An initial fee for service; or
- An ongoing fee for service; or
- A contribution fee or implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

Fees can range from \$500 to \$20,000 depending on the work requested- due to this range your adviser will quote any and all costs. Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.

Where an insurer pays a commission, this may be up to 66% of your first-year premium initially and up to 33% of your ongoing premium in subsequent years. For example, a \$1,000 premium would mean \$660 in initial and \$330 in ongoing commission.

All fees or commissions are initially paid to Cobalt Advisers Pty Ltd before distributing to our authorised representatives.

## Licensee remuneration

Cobalt Advisers Pty Ltd receives a flat fee for the provision of services required under its Australian Financial Services Licence.

## Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. You will receive more detailed information concerning any referral fee in your SoA or other relevant document.

## Other forms of remuneration or benefits

Cobalt Advisers Pty Ltd and/or its Advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance at conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

## Related companies

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

## Sponsorship

Cobalt Advisers Pty Ltd and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Cobalt Advisers Pty Ltd may use these payments to pay for costs associated with such conferences, training or professional development days.

## Professional Indemnity

Cobalt Advisers Pty Ltd maintains a group policy which includes appropriate Professional Indemnity Insurance cover for Cobalt Advisers Pty Ltd as required by the Corporations Act 2001. This covers all corporate authorised representatives (CAR) and authorised representatives (AR) as per the ASIC register.

## Reporting your concerns

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact Cobalt Advisers Pty Ltd to discuss your complaint.

Phone 1800 262 258

Online [www.cobaltadvisers.com.au](http://www.cobaltadvisers.com.au)

Email [feedback@cobaltadvisers.com.au](mailto:feedback@cobaltadvisers.com.au)

Postal Feedback - Cobalt Advisers

PO Box 1100 Toowong DC, QLD 4066

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone 1800 931 678 (free call)

Online [www.afca.org.au](http://www.afca.org.au)

Email [info@afca.org.au](mailto:info@afca.org.au)

Mail GPO Box 3 Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge info line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.



## CONTACT US

Phone: 1800 262 258

Email: [operations@cobaltadvisers.com.au](mailto:operations@cobaltadvisers.com.au)

Website: [www.cobaltadvisers.com.au](http://www.cobaltadvisers.com.au)

Postal: PO Box 1100 Toowong DC, QLD 4066

### For more information:

Please visit [moneysmart.gov.au](http://moneysmart.gov.au) for more information on financial advice.

# ADVISER PROFILE

## Practice Details

<b>Company Name</b>	Willow Wealth Partners Pty Ltd
<b>Corporate Authorised Representative Number</b>	1302803
<b>Company ABN</b>	57 666 182 556
<b>Business Address</b>	Level 3, 240 Queen Street, Brisbane City QLD 4000
<b>Email</b>	<a href="mailto:info@willowwealthpartners.com.au">info@willowwealthpartners.com.au</a>
<b>Phone</b>	07 3110 2140
<b>Website</b>	Willowwealthpartners.com.au

## Adviser Profile/s

<b>Adviser Name</b>	Troyden Ratcliffe
<b>Authorised Representative Number</b>	1269205
<b>Email</b>	troy@willowwealthpartners.com.au
<b>Phone</b>	07 3110 2140
<b>Advice Authorisations</b>	<p>Troyden Ratcliffe <b>is authorised</b> by Cobalt Advisers to provide financial services, including advice or services in the following areas:</p> <ul style="list-style-type: none"> <li>• Basic deposit products</li> <li>• Debentures, stocks and bonds</li> <li>• Life insurance (personal and business)</li> <li>• Managed investments</li> <li>• Investor Directed Portfolio Services (IDPS)</li> <li>• Retirement Savings Accounts (RSA)</li> <li>• Securities</li> <li>• Superannuation including Self-Managed Super Funds</li> </ul> <p>I am <b>NOT authorised</b> by Cobalt Advisers to provide advice or services in the following areas:</p> <ul style="list-style-type: none"> <li>• None</li> </ul>
<b>What qualifications and professional memberships does your financial adviser have?</b>	<p>Troyden Ratcliffe has completed the following education:</p> <ul style="list-style-type: none"> <li>• Master of Financial Planning</li> <li>• Bachelor of Commerce (Accounting &amp; Financial Planning)</li> <li>• Accredited Listed Product Adviser Program</li> <li>• SMSF Accreditation</li> </ul> <p>Troyden Ratcliffe is a Member of the Financial Planning Association of Australia.</p>
<b>What payments do my employer and other related entities including myself receive?</b>	<p><b>Adviser Revenue</b> - Willow Wealth Partners Pty Ltd receives 100% of fees, commissions and incentives. Business expenses are deducted from this payment like any other business. no incentives or commissions is paid to me apart from wages and any share of profit as a shareholder.</p> <p><b>Referral Fees</b> – Your adviser <b>does not</b> receive referral fees personally from any party.</p>

**About Me**

Troyden, is a Financial Adviser and Partner at Willow Wealth Partners.

He has been working in the financial advice industry for over eight years and during this time, he has helped numerous clients achieve their financial goals and plan for a better future.

Troyden has a Master of Financial Planning, which is the highest level of education attainable for a Financial Adviser, and a Bachelor of Commerce with majors in Accounting & Financial Planning. He is a Justice of the Peace (Qualified) and a member of the Financial Planning Association of Australia.

He has had the opportunity to work with clients from all walks of life, from young professionals just starting out to retirees looking to preserve and grow their wealth. He takes great pride in my ability to tailor my advice to each individual's unique circumstances and objectives, providing personalised solutions that are both efficient and effective.

Troyden's areas of expertise include retirement planning, superannuation strategies, investment management, and wealth protection, among others. He takes a holistic approach to financial planning, considering all aspects of his clients' financial lives and collaborating with other professionals when necessary to ensure a comprehensive and integrated plan.

When working with clients, he prioritises communication and transparency, ensuring that they are informed every step of the way and have a clear understanding of their financial situation and progress towards their goals. he believes this approach not only builds trust with my clients but also leads to better outcomes and a more fulfilling client-advisor relationship.