



**LIGHTHOUSE**

FINANCIAL ADVISERS TOWNSVILLE

**Retire in Financial Comfort**

# Financial Services Guide

Dated 21 September Version 3

Lighthouse Financial Advisers (Townsville) Pty Ltd  
Trading as Lighthouse Financial Advisers Townsville  
ABN: 26 146 225 505

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Australian Financial Services Licence Number: 471826

## How can we help you?

Before seeking our advice, you probably have a number of questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this Financial Services Guide (FSG) which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know
7. Our relationships

If you need more information or clarification, please contact us.

### 1. Who we are

Michael Hogue has worked as a financial planner for over 10 years. Michael decided to form his own firm with the aim to offer a unique financial advice service to Townsville residents. From this vision, Lighthouse Financial Advisers Townsville was formed in September 2010 with Kylie Hatfield and Dallas Davison joining the team soon after. Since then, Dallas and Kylie have both become part owners of the business as well. Roshan joined Lighthouse in 2015 after a career with the Australian Army. Roshan is as an authorised representative of Lighthouse Financial Advisers Townsville.

This FSG is given to you by your adviser with the authority of Lighthouse Financial Advisers (Townsville) Pty Ltd. When a member of our team provides financial services to you, they will be acting for you on behalf of Lighthouse Financial Advisers (Townsville) Pty Ltd.

### 2. Matters we can help you with

We can help you with the following:

- Budgeting and Goal Setting
- Pre-Retirement and Retirement planning strategies
- Savings and Wealth creation
- Investment Planning
- Superannuation strategies
- Salary packaging
- Risk and insurance analysis services
- Business Succession Planning
- Gearing strategies
- Social security advice
- Estate planning
- Consequences in relation to tax (financial) advice

In addition, we can offer you an on-going monitoring and review service for your investment portfolio or life insurance program.

We are licenced to provide financial product advice and deal in some or all of the following financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection, business expenses, business succession and total and permanent disability insurance
- Retirement income streams
- Retirement savings accounts
- Securities
- Superannuation
- Managed investments
- Margin lending facilities

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

You may specify how you would like to give us instructions. For example, by telephone, email, fax or other means. But in all cases we must receive a written confirmation of these instructions.

## Personal Advice and General Advice

Personal Advice is defined under s766B(3) of the Corporations Act as Financial product advice given or directed to a person in circumstances where:

- the person giving the advice has considered one or more of the client's objectives, financial situation and needs; or
- a reasonable person might expect the person giving the advice to have considered one or more of these matters

We will provide you with Personal Advice only after you have agreed to have a Statement of Advice prepared for you, and we have presented this Statement of Advice to you. Up until this point in time, we will provide you with General Advice only. Please read the General Advice Warning below:

**General Advice Warning** – any information that we provide to you prior to you agreeing, and us providing you with, a Statement of Advice addressed to you personally, may be regarded as general advice. That is, your personal objectives, needs or financial situations were not taken into account when preparing this information.

Accordingly, you should consider the appropriateness of any general advice we have given you, having regard to your own objectives, financial situation and needs before acting on it. Where the information relates to a particular financial product, you should obtain and consider the relevant product disclosure statement before making any decision to purchase that financial product. For the avoidance of doubt, general advice includes any general information provided to you either verbally or written in any appointment or correspondence up until you have agreed for us to prepare and receive any future Statement of Advice.

For example, if we spoke to you during an appointment and demonstrated that if an individual salary sacrificed an additional \$100 per week to their superannuation fund, for a period of 10 years, this would generally result in an additional superannuation balance of between \$50,000 - \$70,000 to the super fund balance, this would be General Advice only at this stage.

## Approved products

Lighthouse Financial Advisers (Townsville) Pty Ltd maintains a broad approved list, containing investment and insurance products that have been researched by a number of external research houses as well our in-house Investment Committee. It includes products issued by a diversified selection of Australian and International fund managers.

Lighthouse Financial Advisers (Townsville) Pty Ltd periodically reviews the products on the approved list to ensure they remain competitive with similar products to address your needs and objectives.

A copy of the approved list of products and services can be supplied to you upon request.

Generally, we recommend products and portfolio administration services (PAS) which are on the approved list, provided they are appropriate to your needs. However, we may, subject to Lighthouse Financial Advisers (Townsville) Pty Ltd approval, recommend other products and PASs where it is appropriate for you.

## 3. How we are paid

### Advice costs

We receive initial, implementation and ongoing advice fees and commission for insurance products you purchase. Your financial plan will outline all fees and commissions inclusive of GST.

#### Initial Advice

Initial advice fees range between \$1,100 and \$7,700 for a single strategy.

If, in developing your financial plan, I identify that you have a complex situation that requires extensive planning and development, my initial advice fee will change. In this case, I will provide you with an upfront quote of the amount payable before I proceed with developing your financial plan.

The initial advice fee covers the cost of researching and preparing your financial plan.

Before providing you with initial advice I will prepare an initial advice agreement.

The initial advice agreement sets out what my initial advice will cover and how much it will cost.

#### Ongoing Advice

Ongoing advice fees may be up to \$12,000 per annum and are based upon 0.66% to 2.00% of your investment balance per annum, or a flat dollar fee.

My ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.

If, during my assessment of your ongoing needs, I identify that you require ongoing advice outside of my standard advice offer, my ongoing advice fee will change. In this case, I will provide you with a quote of what you will be required to pay to receive these services.

Before providing you with ongoing advice I will prepare an ongoing advice agreement.

The ongoing advice agreement will set out what my ongoing advice will cover, your payment method, and how much it will cost.

## **Additional advice**

For additional advice, an hourly rate of \$330 is payable.

### **Payment Method & Frequency**

The following payment terms are available to you:

- Direct debit (credit card or savings)
- 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 or percentage each year. The specific amount will be agreed to by you and outlined in an ongoing advice agreement.

## **Commission**

Commission is payable by life companies when I recommend insurance and annuity products. The commission is factored into the annual premium and may range as follows:

- From 0% to 130% of the initial premium
- Up to 33% per annum of the renewal premium.

Further details about commissions and or other benefits your adviser receives for recommending investments will be available to you when specific recommendations are made in the SoA or Record of Advice (RoA).

## **Information you should know**

### **Remuneration of our staff members and ownership (Michael Hogue, Kylie Hatfield and Dallas Davison)**

Lighthouse Financial Advisers Townsville Pty Ltd “us” staff members Michael Hogue, Dallas Davison and Kylie Hatfield all own a beneficial ownership interest in Lighthouse Financial Advisers Townsville Pty Ltd via related entities. If you have been introduced to us by a staff member, that person will generally receive a salary bonus equating to 17.5% of the total Initial (once-only) financial advice fees plus Initial (once-only) commissions paid to us.

### **Remuneration of our staff members and ownership (Roshan Pandalai)**

As part of providing this advice, our Authorised representative will be remunerated between 50% – 80% of all fees as per the above tables for their personal services of providing tailored financial advice to you, our client. This amount is paid to the authorised representative via an agreement between Lighthouse Financial Advisers Townsville Pty Ltd and Ploutos-Kubera Pty Ltd of which Roshan Pandalai has a beneficial ownership interest in.

## 4. Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

## 5. If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact Complaints Manager at Lighthouse Financial Advisers (Townsville) Pty Ltd on 1300 154 307 about your complaint and we will try and resolve your complaint within 45 days.

If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Credit Ombudsman Service and you can raise your concerns with them through the contact details below:

### **Credit and Investments Ombudsman**

By Telephone: 02 9273 8455

By Fax: 02 9273 8440

By Post: Credit and Investments Ombudsman PO Box A252 South Sydney NSW 1235

By Email: [members@cio.org.au](mailto:members@cio.org.au)

## Your Advisers are:

### Michael Hogue

Your financial adviser, Michael Hogue CFP Dip FP is authorised by Lighthouse Financial Advisers (Townsville) Pty Ltd to provide financial services.

Authorised Representative #242947

Email address: michael@lighthouseadvisers.com.au

### Education and Qualifications

B Bus. Dip FP.

CERTIFIED FINANCIAL PLANNER®



### Experience

Michael Hogue has worked as a Financial Planner since 2001, attaining the status of Certified Financial Planner with the FPA.

### Memberships

CFP member of the FPA

### Dallas Davison

Your financial adviser, Dallas Davison is authorised by Lighthouse Financial Advisers (Townsville) Pty Ltd to provide financial services.

Authorised Representative #449702

Email address: dallas@lighthouseadvisers.com.au

### Education and Qualifications

Adv. Dip FP

### Experience

Dallas Davison has worked in the Financial Planning industry since January 2012, and became a registered Financial Planner in December 2013.

## **Roshan Pandalai**

Your financial adviser, Roshan Pandalai is authorised by Lighthouse Financial Advisers (Townsville) Pty Ltd to provide financial services.

Authorised Representative # 1233837

Email address: roshan@lighthouseadvisers.com.au

### **Education and Qualifications**

Dip FP

### **Experience**

Roshan Pandalai has worked in the Financial Planning industry since January 2015, and became a registered Financial Planner in June 2015.

## 6. Other matters you might want to know

We will also provide you with a Statement of Advice (SoA) whenever we provide you with any advice, which takes into account your objectives, financial situations and or needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If we give you further advice, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of a SoA. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

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

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of s.912B of the *Corporations Act 2001* for compensation arrangements. The insurance **will cover** claims in relation to the conduct of authorised representatives, representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

## 7. Our relationships

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.

### Payments from other professionals

You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. The details of our current referral arrangements are explained below.

If the referral is to purchase a loan product, then we may receive an estimated 25% of the upfront commission/fee.

If the value of a referral fee is not known to us until we provide you with advice, this will be disclosed in your Statement of Advice if applicable.

### Payments to other professionals

We may pay a referral fee when clients are referred to us from other professionals.

We may pay between 15% and 25% of the upfront commission/fee.

This will be disclosed in your Statement of Advice if applicable.

## **Other benefits we may receive**

We may be offered or receive non-monetary benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Lighthouse Financial Advisers Townsville Pty Ltd maintain a register to record the non-monetary benefits we have received. A copy of this register will be made available within one month of a request.