

# **Douglas Howard Hewitt**

ABN: 86 904 805 722

Australian Financial Services Licensee No. 224274

Certified Financial Planner

Registered Tax Agent & Accountant

450A Burwood Highway

Wantirna South, Vic 3152

Telephone: (03) 9887 2151

## **Financial Services Guide**

Version 6.0

You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services. Key information is set out in answer to the questions below. If you need more information or clarification, please ask us.

### **Who will be responsible for providing the financial service to me?**

Douglas Howard Hewitt, Australian Financial Services Licensee number 224274, will be responsible for the advice you receive.

### **Who is your adviser?**

Your adviser will be Doug Hewitt. He is a Certified Financial Planner and Fellow of the National Tax and Accountants Association. Doug also has a Bachelor of Business qualification and is a Registered Tax Agent and Accountant. Doug has over 30 years financial planning experience as well as many years giving financial advice as a qualified accountant.

### **What advisory services are available to you?**

The services I provide to clients include:

- ❖ financial planning including retirement planning, social security planning, investment advice, tax planning, pre-retirement planning, superannuation planning and insurance protection.

I can provide you with advice on the following types of investments: cash managements trusts, mortgage trusts, property trusts, equity trusts, superannuation funds, debentures, stocks or bonds issued or proposed to be issued by a government and debentures of a body corporate or unincorporated body, life insurance products, securities, standard margin lending and basic deposit products.

We only recommend an investment to you after considering its suitability for your individual investment objectives, financial situation and needs.

### **What to expect from the financial planning process?**

Our comprehensive advice process is designed to ensure the advice provided is suited to your needs and financial circumstances.

### **Discovery meeting**

During the initial meeting we will get to know you and gather information about you to help you identify your financial and lifestyle goals. At the end of meeting we can jointly decide if there is any benefit in you having a statement of advice prepared.

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## **Developing strategies**

During this stage we analyse the information you have given us and develop strategies to help you achieve your financial and lifestyle goals. This work is then documented in the statement of advice with recommendations for you.

## **Plan presentation**

I meet with you to discuss the statement of advice and answer any questions you have.

## **Implementing your plan**

During this meeting I answer any further questions you have in relation to the statement of advice. When you are ready I will put your financial plan (statement of advice) into action.

## **Review service**

We provide an ongoing review service to take account of any changes that have occurred during the year and to keep you on track to achieve your financial and lifestyle goals.

## **How will you pay for the initial advice?**

Our initial advice will be provided to you in a financial plan known as a statement of advice (SOA). Should you decide to have a statement of advice prepared to help you achieve your financial and lifestyle goals a fee will apply which I will disclose to you at your first interview. Initial advice fees commence from \$4,400.

## **How will you pay for implementation?**

Implementation is normally provided at no additional cost for clients electing for ongoing advice otherwise a separate fee will apply which I will disclose to you once I know your specific requirements.

## **How will you pay for the ongoing advice?**

Our ongoing advice ensures that your investment strategy is regularly reviewed to ensure that it is still suitable given your lifestyle and financial objectives, legislative changes and market conditions. Ongoing advice fees generally range from \$4,400 p.a. to \$22,000 p.a. including GST. Fees are deducted from your account usually on a monthly basis.

## **Do I receive any commissions?**

No, Advice is provided on a fee for service basis only.

## **Do any relationships or associations exist which might influence you in providing me with the financial services?**

No. My practice is not tied to any one financial institution and I do not market any in house financial products. When receiving referrals from other professional firms or organisations I do not provide any incentive payment nor do I receive any incentive payment from other professional firms or organisations to whom I refer my clients.

## **When I provide you with advice, do you get detailed information about advice fees and other benefits received by me from making and implementing the recommendations?**

Yes. You have the right to know about details of advice fees and other benefits received by me implementing the recommended investments. I will provide this information to you when I make specific recommendations.

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**Will I give you advice which is suitable to your investment needs and financial circumstances?**

Yes. But to do so I need to find out your individual investment objectives, financial situation and needs before I recommend any investment to you.

You have the right not to divulge this information to me, if you do not wish to do so. In that case, I am required to warn you about the possible consequences of not having your full personal information and I may not be in a position to provide you with advice. You should read the warnings carefully.

**What should you know about any risks of the investments or investment strategies I recommend to you?**

I will explain to you any significant risks of investments and strategies which I recommend to you. If you feel you do not understand the risk you may be exposed to you should ask me to further explain them to you.

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

I maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs. I also maintain records of any recommendations made to you.

If you wish to examine the file, you should ask me, and I will make arrangements for you to do so.

**Can you tell me how you wish to instruct me to buy or sell your investments?**

Yes. You may specify how you would like to give us initial instructions. For example by telephone or other means. However no investments can be bought or sold without your written confirmation.

**Who can I complain to if I have a complaint about the advisory service?**

If you have a complaint about the service provided to you, you should take the following steps.

1. Contact me verbally and tell me about your complaint.
2. If your complaint is not satisfactorily resolved within 14 days please put your complaint in writing and send it to me, Doug Hewitt, at 450A Burwood Highway, Wantirna South, Vic 3152. I will try and resolve your complaint quickly and fairly.
3. If you still do not get a satisfactory outcome within 30 days, you have the right to complain to the Australian Financial Complaints Authority (AFCA) at GPO Box 3, Melbourne, Vic 3001 Ph: 1800 931 678. We are a member of this scheme.

The Australian Securities and Insurance Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make complaints and obtain information about your rights.

**Do you hold professional indemnity insurance?**

I hold professional indemnity insurance. The insurance also covers claims in relation to the conduct of representatives/employees who no longer work for the licensee (but who did at the time of the relevant conduct).

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# Protecting Your Privacy

We are committed to providing you with the highest levels of customer service. This includes protecting your privacy. From 21 December 2001, we will be bound by new sections of the Commonwealth Privacy Act 1988, which set out a number of principles concerning the protection of your personal information.

Following is the information that the Privacy Act requires us to communicate to all of our customers. We recommend that you keep this information for future references.

## Services

We provide a range of financial services, including:

- The preparation of your financial plan;
- The provision of financial planning advice to you;
- Making securities and investment recommendations;
- Reviewing your financial plan;
- Reviewing securities and investment recommendations;
- Risk insurance requirements;
- Taxation services

## Collection

Pursuant to the Corporations Act, Life Insurance Code of Practice and Rules of Professional Conduct of the Financial Planning Association of Australia, we are required to collect sufficient information to ensure appropriate advice can be given in respect of recommendations made to our clients. If you elect not to provide us with the personal information we may not be able to provide you with financial planning services or alternatively, you may be exposed to higher risks in respect of the recommendations made to you and this may affect the adequacy or appropriateness of advice given to you.

This personal information collected includes:

- employment details and employment history;
- details of your financial needs and objectives;
- details of your investment preferences and aversion or tolerance to risk;
- details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, etc.
- information about your employment history, employment circumstances, family structure, commitments and social security eligibility;
- any other relevant information including medical history and / or reports required for the purposes of risk insurance, investment and taxation.

## Use and Disclosure

We may use and disclose personal information you provide in order to provide you with the services you require as well as certain secondary purposes.

Your investments may include international investments, therefore some of these uses and disclosures may occur outside Australia.

We may use the personal information collected from you for the purposes of providing you with direct marketing material such as articles that may be of interest to you. If you do not wish to receive such information, please contact us on (03) 9887 2151.

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We may disclose personal information to third parties or external contractors carrying out functions and duties for and on behalf of D.H. Hewitt & Associates. It is a condition of our agreement with each of our external contractors that they adopt and adhere to this privacy policy.

The information we collect from you may also be disclosed to third parties if the disclosure is required by or permitted by law, or pursuant to the rules of Professional Conduct of the Financial Planning Association of Australia.

In the event that we propose to sell our business we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence. In the event that a sale of our business is affected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

### **Data Quality**

We aim to ensure that the personal information we retain about you is accurate, complete, and up-to-date. To assist us with this, please contact us if any of the details you have provided change. If you consider the information we have about you is incorrect or incomplete please advise us and we will take steps to correct it.

### **Data Security**

We take reasonable steps to protect the information we retain from misuse, loss and from unauthorised access, modification or disclosure. We will not retain any of your information for any longer than it is required by us, except to satisfy legal requirements. We will destroy or de-identify your personal information when it is no longer required.

### **Access and Correction**

You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law.

We will not provide you access to personal information which would reveal any confidential formulae or the detail of any in-house evaluative decision making process, but may instead provide you with the result of the formulae or process or an explanation of that result.

We reserve the right to charge a fee for searching for and providing access to your personal information. In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

We will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependant to a large degree on the information you provide and you should advise us if there are any errors in your personal information.

### **Identifiers**

In some circumstances we are required to collect government identifiers, for example, your Tax File Number. We will not use or disclose this information other than when required to do so by law or, when consented by you.

## **How to Contact Us**

If you have any questions in relation to privacy, please contact us on (03) 9887 2151 between 9.00 am and 5.00 pm, Monday to Friday. Alternatively, you can write to us, at

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