

## FINANCIAL SERVICES AND CREDIT GUIDE

### **Version 6 - 2 July 2014**

This Financial Services Guide (FSG) and incorporated Credit Guide has been issued by Waterfall Way Associates Pty Ltd. Waterfall Way Associates Pty Ltd is referred to in this FSG as 'we', 'us', 'our' and 'WWA'

#### **The purpose of this FSG is to inform you:**

- **Who we are and how we can be contacted**
- **What financial services (and credit assistance) we are authorised to provide**
- **How we are remunerated**
- **Who to contact if you have a complaint**

Personal financial advice takes into account one or more of your objectives, financial situation and needs. This may be in the form of one or more Statements of Advice (SoA). Our SoA to you will contain the advice, the basis on which it is given, information about fees, commissions and any relationships or potential conflicts of interest which are relevant to the provision of the advice

If we recommend that you acquire a particular financial product, we will provide you with a Product Disclosure Statement (PDS) where applicable. A PDS contains information about a particular product and will assist you in making an informed decision in relation to the acquisition of that product

You have the right to request a copy of any advice we have provided to you

### **WHO WE ARE**

#### **Licensee**

WATERFALL WAY ASSOCIATES PTY LTD is called a licensee. We have been issued with an Australian Financial Services Licence (AFSL No 318105) and an Australian Credit Licence (ACL No 318105) by the Australian Securities and Investment Commission (ASIC). We are registered as tax (financial) advisers with the Tax Practitioners Board (TPB registration number 24785223)

These licences permit WWA to provide financial advice and credit assistance to retail clients. Waterfall Way Associates has appointed representatives (advisers) to provide advice and credit assistance to clients and a Responsible Manager who is ultimately responsible for the advice provided

WWA maintains professional indemnity insurance that complies with the requirements of the *Corporation Act 2001* (s 912B) and the *National Consumer Credit Protection Act 2009* [s48 (1)]. The policy covers work done for WWA by representatives after they have ceased employment with WWA

## **Advisers**

Your adviser is Dacian Moses CFP® BEc Dip FP. He is a representative of WWA and can be contacted on 02 6650 0522 or by email on [dmoses@waterfallfp.com.au](mailto:dmoses@waterfallfp.com.au) or by mail at Suite 607, 24 Moonee Street, COFFS HARBOUR NSW 2450

Dacian has an Economics Degree, a Diploma of Financial Planning and a Diploma of Finance and Mortgage broking. Dacian is a Certified Financial Planner® practitioner and is a member of the Financial Planning Association of Australia Ltd and the Mortgage & Finance Association of Australia. Dacian Moses has extensive experience in financial services and has been a financial planner since 1993

Dacian and WWA's clients are supported by Tim Harris CFP® BA (Hons) MAS Dip FP, who may also provide you with advice. He is a representative of WWA and can be contacted on 02 6650 0522 or by email on [tharris@waterfallfp.com.au](mailto:tharris@waterfallfp.com.au) or by mail at Suite 607, 24 Moonee Street, COFFS HARBOUR NSW 2450

Tim has a Bachelor of Arts, a Master of Accounting Studies and a Diploma of Financial Planning. Tim is a Certified Financial Planner® practitioner and is a member of the Financial Planning Association of Australia Ltd. Tim Harris has extensive experience in financial services and has been a financial planner since 1994

Dacian and WWA's clients are also supported by Grant Homes B.Com DFS (FP), who may also provide you with advice. He is a representative of WWA and can be contacted on 02 6650 0522 or by email on [ghomes@waterfallfp.com.au](mailto:ghomes@waterfallfp.com.au) or by mail at Suite 607, 24 Moonee Street, COFFS HARBOUR NSW 2450

Grant has an Advanced Diploma of Accounting, a Bachelor of Commerce and a Diploma of Financial Services (Financial Planning). Grant is an Affiliate member of the Financial Planning Association of Australia Ltd. Grant Homes has extensive experience in financial services and has been a trainee para-planner since 2007 and a trainee adviser since 2010

## **Responsible Manager**

As the owner/director of WWA, Dacian Moses is the nominated Responsible Manager and is ultimately responsible for the advice

## **THE SERVICES WE PROVIDE**

Self-managed superannuation fund advice  
Transition to retirement strategies  
Personal superannuation advice  
Cash flow management  
Personal Insurance

Retirement income and investment planning  
Financial planning strategy development  
Portfolio management services  
Debt management  
Estate Planning

We are authorised to provide financial product advice and arrange for the acquisition, variation or disposal of the following types of financial products:

Superannuation  
Securities  
Deposit and payment products  
Standard margin lending facilities  
Managed investment schemes (including Investor Directed Portfolio Services)

Retirement savings accounts  
Government debentures, stocks or bond  
Investment life insurance products  
Life risk insurance products

We are also authorised to provide credit assistance. As part of our personal financial planning advice process we may suggest and assist you to apply for or remain in a particular credit contract with a particular credit provider. If we provide credit assistance, you are entitled to request a written copy of any assessment of whether a credit contract or consumer lease is unsuitable for you

Your adviser can only recommend products that are included on our authorised product list and/or have been authorised by our research and technical committee

## HOW WE ARE PAID

Waterfall Way Associates Pty Ltd is paid for its services on a fee basis with a full rebate of any commissions (with the exception of a very small number of legacy clients whose investments still pay trail commissions)

We charge a fee of \$275 (incl. GST) for the first consultation and a minimum fee of \$880 (incl. GST) to prepare a written Statement of Advice (SoA) which also details our fees for the implementation of any investments recommended. Complex SoAs may cost in excess of \$5,500 (incl. GST). We will provide terms of engagement, including a cost estimate, for the preparation of advice before commencement

We provide ongoing financial planning advice on a 'fee for service' basis. Our preference is for a fixed annual retainer paid monthly in advance. A small number of our long-standing clients continue to pay asset-based fees at a maximum rate of 1.375% pa (incl. GST) of the capital under our management and administration, reducing to 1.1% for the amount of capital exceeding \$500,000

The actual cost of all fees is detailed in writing at the time of making written recommendations

Waterfall Way Associates Pty Ltd, Dacian Moses, Tim Harris and Grant Homes do not receive any non-monetary benefits or incentives from investment institutions or life insurance companies. Dacian Moses, Tim Harris and Grant Homes are paid by salary from Waterfall Way Associates (ABN 37 126 311 251)

## HOW TO MAKE A COMPLAINT ABOUT OUR SERVICE

We have established procedures to ensure that any complaint is properly considered and addressed. We will try and resolve your complaint quickly and fairly. If you have any complaint about the service provided to you, please contact your adviser

If you are not fully satisfied, please contact us by telephone on 02 6650 0522 or by email on [info@waterfallfp.com.au](mailto:info@waterfallfp.com.au), or by writing to us at:

Complaints Officer  
Waterfall Way Associates  
Suite 607, 24 Moonee St  
COFFS HARBOUR NSW 2450

If you still do not get a satisfactory outcome within 45 days you can contact The Financial Ombudsman Service (FOS). This is an external, independent body that has been established to assist clients who have been unable to resolve their complaint satisfactorily with their adviser. WWA is a member of FOS (membership number 12641)

The contact details for FOS are:

GPO Box 3  
MELBOURNE VIC 3001  
Toll free - 1300 780 808 Fax (03) 9613 6399  
Email: [info@fos.org.au](mailto:info@fos.org.au) Web: [www.fos.org.au](http://www.fos.org.au)