

# FINANCIAL SERVICES GUIDE



Version 6 Issue 5, 4th July 2023

This Financial Services Guide was prepared and issued with the authority of

**Foundation Management (WA) Pty. Ltd.**  
(ABN: 53 009 266 899)

trading as **Foundation Capital Investment and Advisory**

Australian Financial Services License No. 239079 and Life Insurance Broker

[www.foundationcap.com.au](http://www.foundationcap.com.au)

## Purpose of this Document

Before entering into a relationship with our Authorised Financial Advisor, this Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to your relationship with the Advisor. What are your rights and entitlements? What services is the Financial Advisor able to provide? What are the fees and charges, and how is the Financial Advisor remunerated. Also, in the event of a complaint, what are your courses of action.

It is intended that this document should assist you in determining whether to use any of the services described.

Please be aware, it is our duty to provide you with this document immediately it becomes apparent that a financial service will be, or is likely to be, provided to you. Upon receipt, please read carefully, and if there is a need for clarification, please immediately raise the matter with the Financial Advisor.

**The distribution of the FSG, and the attached Advisor Profile have been approved by Foundation Management (WA) Pty Ltd. To acknowledge receipt of, and to confirm that you have read and understood the service offering presented in the FSG, please sign the 'Receipt' at the rear of the FSG. A copy of the signed 'Receipt' will be held by your Financial Adviser as a record.**

## Getting Started

### Your Advisor's Licensee is Foundation Management (WA) Pty Ltd

Foundation Management a small boutique financial services business with its own Australian Financial Services License No. 239079. It has over 75 years of experience in the financial services industry and is highly respected and trusted in the Western Australian business community.

### Who is responsible for the advice given to you?

Foundation Management (WA) Pty Ltd is responsible for the financial services provided to you.

### Responsible Manager

Foundation Management (WA) Pty Ltd's Responsible Manager is **Gavin Miles**.

Contact Details
<b>Email :</b> gavin@foundationcap.com.au
<b>Mobile:</b> 0404 022 312
<b>Postal Address:</b> 52C Biara Gardens, Mount Claremont WA 6010

## **What other documents will you receive in the course of receiving financial planning advice?**

### **A Statement of Advice (SOA) and Records of Advice (ROA)**

Recommendations made by your Advisor in respect of your needs, wants and objectives, are required to be provided to you by way of a written Statement of Advice (SOA). The SOA will contain the basis on which the advice is given, which shall include - a detailed analysis of your personal and financial information; a clear articulation of your immediate needs, wants and your goals; consideration of alternative strategies. The resultant recommendations and advice shall present useful personal behavioral strategies, complemented, and supported with risk and investment management product recommendations, all being in your best interest.

The SOA will provide detailed information as to fees, the Advisor's remuneration, and of any association that may have been entered into in order to provide a comprehensive financial plan for you, all of which may have influenced the provision of the advice. The association for example, could be with a taxation specialist or estate planning solicitor.

If your circumstances have not significantly changed at the time of a Financial Plan review, the Advisor may provide you with our advice by way of a Record of Advice (ROA) at that time, instead of another SOA.

You may request a copy of a SOA or ROA at any time, for a period of up to 7 years.

### **Product Disclosure Statements (PDS)**

When our Financial Advisor makes a recommendation to you to acquire a particular financial product, you must be provided with, or directed to a website address for a PDS from the issuing product provider, which will give you comprehensive and detailed information on the recommended product, which will assist you to make an informed decision as to the acquisition of that product.

**Please note**, if you meet the definition of a 'Wholesale Client', being a "sophisticated" or "professional" investor under the Corporations Act, you may receive different disclosure documents.

### **What Financial Services are offered?**

Foundation Management (WA) Pty Ltd is the holder of an Australian Financial Services (AFS) License, which allows us to provide financial product advice and recommendations to retail and wholesale clients, and deal in the following financial services:

- Deposit Products
- Government debentures, stocks or bonds
- Managed Investments Schemes (MIS)
- Securities
- Superannuation
- Life insurance investment products
- Life insurance risk products
- Underwrite interests in MIS and issue of securities

Your adviser is not able to provide advice on products that are not on the Foundation Management (WA) Pty Ltd Approved Product List (APL), or have not otherwise been approved by Foundation Management (WA) Pty Ltd. However, an application can be made to the Foundation Management (WA) Pty Ltd Approved Product Committee for approval, on a product by product basis.

## Common queries before receiving advice

### Will your Advisor provide you with advice suitable to your needs and financial circumstances?

Yes. In order to provide you with quality "personal" advice, we firstly need to clearly identify and appreciate your current financial situation, your needs, wants and objectives, be they on an individual or joint basis. You have the right not to divulge this information. However, if you do not wish to do so, then we are required to warn you that before acting on any advice provided, which will be "general" advice, you need to consider the appropriateness of the advice in regard to your personal situation and needs. You should ask your Advisor about these consequences if you are not sure.

### What should you know about the risks of the financial products or strategies we recommend to you?

Your Advisor will explain to you any significant risks of financial products and strategies that are recommended to you. Financial products can rise or fall in value. The measure of this changing value is often referred to as volatility. Our Financial Advisors will endeavour to convey the risks involved in any investment recommendation made via our accredited Research House provider.

### What information do we maintain in your client file, and can you examine your file?

Your Advisor will maintain your client file in secure 'cloud' based storage. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be recovered and forwarded. A recovery fee may apply to cover costs.

### How will you pay for the services provided?

#### Initial Service Fees

Foundation Management (WA) Pty Ltd is primarily a 'Fee-for-Service' provider. However, in order to provide you with the most cost effective means of implementing Risk Management Products and also ensure our financial viability and that of our Authorised Representatives and Financial Advisors, our Authorised Representatives and Financial Advisors may accept commission from the Risk Product provider. Where it is appropriate to accept an upfront commission and any associated trail commission, these commissions shall be fully disclosed in the SOA and ROA, along with all fees arising.

In the normal course of business, providing investment and risk management advice, our Authorised Representatives and Financial Advisors will render an invoice for services provided, pursuant to a pre-agreed "Scope of Works".

Your Advisor may apply a combination of both forms of remuneration.

#### Monitoring and Review Services

A Monitoring and Review Service is offered and strongly recommended. The service can be provided on a monthly, quarterly, half yearly or annual basis, with the Agreement revised and renewed annually. The Monitoring and Review Service Fee can be rendered by way in invoice; be a trail commission in respect of a Risk Product, or be a combination of both.

All fees (fixed or time based) shall be as agreed between you and your Advisor, and are payable to either of the Licensee or to the Advisor's trading entity.

#### Model Investment Portfolio Management Fee

Your advisor can offer you the opportunity to adopt a 'model portfolio' of direct stocks and ETF's realitive to your needs and wants. These model portfolios are exclusively monitored and administered by Foundation Management (WA) Pty Ltd. **A fixed 0.4% (+GST) per annum fee (charged monthly)** rendered on the assets under management at months end, and is paid directly to the Licensee by an outsourced portfolio administrator. The fees charged go towards the costs of research and analysis of each of the selected and considered model investment entities, and of the existing and forecast enviromental influences thereon. You will have 24/7 password access to your portfolio, and year-end reports can be downloaded to most tax agent's software. This model portfolio fee is not linked to the advice fee(s) payable to your advisor.

## Conflicts of Interest

We, and our Financial Advisors have an obligation to act in your best interest; to avoid conflicts of interest and to prioritise your interests. Neither Foundation Management (WA) Pty Ltd nor its Directors or Financial Advisors, hold any shares, loans or have any relationships or associations with any institutional product issuer that could be expected to influence the provision of financial services. However, your Financial Advisor may refer you to other third-parties where you express an interest in receiving their services, or where your Financial Adviser considers advice and services offered by a third-party provider, may be useful to you.

Foundation Management (WA) Pty Ltd and our Financial Advisors will not receive or accept additional benefits or fees to those already declared herein, from product providers we deal with, or from third-party providers.

## Dispute Resolution

### Who can you complain to if you have a complaint about the provision of financial services to you?

If you have any complaints about the service provided to you, you should take the following steps:

1. Contact your Financial Advisor and tell them about your complaint. They will acknowledge your complaint within 24 hours.
2. If your complaint is not satisfactorily resolved within five working days, please contact the Licensee, Foundation Management (WA) Pty Ltd, putting your complaint in writing to the Responsible Manager, and either mailing it to PO Box 232, Wembley WA 6913 or emailing it to [gavin@foundationmanagement.com.au](mailto:gavin@foundationmanagement.com.au)
3. Foundation Management (WA) Pty Ltd will endeavor to resolve all complaints within 30 days of lodgment of the written complaint (45 days if a Trustee). Should there be special circumstances relating to the complaint, such that it is not reasonable for the complaint to be resolved in that time, Foundation Management (WA) Pty Ltd will inform the complainant of the reasons for the delay.
4. If Foundation Management (WA) Pty Ltd has not responded within the 30 or 45 days, or you are not satisfied with our response, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA).

#### Australian Financial Complaints Authority (AFCA)

AFCA offers a free, independent dispute resolution service for members and clients of the Australian banking and credit industry, superannuation, insurance, investment and financial advice industry.

The complaint can be lodged online (complete the online complaint form), by letter or email (download a copy of the complaint form), or phone the AFCA.

Contact Details
<b>Website:</b> <a href="http://www.afca.org.au">www.afca.org.au</a>
<b>Telephone:</b> 1800 931 678
<b>Postal Address:</b> PO Box 3, Melbourne VIC 3001

The Australian Securities and Investments Commission (ASIC) also has a free call information line on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

## Breaches of Law by a Financial Advisor

As of 1<sup>st</sup> October 2021, in the event of a breach at law by your Financial Advisor, as Licensee, we must notify you the client affected, and ASIC, within 30 days of the act. Within that period of 30 days, the breach will be investigated, and the outcome notified to you the client, within 10 days of the conclusion of the investigation. If there is a loss or damage, and there is a legally enforceable right to recover, we will take reasonable steps to pay remediation of an amount equal to the lost or damage. A significant breach will be a matter for ASIC to investigate and administer.

## Professional Indemnity Insurance

Foundation Management (WA) Pty Ltd has Professional Indemnity Insurance covering itself and its Financial Advisors for breaches of professional duty whilst conducting their professional services. Subject to the policy terms and conditions of cover, the policy extends to include cover for professional indemnity claims made against past employees who no longer work for Foundation Management (WA) Pty Ltd, but who did at the time of the relevant conduct.

## Continuing Professional Development Policy

Foundation Management (WA) Pty Ltd has a Continuing Professional Development (CPD) Policy which must be met by its own management and by each of its Authorised Representatives/Advisors.

## Privacy Policy

Foundation Management (WA) Pty Ltd is committed to ensuring the confidentiality and security of the information that you provide to us or our Authorised Representatives. We support and embrace the Australian Privacy Principles set out in the Privacy Amendment (Private Sector) Act 2000 and the protection afforded by this act for the security of private information held on ordinary Australians.

A full copy of the Foundation Management (WA) Pty Ltd Privacy Policy is available on our website [www.foundationcap.com.au](http://www.foundationcap.com.au) and on the websites of each of our Authorised Representatives.

Please be aware that our Authorised Representatives need to collect copies of your identification to meet our obligations as Licensee under the Anti-Money Laundering and Counter Terrorism Financing Act 2006. Your Advisor may also request that you provide your Tax File Number (TFN). Once applied, your TFN will be removed/redacted from our records. Please be aware, if you choose not to provide your TFN, there may be tax implications for you.

If you have any complaints about how your Advisor handles your private information, please contact one of the Principals of Foundation Management (WA) Pty Ltd at the contact points shown below. We take your privacy seriously and will address your concerns through our complaints handling process. If you believe you do not receive a satisfactory resolution to our concerns, you may contact the Office of the Australian Information Commissioner (OAIC). The website of the OAIC is [www.oaic.gov.au](http://www.oaic.gov.au).

Licensee Contacts	Contact Details
<b>Matthew Miles</b> – Director	<b>Email:</b> <a href="mailto:matthew@foundationmanagement.com.au">matthew@foundationmanagement.com.au</a> <b>Mobile:</b> 0439 860 279 <b>Postal Address:</b> PO Box 232, Wembley WA 6913
<b>Gavin Miles</b> – Director/Responsible Manager/ Compliance Officer	<b>Email:</b> <a href="mailto:gavin@foundationmanagement.com.au">gavin@foundationmanagement.com.au</a> <b>Mobile:</b> 0404 022 312 <b>Postal Address:</b> PO Box 232, Wembley WA 6913

# Financial Services Guide

## Financial Services Guide Receipt

I/We confirm that a Financial Services Guide, prepared and issued by the Licensee Foundation Management (WA) Pty Ltd (ABN: 53 009 266 899), has been provided to me/us together with an Advisor Profile.

Financial Services Guide Version is: FSG Version 6, Issue 5, dated 4<sup>th</sup> July 2023.

Client Name	Client Signature	Date
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Client Name	Client Signature	Date
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Client Name	Client Signature	Date
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**OR**

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I confirm that a copy of the Financial Services Guide dated 4<sup>th</sup> July 2023 was sent via email/post to:

Client Name: .....

Adviser Name	Adviser Signature	Date
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