



Financial Services Guide

For

Twelve Wealth Management Pty Ltd ABN 56 607 403 627
trading as
Twelve Wealth

Authorised and distributed by

The Wealth Network Pty Ltd
ACN 150 383 289 | ABN 25 150 383 289
Australian Financial Services License 403895

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Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide if you want to use the services being offered by Cathryn Gross of Twelve Wealth.

It contains information about:

- Our Licensee, The Wealth Network Pty Ltd (trading as The Wealth Network)
- Twelve Wealth
- The services offered and their cost
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Further Advice (RoFA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we recommend.

Who is Twelve Wealth?

Twelve Wealth is a privately owned financial planning firm. Twelve Wealth is owned by the advisers providing advice to you.

We specialise in providing strategic financial planning advice, investment management services and executive coaching to individuals, and business owners.

Who is The Wealth Network Pty Ltd?

The Wealth Network has been issued with an Australian Financial Services License (AFSL) by ASIC that authorises The Wealth Network to provide Personal Financial Advice.

Cathryn Gross and Twelve Wealth are authorised representatives of The Wealth Network (Australian Financial Services Licence Number 403895). The Wealth Network is responsible for the financial advice and services we provide. The Wealth Network supports us with essential services and resources to ensure you receive sound financial advice.

As a licensee The Wealth Network is required to comply with the obligations of the Corporations Act and the conditions of their licence. This includes the need to have compensation arrangements in place with a Professional Indemnity insurer.

The Wealth Network is paid a fixed fee from Twelve Wealth for the provision of services.

What services do we provide?

Twelve Wealth is authorised to provide a comprehensive range of financial planning services which include:

- Cash flow management advice
- Debt management advice
- Asset ownership advice (for tax planning, asset protection and estate planning needs)
- Personal insurance advice
- Managed investment and direct equity advice

- Superannuation advice
- Retirement planning advice

Your adviser can liaise with your other professional advisers. We are not, however, accountants, nor are we tax advisers or lawyers.

Your Financial Advisor

Cathryn Gross will be your financial Advisor. Cathryn is employed by Twelve Wealth Management Pty Ltd, a Corporate Authorised Representative of The Wealth Network.

The Wealth Network is responsible for the services provided by Cathryn.

Your Adviser is the “providing entity” for the purposes of the Corporations Law. Your adviser acts on behalf of The Wealth Network who is the holder of Australian Financial Services licence Number 403895.

The financial planning process

Twelve Wealth recognises that the objectives and personal circumstances of each client are different.

What is right for one client may not be right for another.

We will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all of your issues and concerns.

When we provide advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice.

Where we recommend you use a financial product, we will also provide you with a Product Disclosure Statement (PDS). This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about the advice and products recommended.

We provide an annual review service to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products available.

The ongoing advice we provide to you may be documented in a Statement of Advice or Record of Further Advice.

Fees

We are a fee for advice practice and strongly believe in eliminating potential conflict of interest wherever possible. To best serve your interests, we will accept no remuneration from any source other than the fees for our service, as set out below.

Initial consultation

The initial meeting is an opportunity for you to meet and get to know us and determine if there is mutual benefit in proceeding. There is no cost to you for this consultation.

Initial Advice

Our Initial Advice fee covers the formulation of the strategic financial

advice required to help you meet your goals. Initial Advice fees will range from \$3,300 to \$11,000. The cost of your advice will reflect the complexity of your needs and the quality and availability of information about your current position.

Ongoing Advice

Twelve Wealth is focussed on helping you achieve your long term life and financial goals and will work with you over the long term to manage and administer your financial affairs.

Ongoing Advice clients typically pay fees quarterly, with fees determined based on the services required. Your Ongoing Advice fee will typically vary from \$4,400 to \$20,000 per annum.

Ad hoc advice

Where you do not wish to participate in an ongoing service fee arrangement but require advice on an ad hoc basis, an hourly fee of between \$330 and \$550 will apply.

Fees could be greater than those disclosed above in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Non-Monetary Benefits

Twelve Wealth may receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$300 will be maintained on a register which is available to you on request.

Making a Complaint

If you are not satisfied with our services then we encourage you to contact us. Please call us at or our office or put your complaint in writing to your advisor.

Alternatively you may wish to contact the Compliance Manager of The Wealth Network. Please put your complaint in writing and forward to:

The Wealth Network
GPO Box 3718
Sydney NSW 2000
admin@thewealthnetwork.sydney

If you are not satisfied with our response you may raise the matter directly with the Financial Ombudsman Service (FOS). You can contact FOS on 1300 780 808 or view their website www.fos.org.au. This service is provided to you free of charge.

Privacy

Twelve Wealth is committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

Our privacy policy explains our commitment to the protection of your personal information. We and our advisors treat all personal information which you provide to us in confidence and will not disclose it to anyone other than for the purpose of fulfilling your instructions or as the law requires. To view our Privacy Policy please contact your advisor.