



Financial Services Guide

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Lighthouse Financial Advisers (Townsville) Pty Ltd
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Australian Financial Services Licence Number: 471826

Introduction

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. How we can help you
3. How we are paid
4. Your Financial Adviser's information
5. Your Privacy
6. If you have a complaint
7. Other important information

Throughout this FSG, Lighthouse Financial Advisers (Townsville) Pty Ltd is referred to as "Lighthouse", "we", "us", "our", "the licensee" or any variations. The term "Financial Adviser" refers to authorised representatives.

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

1. Who we are

Lighthouse was established in 2010 by Michael Hogue. Michael was joined by Kylie Hatfield and Dallas Davison a short time later. Ali Hogue joined Lighthouse in 2017. Over time we have progressed from financial advisers who provided 'generalist' advice to providing 'specialist advice' helping people aged over 50 to retire with confidence.

Dallas Davison and **Michael Hogue** are the **Financial Advisers** who develop the financial strategies and provide the advice aimed at you being able to retire with confidence.

Kylie Hatfield is our **Director of Financial Doing**. We have a saying that "financial planning is useless without financial doing". After Michael and Dallas have developed your financial strategies, Kylie takes over and helps to put your recommendations into place. Kylie is a natural-born-helper and makes the normally daunting task of implementing our financial strategies a seamless experience for our clients.

Ali Hogue is our **Financial Paraplanner** and assists Dallas and Michael with research and calculations amongst a range of other things.

You are in good hands with a team that cares - Lighthouse is owned wholly by Michael, Dallas and Kylie.

2. How we can help you

At Lighthouse we help people over 50 retire with confidence.

Most of our new clients come to us for the first time when they are aged somewhere between 50 – 55. Whilst each new client is unique in terms of their goals, the three-main-ways that we can help are:

Initial Financial Advice

1. **Minimising your Tax.** For the average couple that come to see us for the first time, it is not uncommon for us to uncover that they are paying an additional \$6,090 pa.* or more in yearly taxes than they need to be. We identify the extra tax that you are paying now and show you how you could save this amount and accumulate it to your superannuation fund instead.
2. **Add an extra \$500,000 to your superannuation balance over the last 10 years of your working life.** We find that most couples are going to be short of where they need to be at retirement by around half-a-million-dollars. We develop strategies to bridge this gap.
3. **Be in the position to live tax-free during your retirement.** Our strategies aim to put our clients in the position where they will never pay even \$1 of tax ever again after they have retired. We can assure you that our strategies are perfectly legal, it's all about having the right plan to use legislation to your advantage.

If you are still working towards retirement, this is how we can help you. Of course, we can also help you if you are retiring sooner than that, or if you have already retired.

Ongoing Financial Advice

The three-main-changes that can derail your retirement plans are: changes to **legislation**; changes to **economic conditions**; and changes to your **personal situation**.

We are continually researching legislation such as tax changes so that you don't need to be worried that you aren't keeping up with the latest amendments. **During times of economic uncertainty such as Covid-19, we are continually reaching out to our clients to tell them exactly what they need to do.**

We conduct *Progress Meetings* (review meetings) with you during June (end-of-financial-year) and December (end-of-calendar-year) to make sure that you are taking advantage of everything that you can take advantage of and that you are on-track to achieve your goals.

Almost all of our clients lead busy lives and want to outsource as much of their retirement planning strategies to us as they can. We provide "peace of mind" that you are taking advantage of everything that you can to be able to retire confidently. * example based on a couple who have marginal tax rates of 32.5%. Assumes both members of a couple receive employment income of \$80,000 each before tax, with 9.50% employer super guarantee contributions (\$7,600 pa. each). Each person makes and claims \$17,400 each / \$34,800 couple as voluntary additional deductible contributions to superannuation resulting in a combined total improved tax position of \$6,090 pa. ($\$34,800 \times (32.5\% - 15\%) = \$6,090$ pa. If you are on a lower or higher marginal rate of tax your results will differ.

3. How we are paid

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

Initial Financial Advice

Our fee for *initial financial advice* is up to 2.00% of your Retirement Savings balances (with a \$6,000 minimum *initial financial advice* fee) and is payable during the first 12 months of your financial plan. Your Retirement Savings are defined as the combined value of any Superannuation, Pension and Investment balances that we provide advice to you on. For example, a 2.00% initial advice fee charged on a \$300,000 Retirement Savings balance equates to \$6,000 inclusive of GST.

The initial advice fee covers the cost of our initial meetings; developing financial strategies; preparing your *Statement of Advice*; implementing the strategies and meeting with you for your first two *Progress Meetings* held in June and December of each year.

Before providing you with initial financial advice we will prepare a *Quote for Financial Advice* agreement that sets out what our initial advice will cover and how much it will cost. Rest assured that you would not incur any costs until you have had a chance to read over and accept the agreement.

Ongoing Financial Advice

Our *on-going financial advice* fee for the second and subsequent years of your financial plan is up to 1.00% of your Retirement Savings balances (with a \$4,000 p.a. minimum *on-going financial advice* fee). For example, a 1.00% annual fee charged on a \$400,000 balance equates to \$4,000 pa. If the product balance grows to \$410,000, then the 1.00% annual fee increases to \$4,100 pa.

We conduct *Progress Meetings* (review meetings) with you during June (end-of-financial -year) and December (end-of-calendar-year) to make sure that you are taking advantage of everything that you can take advantage of and that you are on-track to achieve your goals. Our ongoing financial advice fee pays for our time and any alterations to your financial strategies necessary due to legislation changes, economic condition changes, or changes to your personal situation.

Before providing you with *ongoing financial advice* we will prepare a *Quote for Financial Advice* agreement that sets out what our ongoing advice will cover and how much it will cost. Again, you would not incur any costs until you have had a chance to read over and accept the agreement.

Initial and Ongoing Financial Advice Fee variations - in limited circumstances (less than 1% of the time) you may have a complex situation that requires significantly more input from us. In these cases, your fees may be altered to reflect this. If this were the case, it would be reflected in your *Quote for Financial Advice* agreement and you would not incur any costs until you have had a chance to read over and accept the agreement.

Commission

In limited circumstances (less than 10% of the time) we may recommend life insurance products, provided your needs warrant it. Commission is generally payable by life companies when we recommend insurance products. The commission is factored into the annual premium and may range as follows:

- Starting from 1 January 2018, upfront commissions will be capped at 88%, then reduce to 77% from 1 January 2019, before settling at 66% from 1 January 2020.
- Starting from 1 January 2018 ongoing commission will range from 22% to 33% for advice where an ongoing insurance commission is paid.

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

Lighthouse' staff members Michael Hogue, Dallas Davison and Kylie Hatfield have a beneficial ownership interest in Lighthouse via related entities.

4. Your Financial Advisers are:

Dallas Davison

Your Financial Adviser, Dallas Davison is authorised by Lighthouse to provide financial advice.

Authorised Representative #449702

Email address: dallas@lighthouseadvisers.com.au

Education and Qualifications

MFinPlan. Adv. Dip FP.

Experience

Dallas has worked in the Financial Planning industry since 2012 and first became registered as an authorised representative in December 2013.

Memberships

Dallas is registered with the *Tax Practitioners Board* as a tax (financial) adviser.

Michael Hogue

Your Financial Adviser, Michael Hogue is authorised by Lighthouse to provide financial advice.

Authorised Representative #242947

Email address: michael@lighthouseadvisers.com.au

Education and Qualifications

B Bus. Dip FP.

CERTIFIED FINANCIAL PLANNER®



Experience

Michael has worked in the Financial Planning industry since 2001 and first became registered as an authorised representative in December 2003.

Memberships

Michael is a *CFP* member of the *Financial Planning Association* and is registered with the *Tax Practitioners Board* as a tax (financial) adviser.

5. Your privacy

We will need to find out your individual objectives, financial situation and needs before we provide personal advice 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 (by telephone or email), 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.

Use or disclosure of information overseas

From time to time we may send your information overseas to our service providers or other third parties who operate or hold data outside Australia where Australian privacy laws do not apply. Where we do this, we make sure that appropriate data handling and security arrangements are in place.

Currently, for the purposes only of sending faxes to Vanguard, an investment manager, we use FaxTo, an internet-based fax service. FaxTo's Privacy Policy states that FaxTo's website is hosted on various cloud-based storage providers such as Amazon and Google, which store data on secure servers located in the EU and the US with data protection and security protocols in place, and that FaxTo complies with the EU General Data Protection Regulation. There is a link to our Privacy Policy on our website.

If you would like a copy of this, please contact us on 07 4772 0938.

6. 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 the Complaints Manager at Lighthouse on 07 4772 0938 about your complaint and we will try to resolve your complaint and provide you with a final response within 45 days.

If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Australian Financial Complaints Authority (AFCA) and you can raise your concerns with them via the contact details below:

AFCA

P: 1800 931 678

E: info@afca.org.au

W: www.afca.org.au

M: GPO Box 3 MELBOURNE VIC 3001

7. Other important information

We will provide you with a **Statement of Advice (SoA)** whenever we provide you with any advice, which takes into account your objectives, financial situations and 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 new 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 or offer to 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).

You may provide instructions to us by telephone, email or other means. Generally, we will require confirmation of your instructions in writing.

Neither your Financial 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.

We do not pay referral fees to other professionals nor do we accept referral fees from other professionals.

We may be offered or receive non-monetary benefits from some product providers. We do not receive benefits valued more than \$300. Any other benefits we may receive relate to training and education or information technology software or support. Lighthouse maintains a register of the non-monetary benefits we have received with a value of between \$100 and \$300. A copy of this register will be made available within one month of a request.