

**Boutique
Financial
Planning**

Financial Services Guide

**THIS GUIDE CONTAINS IMPORTANT
INFORMATION ABOUT:**

- ▶ The services we offer you.
- ▶ How we, our licensee and our associates are paid
- ▶ What associations or relationships we have with financial product issuers
- ▶ Our internal and external dispute resolution procedures and how you access them

Bugno Pty Ltd ATF
Bugno Family Trust T/as Dalton
Financial Partners ABN 12 799 201 570

Authorised Representative No.
001003815 of
Dalton Financial Services Pty Ltd
Australian Financial Services
License No. 530255

3A 5-7 Birtwill Street,
Coolum Beach QLD 4573
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Sarah Macek Authorised Representative
No. 1003815

November 20th 2023

Purpose of this document

Financial Services Guide

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated, and your rights when you have a complaint about the services we provide.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

Not Independent

Because we may receive commissions on existing life risk insurance products that are not rebated in full to clients, we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

Additional documents you may receive from us

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

- A Statement of Advice (SoA) or Record of Advice (RoA). These documents set out the advice we provide to you. If you have not been provided with the SoA or RoA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you by contacting us.
- A Product Disclosure Statement (PDS) that details the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive annual fee disclosure statements, and we will ask you to renew the agreement and consent to deduct advice fees from your account each year.



Adviser Profile



Sarah has over 10 years of experience in various positions within the financial planning industry and has been with Dalton Financial Partners since 2018. She holds a Bachelor of Business (Finance) as well as a Diploma of Financial Planning.

Education, Qualifications and Memberships

- ▶ Diploma of Financial Planning,
- ▶ Bachelor of Business (Finance)

About

Sarah Macek

Financial Planner

Authorised Representative No.
001003815 of Dalton Financial
Services Pty Ltd AFSL No. 530255

Client testimonials



Christine Lee
2 reviews



★★★★★ a year ago

Positive: Professionalism, Quality, Responsiveness, Value

Highly recommend Paul and his team from Dalton Financial in Coolum Beach. We have been with this firm for a many years. Having Paul as our local adviser has been wonderful - solid professional advice, friendly and prompt assistance from all the team and the genuine care for our well-being along with our financial future as we transition into retirement is greatly appreciated.



Brian Brotherson
1 review



★★★★★ a month ago

I have been with the Dalton team for many years and been dealing with Paul since he joined Paul has managed our finances for us and has advised us what to do because all of this stuff is way above our heads to understand and get me through to retirement Highly recommend Paul and his team and Sarah in the office she is just amazing thank you



Simone Wilcox
3 reviews



★★★★★ a year ago

Since engaging Paul Bugno as our financial advisor we have made incredible progress towards reaching our goals regarding finances and retirement. We cannot recommend this organisation and Paul, Tony and Sarah highly enough.

The Dalton Difference

Financial and life planning

Our financial plans and strategies focus on helping you clarify and achieve your 'specific goals' and 'lifestyle aspirations'.

Comprehensive approach

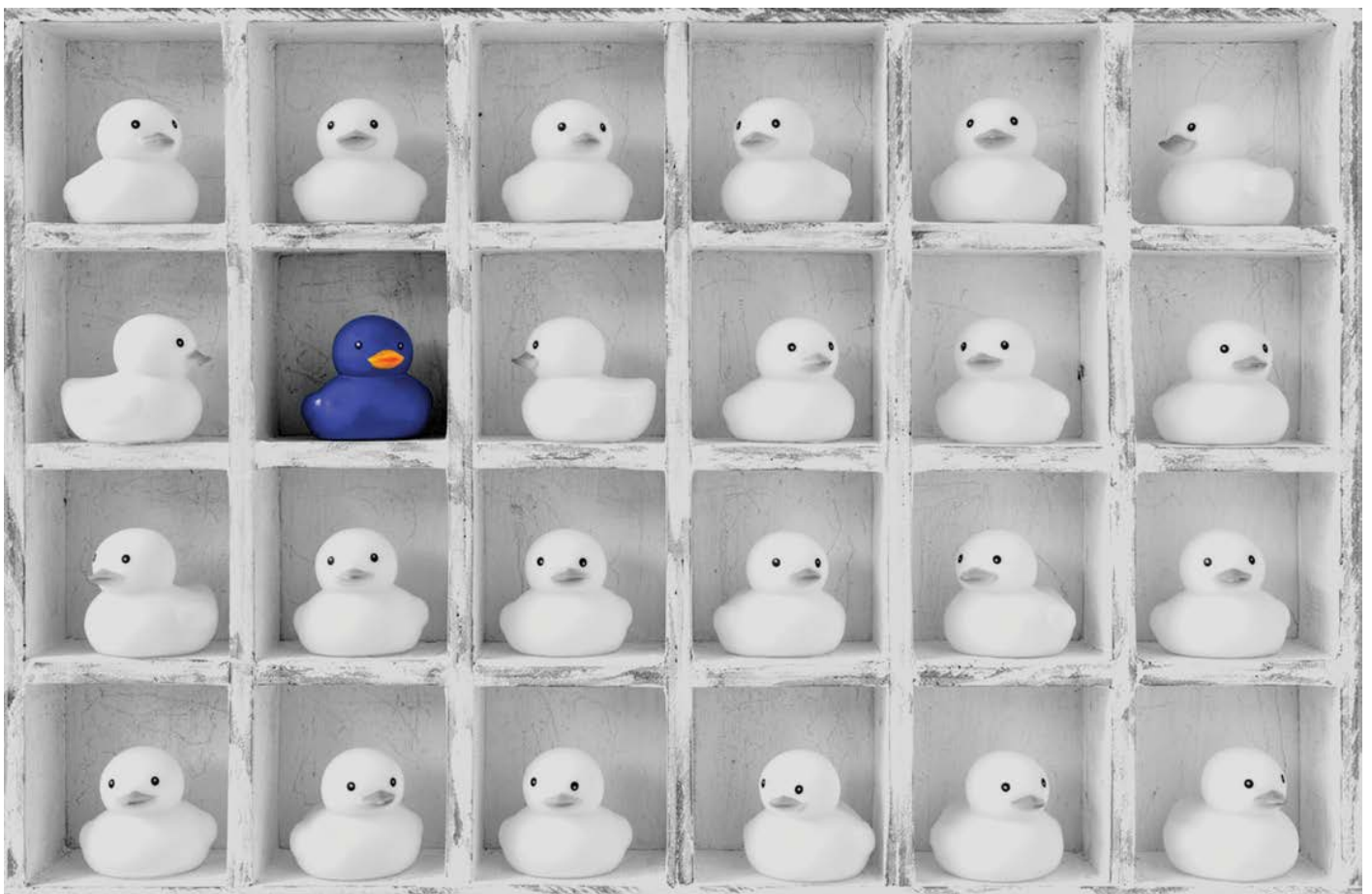
We consider all aspects of your financial life and cover various advice services.

Individually tailored advice

We are focused on providing high-quality advice tailored to you rather than just trying to sell you a product (or specific strategy).

Boutique service

Our business model limits the number of clients per adviser, so you continue to receive high-quality and personalised service long-term.



What services do we offer?

Dalton Financial Partners offers a **comprehensive approach** to financial planning. We seek to understand your situation in detail. This includes clarifying your goals and lifestyle aspirations that require money, planning and advice.

Maximising the chances of achieving your goals and aspirations is the focus of our service engagement.

Areas of advice we can cover:

Cash flow and debt management

- ▶ Personal budgets and monitoring cash flow
- ▶ Accelerated debt repayment & restructuring strategies
- ▶ Salary packaging advice.

Tax effective investing

- ▶ Shares and managed investments
- ▶ Portfolio construction and management
- ▶ Strategic property advice
- ▶ Trust and company structures
- ▶ Wealth creation strategies for high income earners
- ▶ Gearing / home equity strategies.

Superannuation

- ▶ Strategic advice regarding superannuation legislation
- ▶ Contribution (getting money into super) strategies
- ▶ Superannuation specific investment advice
- ▶ Self-managed superannuation; structural, investment and legislative advice (Only accredited advisers)
- ▶ Industry superannuation funds.

Retirement planning

- ▶ Tax effective strategies
- ▶ Superannuation pensions, income streams and annuities
- ▶ Investment strategies specific to funding retirement income
- ▶ Centrelink strategies.

Wealth protection and estate planning

- ▶ Life insurance, TPD, trauma and income protection
- ▶ Buy / sell and key person insurance
- ▶ Adviser facilitated Estate Planning.

Strategies for business owners

- ▶ Financial planning strategies specific to business owners
- ▶ Business consulting
- ▶ Business succession planning
- ▶ Exit strategies: preparing for sale and tax concessions.

Other areas

- ▶ Redundancy
- ▶ Disability and compensation payouts
- ▶ Inheritances
- ▶ Strategies for philanthropy and charitable giving

Financial Services we are authorised to provide

We are authorised to provide personal advice and services for both retail and wholesale clients for the following financial products:

- ▶ Deposit and payment products (basic and non-basic deposit products);
- ▶ Debentures, stocks or bonds issued or proposed to be issued by a government.
- ▶ Life products, including investment life insurance products and life risk insurance products.

- ▶ Interests in managed investment schemes, including investor directed portfolio services (managed funds, master trusts and “wrap” accounts) and MDA services
- ▶ Retirement savings account products
- ▶ Securities, meaning shares listed on the "Australian Stock Exchange.
- ▶ Standard margin lending facilities (accredited advisers only); and
- ▶ Superannuation, whether self-managed, personal or corporate super.

If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully consider your objectives, financial situation or needs.

How do I pay for Dalton Financial Partners advice?

We will charge you a fixed fee (or a fixed fee range) for our services. This fee is based on factors such as the complexity of your situation, the areas of advice and the expertise required.

Our comprehensive financial planning service (for new clients) starts from \$11,500 plus GST for a 12-month engagement. First year fees typically range between \$11,500 plus GST to \$23,000 plus GST, but can be higher depending on the client's particular situation and level of complexity. Your Terms of Engagement (ToE) will confirm your individually calculated fee. This fee covers all interactions, advice, strategy, meetings, documentation, and implementation during the 12-month service period.

For clients who have completed our 12-month service engagement, ongoing advice (for suitable clients) is available and starts from \$6,000 plus GST for a 12-month service engagement. Fees are recalculated and renewed every 12 months.

Fees may also be recalculated during a service engagement if the scope of the work changes significantly. The method and the specific amount you will pay for Dalton Financial Partners advice will be explained in your Terms of Engagement (ToE), Statement of Advice (SoA) documents and ongoing service agreements.

All fees are payable to the Licensee. Joshua Dalton owns the shares on issue in the Licensee and shares in the profits that the Licensee makes.

General Advice

We may charge you a fee for any general advice we provide. That fee may be either fixed or based on the number of hours it takes us to prepare and provide you with general advice. Details of the fee will be agreed with you in writing. You may request information about these fees within a reasonable time after receiving this FSG but before you are provided with any general advice.

Insurance Commissions

In regard to life & disability insurance strategies, our preference is to charge you a combination of a fixed fee (included in your comprehensive service fee) and product commissions to cover the cost of this advice and implementation. However, clients can elect to have commissions removed and pay a higher fixed fee.

Initial commissions can be up to 66% of the first year's insurance premium and up to 22% of the annual premium from the second year onwards.

For example, for an insurance product with an annual premium of \$2,000, where the issuer pays us an upfront commission of 60%, we will receive \$1,200. The issuer will pay us 22% of the annual premium as an ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,000 equates to \$440 per year.

This helps pay us for the work in devising, implementing, and monitoring insurance strategies. If we receive commissions, we may reduce your advice fees. If commission payments are applicable, they will be noted in your 'Terms of Engagement' and fully disclosed in your Statement of Advice.

We look to present fees that we believe are fair and represent value. Our aim is to put our client in a better financial position over the long term 'net of fees' paid.

Who is our Licensee?



Do we have any relationships or associations with financial product issuers?

Associations

Both Dalton Financial Partners and Dalton Financial Services Pty Ltd are privately owned and are not part of any company that issues financial products. There are no ownership ties or other relationships with any issuer of financial products that might unduly influence which financial products we are authorised by Dalton Financial Services to recommend.

To provide financial advice, requires the adviser to either hold an Australian Financial Services License (AFSL) or be authorised to provide advice by an AFSL holder. We have chosen to be licensed by Dalton Financial Services Pty Ltd. **Dalton Financial Services is 100% privately owned and holds its own AFSL.**

Dalton Financial Services is responsible for ensuring our advice meets the various legal and regulatory requirements and provides us with Professional Indemnity insurance and dispute resolution systems.

We pay a monthly fee for Dalton Financial Services support systems and insurance.

Who does the Licensee act for?

As authorised representatives, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

Conflicts of Interest

Sarah may recommend investments in shares she holds or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

Josh is a director of Dalton Cook Pty Ltd trading as Dalton Finance. A related entity of Josh and another licensee representative, Paul Bugno, own shares in Dalton Finance. Where you use the services of Dalton Finance, Josh and Paul will derive a benefit as shareholders of Dalton Finance.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register available upon request.

How can you provide us instructions?

You can give us instructions by phone, email or any other means that we agree with you from time to time. Please refer to our engagement letter for more information on this.

What information should you provide to receive personalised advice?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information so that we can offer you the most appropriate advice possible.

You have the right not to tell us if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

We are also legally required to verify your identity, so we will ask to see your passport, driver's licence or other identity documents. You should read the warnings contained in the SoA carefully before making any decision relating to financial products.

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

We will retain copies of your identity documents and maintain a record of your personal profile, including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, including the initial SoA, and any subsequent Statements of Additional Advice (SoAA) and Record of Advice provided to clients receiving our ongoing service. Copies of these can be requested either verbally or in writing.

If you wish to examine your file, please ask us. We will make arrangements for you to do so.

Adviser remuneration

Sarah Macek is paid a base salary and does not receive commissions from product issuers. However, Josh Dalton owns shares in the Licensee and Dalton Financial Partners Pty Ltd, and one of his related entities holds shares in Dalton Finance.

Making a Complaint

We always endeavour to provide you with the best advice and service.

If you are unsatisfied with our services, we encourage you to contact the Licensee. Please call the Licensee or write your complaint to the Licensee's office. The Licensee will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or the Licensee does not respond to you within 30 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (AFCA) at the following address:

GPO Box 3

Melbourne VIC 3001

Ph: 1800 931 678

Fax: 03 9613 6399

Website: www.afca.org.au

Email: info@afca.org.au

You may only contact AFCA once you have followed the above procedure.

Your Privacy

We are committed to protecting your privacy.

Our privacy policy sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to correct it, and how to complain when you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website at daltonfp.com.au

FINANCIAL ADVICE ASSOCIATION AUSTRALIA COMPLAINTS PROCESS

As a member of the Financial Advice Association Australia is bound by the FAAA's Code of Professional Practice. In addition to the complaints handling procedures set out previously in this FSG you may also lodge a complaint with the FAAA by contacting them at Professional.standards@faaa.asn.au or 1300 337 301.

Compensation Arrangements

The Licensee holds professional indemnity insurance with respect to the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act. The professional indemnity insurance covers all the financial services we are authorised to provide you.

Contact us

If you have any queries about our financial services, please do not hesitate to contact us:

Licensee's contact details:

Dalton Financial Services Pty Ltd
Shop 1/86 Brighton Road
SANDGATE QLD 4017
Phone: 07 3269 5307
Email: admin@daltonfp.com.au

Bugno Pty Ltd's details:

3A 5-7 Birtwill Street,
COOLUM BEACH QLD 4573
Phone: 07 5371 0262
Email: coolum@daltonfp.com.au