

## 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. 1261912  
of  
Dalton Financial Services Pty Ltd  
Australian Financial Services  
License No. 530255

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Paul Bugno Authorised Representative  
No. 467465

February 6th 2024

# 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 to you.

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; and
- we have referral arrangements in place with a general insurance broker; and
- we recommend our own Separately Managed Accounts

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) which provides details about 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 the deduction of advice fees from your account each year.



## Adviser Profile



Paul has more than 13 years' experience in the industry. In that time, he has been providing advice to clients for over 12 years. Being degree qualified with a Bachelor of Business: Accounting Major, he has completed his Advanced Diploma in Financial Planning and is looking to further broaden his educational standards.

Paul joined Dalton Financial Partners in 2014 as a self-employed partner after a successful career as a bank financial planner. Working as a well-rounded adviser, Paul can help you with all aspects of planning for your future.

### About

## Paul Bugno

Financial Planner

Authorised Representative No.  
467465 of Dalton Financial  
Services Pty Ltd AFSL No. 530255

### Education, Qualifications and Memberships

- ▶ Advanced Diploma of Financial Planning
- ▶ Bachelor of Business: Business Accounting Major (Charles Sturt University)
- ▶ Tax (financial) Adviser
- ▶ Member of the Financial Advice Association of Australia

## Client testimonials



**Kim Whitmell**

We have found Paul to be very informative and approachable as well as very knowledgeable regarding the financial investment industry. We feel very confident with his advice and would recommend him without hesitation.



**Allan Fergusson**

Paul has given clear and concise advice, explained in everyday language. Easy to talk too, always willing to listen and offer practical advice and suggestions.



**Daryl Irvine**

The whole team at Dalton Financial have been amazing! From the initial meeting to get to know each other, through to the follow up presentation of a detailed plan to meet our goals and then enacting each of those items; we have always felt very comfortable and at ease.



## The Dalton Difference

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### Financial and life planning

Helping you clarify and achieve your 'specific goals' and 'lifestyle aspirations' is the focus of our financial plans and strategies.

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### Comprehensive approach

We consider all aspects of your financial life and cover a wide range of advice services.

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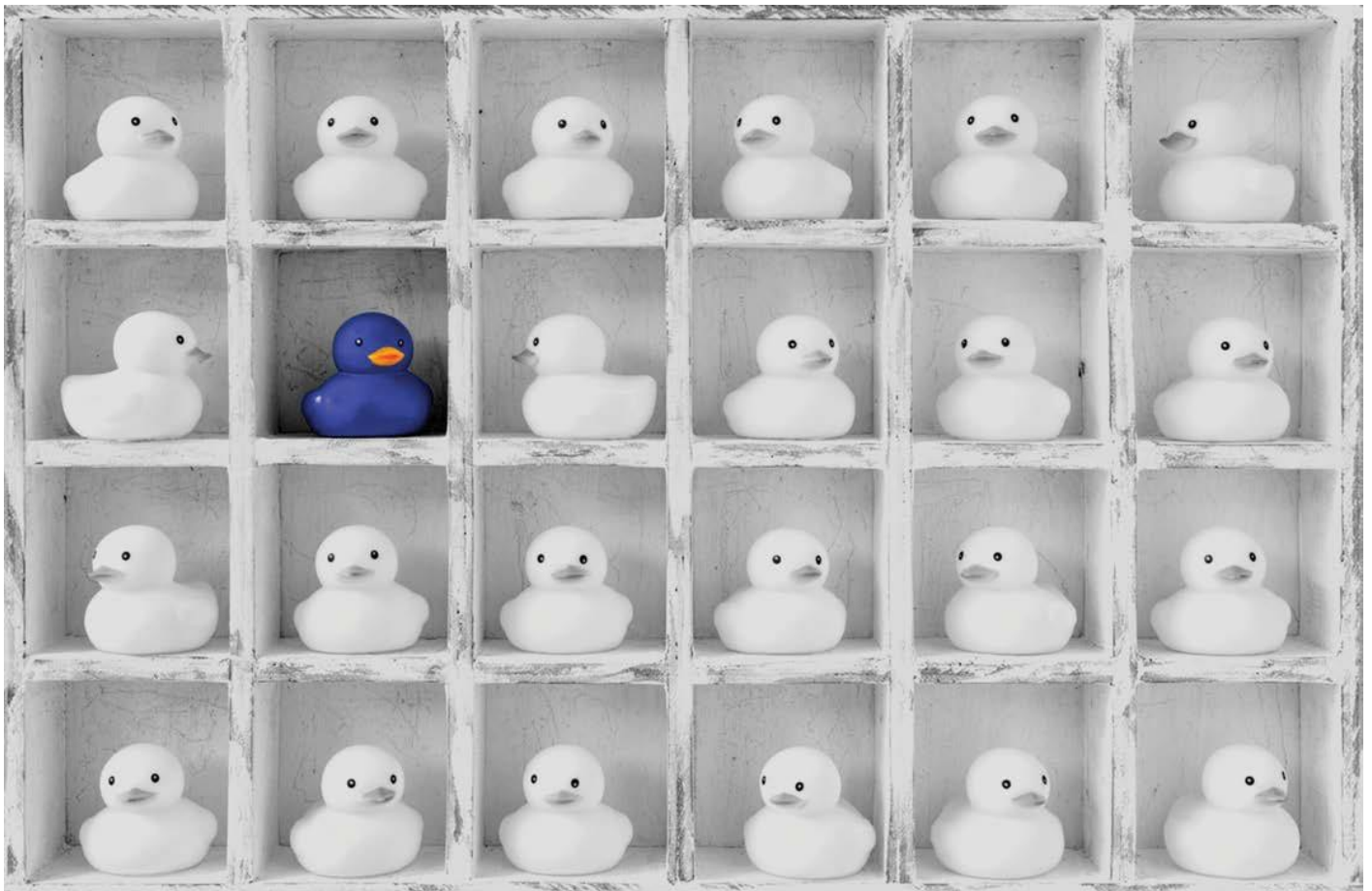
### Individually tailored advice

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

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### 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 great detail. This includes clarifying your goals and lifestyle aspirations that will require money, planning and advice to achieve.

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;

All fees are payable to the Licensee. Joshua Dalton is an owner of the shares on issue in the Licensee and shares in the profits that the Licensee makes.

- ▶ 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 take into account your objectives, financial situation or needs.

## How do I pay Dalton Financial Partners for Advice?

Our comprehensive financial planning service (for new clients) starts from \$12,000 plus GST for a 12-month engagement. First year fees typically range between \$12,000 plus GST to \$24,000 plus GST, but can be higher depending on the client’s particular situation and level of complexity. Your individually calculated fee will be confirmed in your Terms of Engagement (ToE). 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.

Lower cost services are also available for clients with less complex needs or who may only require short term advice. These services start from \$7,700 + GST for the initial service engagement and from \$5,280 + GST for ongoing advice.

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.

### General Advice

We may charge you a fee for any general advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with the 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 \$3,000, where the issuer pays us an upfront commission of 66%, we will receive \$1,980. The issuer will pay us 22% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$3,000, this equates to \$660 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 which issues financial products. There are no ownership ties or other relationships with any issuer of financial products which 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 Licence (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 the advice we provide meets the various legal and regulatory requirements, and provides us with Professional Indemnity insurance and dispute resolution systems.

For Dalton Financial Services support systems and insurances, we pay a monthly fee.

### 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

Paul may recommend investments in shares that he 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 representative of the licensee, 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 educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

### Referrals

We may receive a referral fee for referring you to general insurance brokers. The fee we receive is equivalent to 30% of the first-year commissions that the broker receives for any insurance policies you take out with them. All referral benefits received will be disclosed to you at the time of making the referral.

## 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 we will 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

Paul Bugno 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 endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact the Licensee. Please call the Licensee or put your complaint in writing 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](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto: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.

We have a privacy policy which 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 have it corrected and how to complain where 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](http://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](mailto:Professional.standards@faaa.asn.au) or **1300 337 301**.

## Compensation Arrangements

The Licensee holds professional indemnity insurance in 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 of the financial services we are authorised to provide to 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](mailto: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](mailto:coolum@daltonfp.com.au)