



# CENTRA WEALTH GROUP

THE CENTRE OF YOUR FINANCIAL WELLBEING

## Financial Services Guide

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

Tel: (08) 8231 4709

Email: [info@centrawealth.com.au](mailto:info@centrawealth.com.au)

Address: Level 12 | 431 King William Street  
ADELAIDE SA 5000

Effective from 1 October 2021

## ***Important Information about our Licensee***

### **Financial Services Guide**

This Financial Services Guide (FSG) is issued by Centra Wealth Pty Ltd ABN 39 158 802 450, Australian Financial Services Licence (AFSL) Number 422704. This FSG is designed to clarify who we are and what we do, and help you decide whether to use our services.

To make things simple, this guide explains:

- the services and types of products we're able to offer you
- how we and our associates are paid and any other benefits we may receive
- any potential conflicts of interest we may have
- how we protect your privacy and handle your personal information
- how we resolve disputes, and what you should do if you have one.

Our Privacy Statement is worthwhile reading as it gives you further clarity on how we handle your personal information.

### **Statement of Advice (SoA)**

In addition to this FSG, if we provide you with personal financial advice we will also present you with a written Statement of Advice (SoA). This will describe:

- advice and strategies we recommend and the reasons why;
- the financial products and services we recommend and the reasons why;
- any fees or commissions we will receive; and
- any associations we have with entities that may influence the advice we provide.

After that, any time you receive further financial advice from us, we will either provide you with another SOA or give you (or keep our own) written Record of Advice (ROA). You can request a copy of this by contacting us any time up to seven years from the date of the advice provided.

### **Product Disclosure Statement (PDS)**

To help you make an informed decision about a financial product you generally will be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances it is not a requirement that you be given a PDS (including, for example, where you already have one).

### **Prospectus**

A Prospectus may be issued instead of a PDS for some financial products – for example, shares and debentures including new share offerings.

### **Investment Fact Sheets**

You may be provided with a Fact Sheet or Research Report which provides a summary of a particular investment.

### **Investment Research Reports**

You may also be provided with an investment research report that provides external research analysis and/or investment recommendation on a particular investment.

### **Not Independent**

Centra Wealth Pty Ltd is privately owned and holds an Australian Financial Services Licence directly with ASIC. When providing advice to you, our commitment is to act in your best interest and our advisers are bound by a Code of Ethics Standards. As a result, our advisers can recommend suitable financial products from a widely approved product list.

Under S923A of the Corporations Act, we are however not able to refer to ourselves as 'independent', 'impartial' or 'unbiased' as we may receive commissions from insurance product providers. These commissions may be used to reduce the cost of our advice to you. We do not receive commissions or other payments from any other types of products.

## About Us

Centra Financial Pty Ltd ABN 57 638 476 954 is a privately-owned company and a Corporate Authorised Representative #1279906 of Centra Wealth Pty Ltd ABN 39 158 802 450 AFSL 422704.

It trades under the business names of Centra Wealth Group, Centra Private Wealth, Centra Asset Management and Centra Wealth Academy.

We are authorised by our Financial Services Licensee to provide retail and wholesale clients with a diverse range of financial services covering Financial Planning, Superannuation, Personal Insurance, Investment Advice and Financial Education.

Our goal is to empower you with control and transparency over your financial wellbeing, while being there for you every step of the way to keep you on track toward achieving your goals. We help you to make more informed financial decisions so that, together, we create, grow and protect your wealth.

Our passion is to take away the financial stress and confusion that so many people feel when it comes to their financial situation and reaching their goals. We work closely with you to help you understand what you need and want, and then find ways of making it happen for you. The products and some services we offer are delivered through intermediary arrangements with strategically selected Product and/or Service Providers.

Our business provides a multitude of distinct services through the following trading names:

**Centra Private Wealth** is a business name through which we provide Personal Financial Advisory services including financial planning strategies as well as personal insurance services.

**Centra Asset Management** provides only General Advice and Investment Management services to retail and professional clients. It delivers ongoing investment management, portfolio consultancy and construction services and also managed portfolio services.

**Centra Wealth Academy** is our education business and provides only General Information as well as a range of educational products and services to support investors and traders.

**IMPORTANT NOTE:** *Centra Wealth Group does NOT hold any investments in trust for, or in custody of its clients. Your investments are always held in your name, directly or beneficially, in a separate account with your product provider.*

If you still have any questions after reading this FSG, please contact us. Before making any investment decision you should consider the suitability of any general advice given to you in the context of how it applies to your circumstances.

## Why choose Centra Wealth Group?

Our clients value that:

- We hold our own Financial Services Licence direct with ASIC. This ensures that we are directly responsible for the quality of advice and service we provide.
- We give you advice and access to products and services that other planners can't or won't provide – this includes advice and assistance with direct property investment if that is of interest to you.
- We are privately-owned. This avoids undue influence by a financial institution or product provider to recommend a particular product or service.
- Your best interest is our top priority. We will not recommend or advise you to do or invest in anything that we would not do ourselves.
- We charge on a "fee-for-service" basis. Our fees are transparent and provide value for money. Where we receive insurance commissions, these may be used to offset the cost of our ongoing service to you.
- Our advice and service is completely transparent. We disclose everything to you so you can make an informed decision and are fully aware of the reasons for our advice, and also how you are invested and/or insured.
- Our Advisors are experienced, qualified and passionate about providing you with advice that they would implement themselves.
- And because we know you live in the real world, we present our advice and talk to you in plain English - with outstanding levels of service!

This is what we call the "Centra Experience".

## How we provide Advice

Any advice that is provided to you through **Centra Asset Management** or **Centra Wealth Academy** is **General Advice or Information only**. This means we have not considered your personal circumstances in providing this advice.

Advice that is provided to you by an Adviser of **Centra Private Wealth** is to be considered **General Advice**, unless you are provided with a written Statement of Advice (SoA) - in which case you can be sure that we have formulated our advice after considering your personal requirements and financial wants. It will then be considered **Personal Advice**.

## The Advice, Services and Products that we provide

Centra Wealth Group provides both General and Personal Advice, depending on your requirements.

### What is General Advice?

General Advice is a statement or opinion about a financial product and is based on the investment itself. It is provided without any expressed or implied recommendation that the advice is appropriate for you and without having considered your personal requirements or financial needs.

**Centra Asset Management** and/or **Centra Wealth Academy** are only authorised to provide General Advice.

### What is Personal Advice?

Personal advice differs from General Advice as it is advice provided to you that DOES take into account your personal financial circumstances, objectives and needs.

Only **Centra Private Wealth** is authorised to deliver Personal Advisory Services

### Approved Product List

Our Licensee has developed and made available to us a broad list of financial products and product and service providers that are available to us to advise you on. A list of these is contained in an Approved Product List (APL), which contains investment and insurance products and platforms that have been researched by a number of external research houses, as well as our Licensee's own in-house research, before being approved for use by our clients.



**Centra Asset Management** is authorised by our Licensee to provide **only General Advice and Information** as well as to assist retail and wholesale investors to acquire the following financial products and services:

- 1) Investments in Domestic and International shares
- 2) Derivatives including Options, Warrants and Contracts for Difference (CFDs)
- 3) Fixed interest securities, including fixed deposits and bonds
- 4) Managed funds
- 5) Initial Public Offerings and other capital raisings
- 6) Personal Insurance
- 7) Non-discretionary Portfolio Management Services
- 8) Managed Investment Schemes including Investor Directed Portfolio Services
- 9) Corporate Finance and advisory



**Centra Wealth Academy** has been authorised by our Licensee to provide **only General Financial Education and Information** to retail and wholesale investors for:

- 1) Domestic and international shares
- 2) Derivatives including Options, Warrants and Contracts for Difference and Margin FX
- 3) Fixed interest securities, including fixed deposits, Bonds and Debentures
- 4) Managed funds
- 5) Initial Public Offerings and other capital raisings
- 6) Superannuation
- 7) Life products including life insurance, Income protection insurance and TPD insurance



**Centra Private Wealth** is authorised by our Licensee to provide **General or Personal Advice** and to assist retail and wholesale investors to acquire the following financial products:

- 1) Investments in Domestic and International shares
- 2) Fixed interest securities, including fixed deposits and bonds
- 3) Managed funds
- 4) Superannuation strategies and retirement planning
- 5) Personal Insurance
- 6) Budgeting and cash flow management
- 7) Debt Management (including borrowing for investment purposes)
- 8) Annuities
- 9) Initial Public Offerings and other capital raisings
- 10) Non-discretionary Portfolio Management Services
- 11) Superannuation
- 12) Managed Investment Schemes including Investor Directed Portfolio Services

*Note – Personal Advice will only be provided to you through a Statement of Advice document following us having a detailed discussion of your goals and objectives and then conducting a detailed analysis of your personal financial situation in order to prepare recommendations. Unless you have received a Statement of Advice from us, you are not to consider any of our advice to be personal.*

## Becoming a Client of Centra Wealth Group

### General Advice

If you are engaging our general advisory services for the first time, you will be asked to complete a “*Client Profile Form*” that will collect personal information about you and your requirements. We will also provide you with a “*Terms of Engagement Letter*” outlining the services you will be provided and the cost thereof, in addition to product or service provider documents. We may also provide you with a “*General Advice Statement*” if required.

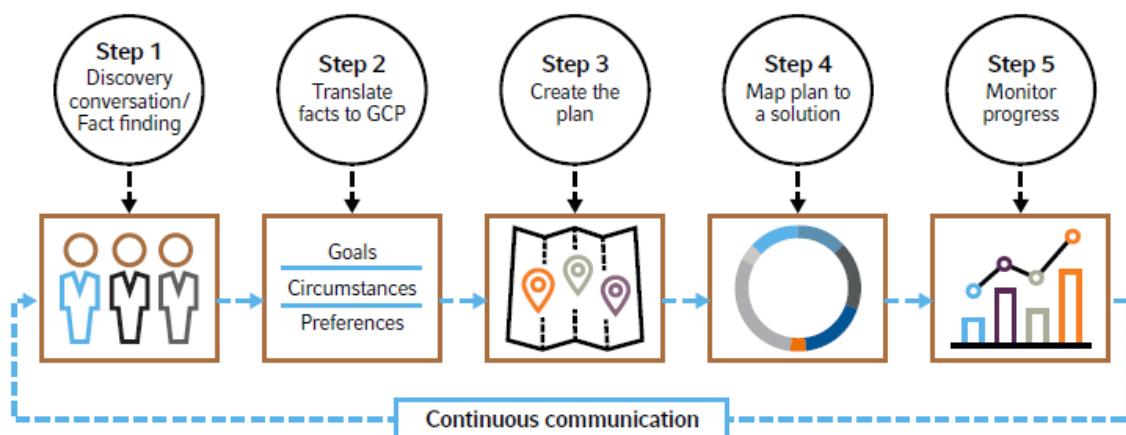
### Personal Advice

If you are engaging our financial planning services for the first time, you will be asked to complete a “*Fact Find Questionnaire*” that will collect personal information about you and also identify your wants and objectives. You will also be provided with a “*Terms of Engagement Letter*” outlining the services you will be provided and the cost thereof prior to us preparing a “*Statement of Advice (SoA)*” for you.

Should we provide advice recommending that you consider acquiring a financial product (other than listed shares) we may also provide to you a PDS or other relevant Disclosure Documents from our PSP.

### Our Financial Planning Process (for Personal Advice)

We start by taking the time to find out what is important to you. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.



#### **Step 1 – Discovery: Identifying where you want to be**

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs. We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

#### **Step 2 – Your Goals, Circumstances and Preferences**

Good personal advice starts with knowing where you want to go and identifying the opportunities and balancing the risks. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

#### **Step 3 – Creating your Plan**

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be. Our advice will be prepared and contained within a “*Statement of Advice (SoA)*” document that will provide you with the information you need to make an informed decision.

#### **Step 4 - Bringing your plan to life**

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

### **Step 5 – Monitoring Progress: Helping you stay on track and adapting to your changing wants**

Time goes on and your circumstances and wants change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice. We design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Once your initial advice is implemented, it's important to maintain an ongoing relationship with us to keep you on track to achieve your goals. We are there with you every step of the way and it makes all the difference to you reaching your goals. This is the real value of our Ongoing Advisory Service.

### **Tax Implications of our advice**

Under the Tax Agent Services Act 2009, Centra Financial Pty Ltd, trading as Centra Private Wealth is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

### **What we expect from you?**

We expect you to provide us with accurate information so that we can provide you with advice and a financial strategy that is in your best interests. We are required by Law to collect and verify your personal information and identity, and we therefore will require you to provide us with appropriate identification.

It is our expectation that you will use our advice to enable you to make informed financial decisions – and that as your circumstances change, you will inform us, so that we can review the impact of these changes on your financial strategy.

### **Communications & Instructions**

We will accept your instructions in person, by telephone or e-mail. You must however check and confirm with us that all instructions sent by e-mail have in fact been received by us. We will accept instruction from third parties only if you have previously given us a written authority allowing the person to act on your behalf and provided that the law allows us to accept instructions from that person. Whenever a transaction is executed on your account, a confirmation or statement will be sent to you. The PSP may also deliver confirmations electronically if authorised by you in accordance with the PSP procedures. You must review any confirmation or statement our PSP sends to you immediately upon receipt to ensure accuracy and report any discrepancies to us promptly.

### **Transaction-only Services**

We can conduct transactions on financial products for you, even if you do not require advice from us. In these cases, we can take your instructions and arrange for the transaction to be completed without providing you with personal advice. This will be done on an “execution-only” basis, and can be with or without General Advice.

We will require you to confirm your instructions in writing and to sign an acknowledgement that you are engaging our services without personal advice, and that you understand the implications of the transaction.

### **Client rights and responsibilities when being provided with General Advice**

All of Centra Wealth's published research, model portfolios, and newsletter services are to be considered General Financial Product Advice only. It will not constitute specific advice to any particular person, and therefore cannot be considered as Personal Advice. Accordingly, in the event of receiving general advice, you should first consider the suitability of this general advice to your individual situation before any investment decisions are made based on such general advice.

Should you hold an account with any of our Product and Service Providers (PSPs), you have the right to give instructions as to the way their account is conducted, so long as those instructions comply with regulatory requirements and that we are prepared to accept the instructions. We have an obligation to advise about any interest that Centra Wealth Group may have in a security that may reasonably be expected to influence our recommendations.

Please note however that the mere existence of a client account or the acquisition of a financial product using our General Advisory services does not mean that we are responsible for monitoring a portfolio, unless there is an ongoing agreement to do so.

General Advisory clients are responsible at all times for monitoring their own portfolios and contacting us with queries relating to their investments.

### ***Centra Wealth Group's Sophisticated Investor (SI) Program***

ASIC requires that anyone buying securities and other financial products must, under the Corporations Act 2001, be provided with a regulated disclosure document such as a Prospectus or Product Disclosure Statement (PDS). However, the Act has some exemptions from these requirements.

One of those exemptions is the offering of financial products to a person (either a natural person or a legal person) who is the subject of a current certificate from a qualified accountant certifying they have:

- Gross income of \$250,000 or more per annum in each of the previous two years; or
- Net assets of at least \$2.5 million.

Centra Wealth Group may therefore promote specific placements, capital raisings or other investment opportunities ("excluded offers") to Sophisticated (or Wholesale) Clients only.

If you believe you are eligible to enrol in Centra Wealth Group's Sophisticated Investor Program, then please contact your Adviser for more information.

### ***How we are paid for the services we provide***

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on any of the following:

- A set dollar amount; or
- A percentage based fee
- Insurance commissions paid to us by an Insurance provider or
- A combination of the above.

Our agreed advice and service fees may include charges for:

- Initial advice;
- Ongoing advisory and/or investment management services

The fees we charge may be offset by Insurance commissions paid to us by an Insurance provider.

Our **initial meeting** with you is usually an **obligation-free service, at no cost to you**. It is intended to help us determine your requirements and determine if and how we can assist you. It also will allow you to understand our capabilities and the suite of products and services we offer, as well as answer your questions so that you can decide whether one or more of these products or services are suitable for you.

After the first meeting, your adviser may provide you with a written proposal that will detail our services and the fees that will be charged based on your requirements. Due to the varying nature of your individual requirements, our fee will be disclosed on an individual basis in writing, serving as an estimate based on the information you have provided us. It may change depending on the complexity of the work involved or as the nature of the requirements change. Your consent will be required for any change in fee estimates.

Generally, our remuneration is in the form of "Fee for Service". This may be any of the following:

- Fees that are charged at a fixed rate for services provided, or
- A transaction fee that we charge you when we advise on, or buy or sell financial products on your behalf,
- A combination of these.

While some of our fees may be tax deductible to you, we recommend you seek independent taxation advice to confirm this.

We provide the following payment terms:

- Direct Deposit
- Credit Card
- Cheque
- Deduction from your investment/super platform

**NOTE - We are not legally allowed to receive cash as payment for any services – and all our fees are collected by our Licensee and distributed to us. Where you receive an invoice, this will ONLY be from our Licensee, Centra Wealth Pty Ltd.**

## INVESTMENT TRANSACTIONS

When you instruct us to buy or sell a financial product, we do this through third party wholesale arrangements with licensed market participants or platforms. We will charge you a transaction fee for the transaction. This transaction fee and any government charges (including GST) may be added to the purchase price of an order we transact on your behalf, or deducted from the proceeds of a sale.

Our transaction rates will depend on the type and level of service you require, the size of the transaction and the frequency of these transactions. In most cases, the transaction fee is calculated either as a percentage of the total consideration of the transaction, or as a flat fee depending on the agreement established between your Adviser and you.

A minimum charge may apply to transactions. Please also note that rates may be negotiated between you and your Adviser and that fees below may be subject to change.

**Fees are always paid to us through our Product and Service Providers through our Licensee.**

Type of Transaction	Transaction Rates & Fees (Inclusive of GST)
Direct Equities Incl ETFs, LICs, LITs Exchange Traded Options Instalment Warrants	Up to 1.1% of the trade value.
Term Deposits Debentures Corporate Bonds	Up to 1.1% of the trade value, subject to a minimum of up to \$110 per transaction

We may charge fees above, or in addition to, those disclosed in this FSG where we have disclosed such fees to you in writing prior to providing the relevant service.

Where we are required to provide you with a SoA in connection with personal advice, that document will provide details of the fees payable.

### **Other Miscellaneous Fees and Charges**

Centra Wealth may at its discretion charge miscellaneous administration fees in association with managing and administering your account and these are subject to discussion between you and your adviser.

Other types of fees that are likely to be incurred are set out in the table below:

	<b>Fee (incl GST)</b>
New Account Opening Administration Fee:	Up to \$385.00
One-Off Share Trades / Estate Share Sales	\$110 min / Up to 1.1% + Broker Transaction Fees
Custody Fee - for inactive accounts	From \$110 per year
Fail Fees on trades not settled on time	From \$110 per day
Late Payment / Dishonour Fees	\$55 minimum plus interest of 1% per day of outstanding amount
Off Market Transfers	From \$77 per holding
Payments by Debit/ Credit Card / Paypal	Up to 3.3% surcharge
Payments by Cheque	Up to 1.1% surcharge

## GENERAL INVESTMENT ADVICE & CONSULTANCY SERVICES



This is an Advisory service for self-directed investors who wish to have access to general advice from a professional investment manager about their portfolio, but who would like to retain control and responsibility to manage their own portfolios.

### Ad-Hoc Investment Portfolio Consultation

<b>Ad-Hoc Investment Portfolio Consultation</b>	Up to \$385 per hour
---	----------------------

*Incidental fees for other administrative services may be paid to others and where they apply we will disclose and agree them with you before hand.*

### Ongoing Investment Portfolio Consultancy Service

This service provides ongoing general advice consultancy services over your investment portfolio or financial strategy. It provides the benefit of having ongoing and instant access to a Professional Investment Manager and our Model Investment Portfolios – however you remain responsible for the implementation and monitoring of your investment strategy and portfolio.

<b>Ongoing Investment Portfolio Consultancy Service</b>	From \$99 per month
---	---------------------

## GENERAL ADVISORY PORTFOLIO MANAGEMENT SERVICES



These are Investment Management and Advisory services over Superannuation and non-Superannuation portfolios for investors who would like their portfolios managed by a professional investment manager.

### General Advisory & Portfolio Management Service

Our General Advisory & Portfolio Management Service provides ongoing investment management and general advice on your investment portfolio. Your portfolio is held in your name through one or more of our Product & Service Providers - and we manage it in consultation and under instruction from you.

<b>General Advisory and Portfolio Management Service</b>	Minimum of \$99 per month, capped at 1.65% of Funds under Management  Transaction Fees of up to 1.1% of trade value.  *Minimum investment of \$100,000
--	--

## Managed Model Portfolio Service

Our Managed Portfolio Service provides an active investment management service to replicate our Model Investment Portfolios that use our proprietary investment methodology which has targeted return objectives and strict risk management rules and uses market timing techniques.

The portfolio you subscribe to is held in your name through one or more of our Product & Service Providers and when trades are triggered, you will be required to authorise them by way of SMS or email.

<b>Managed Model Portfolio Service</b>	Admin Fee: \$99 per month
*Minimum investment of \$200,000	Management Fee: From \$2,200 per year, capped at 1.65% of FUM
	Transaction Fees: Up to 0.55% of trade value.

## GENERAL ADVICE - EDUCATION SERVICES



These are financial market education and support services provided on a General Advice and/or Information basis only. Preferential rates to the below are offered to Centra Wealth Group Ongoing Service clients.

Product / Service	Cost (Incl. of GST)	Ad Hoc Cost (Incl. GST)
<b>Education Programs</b> - Workshops or Individual (one-on-one)		From \$2,200
<b>Specialist Topics</b> - Workshops or Individual (one-on-one)		From \$395
<b>Trading &amp; Investment Newsletters</b>	From \$99 per month	
<b>Personal Coaching / Mentoring</b>	From \$550 per month	Up to \$385 per hour

## PERSONAL ADVICE - FINANCIAL PLANNING SERVICES



These are comprehensive Financial Planning services that are provided on a Personal Advice basis. We can prepare and help you implement a Financial Plan and also provide Ongoing Advice and Portfolio Management Services to keep you on track to achieve your goals as your life and wants change.

### Initial Advice Fees

<b>First Meeting / Needs Analysis</b>	At our cost
<b>Financial Strategy Development, Research &amp; Preparation of Advice (SoA)</b>	From \$2,200*
<b>Strategy Implementation</b>	Based on administrative time spent implementing the strategies and products we recommend*
<small>* Commensurate with the level of complexity of your financial situation. A fixed quote will be provided following the fact finding interview.</small>	

## Ongoing Advisory & Management Services (OAS)

Our Ongoing Advisory & Management Services are designed to keep you on track to achieve the goals in your financial plan and provide you with ongoing access to your Adviser.

The amount we charge will vary depending on the complexity of your financial situation, the amount of time required to oversee and administer your investment or superannuation portfolio and any additional advisory services you require.

By subscribing to an OAS program, you will receive specific services and benefits from Centra Private Wealth and your Adviser on an ongoing basis. These will be outlined to you in our Ongoing Service Agreement, and depending on the service level you choose, will include:

- Ongoing advice from your advisor and management of your financial strategy,
- A Financial Strategy and portfolio/insurance progress review (in person or by video call),
- Access to your adviser and our staff to assist with queries during office hours,
- Liaising with your accountant, mortgage broker and solicitor as and when required,
- Preferential (discounted) rates for other Centra Wealth services including the Centra Wealth Academy which offers educational courses and newsletters.

Your subscription to an Ongoing Advisory & Management service will be required to be renewed annually with us.

Service Level	Subscription Fee (Inclusive of GST)
<b><u>Essential Services</u></b> Wealth Essentials	Fixed Fee of \$99 per month
<b><u>Standard Services</u></b> Wealth Builder Wealth Manager	Fixed Fee of \$99 per month PLUS Up to 1.1% of Funds under Management  Investment Transaction Fees are platform dependent, and can be up to 1.1% of trade value per trade.
<b><u>Tailored Services</u></b> Wealth Builder Plus Wealth Manager Plus	This is a customised version of the above and offers additional advisory services (such as more frequent review meetings and quarterly reporting) compared to our standard services.  A quote will be provided on consultation of your requirements.
<b><u>Insurance-only</u></b> Wealth Protector	From \$99 per month.
<b><u>Consultancy</u></b> Wealth Assist	Charged on an hourly rate of \$385 per hour.

*Note: All costs include GST. Fees may be paid through your investment/super platform or directly by EFT or credit card, or a combination of the above. A fixed quote will be provided following the fact finding interview and disclosed in your SoA. Our fees may be tax deductible, please refer to your accountant.*

NOTE:

- **Annual Fee Disclosure Statements (FDS)**  
In the interests of complete transparency of the fees we charge you, you will be provided with an Annual Fee Disclosure Statement (FDS) on the anniversary of your Ongoing Advisory Service (OAS) start date. This document will outline the fees you have paid us in the preceding 12 months - and the services that you were entitled to during that period. We will also provide you with an estimate of the fees you are expected to incur and the services you are entitled to for the following 12 months.
- **Annual Renewal of Ongoing Advisory Service**  
You will be asked to confirm the renewal our Ongoing Service Agreement with us every year. You will be notified when this is due in the form of a Renewal Letter that will be issued to you on or within 30 days of the anniversary of your Ongoing Service Agreement start date, and every year thereafter. Should you wish to renew your Ongoing Service Agreement, you need to inform us within 120 days of receipt of the Renewal Letter. Should you wish to terminate your Ongoing Service Agreement with us, you may do so at any time with 30 days written notice.

## **Product Issuer & Wrap Provider Fees**

Most Managed Investments and Exchange Traded Funds have ongoing fees and costs associated with them. We will consider such costs when recommending them and they are outlined fully in the PDS for each investment as well as in our Statement of Advice (where personal advice is provided).

For investments held in an administrative platform, such as a Wrap, administrative and/or transaction fees are payable to the platform provider. This will be detailed in the relevant PDS and our Statement of Advice (where personal advice is provided).

## **Benefits that we may receive from Product Issuers**

Centra Wealth does not accept payments or benefits that are legally classified as “conflicted remuneration” from any product issuers, service providers or third party arrangements.

Where allowed by Law, we may be offered or receive non-monetary benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Centra Wealth maintains a register to document the benefits received with a value greater than \$300. A copy of this register will be made available within 30 days of a reasonable request to do so.

## **Commissions**

We do not receive commissions on investments through superannuation, managed funds or retirement products.

However, some products, such as Personal Insurance policies, may pay us commissions. These will be used to offset the cost of our advice to you. Any commission amounts we receive will be fully disclosed to you when providing our advice.

Note: Insurance Commissions are subject to clawback if the policy is cancelled within a 2 year responsibility period. Where these commissions are clawed back, you may be asked to reimburse us.

The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Personal Insurance (including those held within superannuation)	Up to 66% of Year 1 premium (new policies from 1 Jan 2020)  We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 33% of the insurance premium each following year.	If insurance premium was \$1,000, we are paid an initial commission of up to \$660.  We would receive an ongoing commission of up to \$330.00 pa.

## **Referral Arrangements and Referral Fees**

Centra Wealth has established strategic relationships with other professionals to complement the services we provide. This includes Property Investment Specialists, Mortgage Brokers, Lawyers and Accountants. We may refer our clients to and receive client referrals from these entities. However, we do not accept or pay any referral fees to, or from, anyone.

## **Risks associated with investing**

Although we **do not provide personal financial product advice unless it is in the form of an SoA**, you should be aware that there are inherent risks associated with investing which include:

- **Overall market risk** – the risk of gain or loss by reason of movements in the investment markets generally.
- **International risk** – the vulnerability of investments due to international events or market factors.
- **Sector risk** – risk associated with an industry's specific products or services;
- **Specific asset risk** – risks associated with the specific investment.
- **Research, model portfolios, and newsletter limitations** – the research available through us is the opinion of specialist analysts who utilise Technical Analysis and is time specific and cannot be guaranteed. Before acting on any advice contained in a research document or newsletter, you should assess whether the advice is appropriate in light of your own objectives or financial circumstances.

## **Privacy of Personal Information**

We are required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to verify your identity when you engage our services. Consequently, we will ask you to provide identification documents like passports, driver's licence, trust deeds, or company certificates. Under the Act, we must retain copies of information gathered and pass it to third parties who will implement our advice on your behalf. This information will be held securely in line with our Privacy Policy.

As part of the financial planning process, we will also need to collect additional personal information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

All information that Centra Wealth collects about you will be treated in accordance with our Privacy Policy which can be found online on our website at [www.centrawealth.com.au](http://www.centrawealth.com.au).

### **The purpose of collecting personal information**

We will collect and use personal information about you;

- To provide you with products, services or information that you might request or reasonably expect
- To manage our rights and obligations under applicable laws and regulations
- To conduct research, planning, product development, risk assessment and marketing
- For other purposes required or authorised by law.

### **Disclosure of personal information**

We may only share your personal information with:

- A member or affiliate of Centra Wealth Group, including Centra Money Pty Ltd
- An entity carrying out functions on our behalf
- An other entity that we engage to assist in the provision of services requested by you.

You should note that the personal information we collect about you may be disclosed to third parties only if required or authorised by law.

### **Security of personal information**

We will take reasonable steps to preserve the security of the personal information we collect. All stored personal information is protected from unauthorised access by secure passwords, user login requirements or other security procedures.

### **Your questions about privacy**

If you have any questions about our privacy policies, please contact the Privacy Officer by writing to:

The Privacy Officer - Centra Wealth  
Level 12 | 431 King William Street  
ADELAIDE 5000  
[info@centrawealth.com.au](mailto:info@centrawealth.com.au)

### **Accessing your personal information**

If you wish to access and update the personal information we hold about you, please contact your Adviser or the Privacy Officer at the address above.

## **Things to Consider before engaging our Services**

We will always deliver advice that is in your best interests, and so our fees and staff remuneration structure aim to avoid conflicts of interest.

From the fees you pay us, Advisers can receive salaries, bonuses, a share of revenue and other benefits. The ASX, Fund Managers, Research Providers, Wrap Service providers and others we may work with for your benefit, may occasionally offer training assistance and advisory or technical assistance to your adviser.

Centra Wealth directors and employees may, from time-to-time, have an interest in the securities or derivatives discussed in its Reports or recommendations. Centra Wealth recognises that this may create a conflict of interest and to manage this conflict all employees are subject to strict controls on their trading prior to and after the issue of the any trading or investment recommendations.

## ***Who is responsible for the advice given to me?***

Your Adviser and Centra Financial Pty Ltd act as Authorised Representatives of Centra Wealth Pty Ltd, an Australian Financial Services Licensee (AFSL# 422704), which is ultimately responsible for the financial services and advice you are provided.

Your Adviser will be listed as Financial Adviser on the ASIC Adviser Register. Feel free to verify our Authorised Representative's credentials at [www.moneysmart.gov.au/investing/financial-advice/financial-advisers-register](http://www.moneysmart.gov.au/investing/financial-advice/financial-advisers-register).

## ***Who can I complain to if I have a complaint?***

We want to hear all your comments, whether they are favourable or not, because it is in our interests to promptly address any concerns you may have and to improve the level and quality of service we provide.

CENTRA WEALTH has implemented internal complaint handling procedures consistent with Australian Standard ISO10002, Quality Management - Customer Satisfaction - Guidelines for complaints handling in organisations.

In the unlikely event of a complaint:

1. First, contact your Representative and discuss your concerns and seek a satisfactory resolution.
2. If your concerns are not resolved to your satisfaction, then we ask that you document your complaint in writing and send it to:

Post: The Compliance Manager - Centra Wealth  
Level 12 | 431 King William Street  
ADELAIDE SA 5000

Email: [complaints@centrawealth.com.au](mailto:complaints@centrawealth.com.au)

When dealing with a complaint that you have submitted to us in writing, we will:

- a) Provide a written acknowledgement of our receipt of your complaint in the first instance
  - b) Prepare a response to ensure that all matters raised are thoroughly investigated and responded to appropriately. We aim to do this within 30 days.
3. If you are not satisfied with the outcome of our complaint resolution procedures, you have the right to contact an external dispute resolution body:
    - Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters:  
**Australian Financial Complaints Authority AFCA (Member #30648)**  
GPO Box 3  
MELBOURNE VICTORIA 3001  
Toll Free: 1800 931 678  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)
    - Any issue relating to the privacy of your personal information:  
**The Privacy Commission**  
GPO Box 5218  
SYDNEY NSW 2001  
Toll Free: 1300 363 992  
Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line)

to make a complaint and obtain information about your rights.

### ***Professional Indemnity Insurance***

Our Licensee, Centra Wealth Pty Ltd, is required by Law, as an AFSL Holder, to maintain adequate Professional Indemnity Insurance in place to cover us and our representatives for all the financial services we provide.

The insurance it holds satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

## Your Financial Adviser

### Zac Zacharia – Director | Investments & Finance Solutions



#### Areas of Specialisation:

- ✓ Share Investment
- ✓ Property Investment
- ✓ Portfolio Management
- ✓ Advanced Investing Strategies
- ✓ Financial Planning Strategies
- ✓ Superannuation
- ✓ Small Business Advice
- ✓ Structuring
- ✓ Education & Mentoring

Zac Zacharia is the Founder and Managing Director of Centra Wealth Group and co-author of the investment book, "Property vs Shares".

He has been investing and managing his own portfolio since 1998, and has been educating people to take control of their financial situations since 2002.

Zac has been working in the financial services industry on a professional level since 2008, where he had gained experience and insights working for a national institutionally-owned financial services business.

He now specialises in providing tailored financial strategies and dynamic solutions to retail and sophisticated investors seeking to create, grow, and protect their wealth.

Zac is an accomplished and sought-after presenter and educator with a passion for sharing his financial wisdom with people to help them change their financial destiny for the better.

#### Qualifications:

- Bachelor of Accountancy
- Diploma of Financial Services (Financial Planning)
- Diploma of Financial Services (Mortgage Management)
- ASX Accredited Derivatives Adviser (Level 2)
- Technical Analysis E114
- DomaCom Accredited Fractional Property Investment Adviser

#### Authorised Representative Number:

AR#415171

Zac is authorised to provide advice on all of Centra Wealth's licence authorisations.

#### Accreditations & Memberships:

Association of Financial Advisers (AFA)  
Mortgage & Finance Association of Australia (MFAA)  
Fractional Property Investment Consultant (FPIC)

#### Remuneration:

Zac receives the following remuneration from our practice:

- Salary
- Dividends
- Equity in the practice

#### Other Business Activities & Relationships:

In addition to providing the services listed in this guide, Zac has a relationship with Centra Money Pty Ltd, as a Director of the company and also as a Mortgage Broker.

Centra Wealth Pty Ltd and Centra Financial Pty Ltd have no involvement in these activities and are not responsible for any services, advice or products provided by this business.

As a result, Zac may benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you through this entity.