



SecuredWealth

Financial Services Guide

01 December 2024

This Financial Services Guide has been authorised for distribution by Secured Wealth Advice Pty Ltd ABN 30 611 118 159 Australian Financial Services Licence 516518 (AFSL)

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About Secured Wealth Advice

Secured Wealth Advice is a private company owned and operated by two directors Luke Poynter and Samuel Kitchen. Secured Wealth Advice exists to provide Financial Advice.

We have access to a broad range of products and platforms which we recommend based on the needs and interests of our customers.

We have no association or ownership interest in or by the products we recommend.

What is a Financial Services Guide?

This Financial Services Guide (FSG or the Guide) provides you with important information about Secured Wealth Advice Pty Ltd and its Authorised Representatives, who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your financial adviser.

This Guide contains important information about:

- > the representatives who provide your financial services
- > the financial services we offer as Authorised Representatives
- > Secured Wealth Advice as the holder of an AFSL
- > the financial services that Secured Wealth Advice offers
- > the process we follow to provide financial services
- > how we, our associates, and Secured Wealth Advice are paid
- > any arrangements which may influence our advice to you
- > how we and Secured Wealth Advice protect your privacy, and who to contact if you have a complaint or if you are not satisfied with the services provided.

Insurance Advice - Lack of Independence

Please be aware that as most of our clients request for us to provide them with Insurance Advice on a no-fee basis (meaning they can get Insurance cover through Secured Wealth Advice without having to pay a fee to us) we instead charge our fee directly to the Insurer.

Any business who receives remuneration from the Insurers instead of charging a client directly cannot call themselves 'independent'.

When using Insurers to cover our fees we will always disclose this to you ahead of time.



Luke Poynter (Adviser Profile)

Your Financial Adviser: Luke Poynter

Practice details:

Secured Wealth Advice Pty Ltd

Mobile: 0481128456 E: luke@securedwealth.com.au

Phone: 02 8021 5805 Website: www.securedwealth.com.au

This adviser profile contains the following sections:

- About your adviser
- The services I provide
- Fees and charges

ABOUT YOUR ADVISER

In this section, the terms 'I', 'me', 'us', 'we' and 'our' refer to Luke Poynter and Secured Wealth Advice. The term 'Representatives' refers generally to Secured Wealth Advice 's Authorised Representatives.

My Authorised Representative number is 1000565

I have extensive experience in the financial planning industry. Prior to becoming a Financial Adviser in 2015 I was employed with various financial organisations, including BT Financial Group which is the wealth arm of the Westpac Group and Asteron Life where I was involved in the training and educating of Financial Advisers across NSW and Australia.

Prior to those roles I spent seven years working as a claims assessor specifically dealing with claims for Income Protection.

THE SERVICES I PROVIDE

I am authorised by Secured Wealth Advice to provide financial services, including advice or services in the following areas:

- Life Risk Products – Income Protection, Life Insurance, Business Expenses, Trauma Insurance, Total and Permanent Disablement

I am not authorised or declined to be authorised by Secured Wealth Advice to provide advice or services in the following areas*:

- Managed investments, Superannuation and retirement income streams, Listed Securities including direct equities and listed income securities, derivatives, self-managed superannuation funds, margin lending, finance broking and other credit activities.

*Please ask me if you would like a referral for these services.

FEES AND COMMISSIONS

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to Secured Wealth Advice. Secured Wealth Advice will pay up to 100% of those fees and commissions for distribution, as directed by me. As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, we will discuss and agree on any fees charged to you.

Where possible I do not charge our clients a fee for my services, however I do charge the Insurers we work with a commission. The commission we receive will always be disclosed to you in our Statement of Advice (SOA)

There are times when using a commission model may not be available or appropriate and I may need to charge you a fee, importantly I will always advise you of these fees before they start to accrue to let you decide whether to proceed. Advice fees are inclusive of GST and payable by you at the following stages:

1.) **Recommendation and Implementation:** The Insurers will pay a commission between 27% but up to a maximum of 66% of your premium in the first year for our services. If we are unable to use an Insurers commission the actual fee will depend on the complexity of your situation and will be discussed prior to commencing any work.

3.) **Ongoing Advice Service and Reviews:** Most often the costs of our ongoing reviews are covered by the Insurers with 'trail commissions'. Typically, these commissions vary from 10% but are typically no more than 27% of the total you pay in premiums. If we are unable to charge the Insurer the commission we may need to charge you a fee, in this instance I will advise you upfront of any costs before commencing any work.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendations. All fees, commissions are received by Luke Poynter trading as Secured Wealth Advice.

In addition to the above:

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request.



Samuel Kitchen (Adviser Profile)

Your Financial Adviser: Sam Kitchen

Practice details:

Secured Wealth Advice Pty Ltd

Mobile: 0410 723 875 E: sam@securedwealth.com.au

Phone: 02 8021 5805 Website: www.securedwealth.com.au

This adviser profile contains the following sections:

- About your adviser
- The services I provide
- Fees and charges

ABOUT YOUR ADVISER

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Sam Kitchen and Secured Wealth Advice. The term 'Representatives' refers generally to Secured Wealth Advice Authorised Representatives.

My Authorised Representative number is 309021

I have extensive experience in the financial planning industry. I have spent over 22 years as a Financial Adviser offering advice to individual clients as well as small and large business clients. Prior to Secured Wealth Advice, I was a Financial Adviser with PDY Accountants and Advisors and William Buck as a Senior Financial Adviser. I am a Certified Practising Accountant (Financial Planning Specialist). I hold a specialist designation in SMSF advice. I hold a Graduate Diploma of Financial Planning. I also have completed a Bachelor of Commerce and Arts Degrees from the University of Queensland. I am a member of CPA Australia.

SECTION 2 THE SERVICES I PROVIDE

I am authorised by Secured Wealth Advice to provide financial services, including advice or services in the following areas:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Retirement savings account products;
- Securities (e.g. shares); and
- Superannuation products and self-managed superannuation funds.

I am not authorised by Secured Wealth Advice to provide advice or services in the following areas:

- Derivatives
- Margin Loans

*Please ask me if you would like a referral for these services.

FEES AND COMMISSIONS

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to Secured Wealth Advice.

Secured Wealth Advice will pay up to 100% of those fees and commissions for distribution, as directed by me.

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning there are costs to you at various stages of the process. Before making any recommendations we will discuss and agree on any fees charged to you.

TERMS OF ENGAGEMENT

Our fees will be quoted to you in our Terms of Engagement letter which is issued after our first meeting with you, and before you engage our services. Our fees are based on several factors including:

- The complexity of the advice required;
- The scope of work required;
- The number of meetings required through the year; and
- The value our advice will create for you. The fee charged for the provision of our ongoing advice and service includes the preparation of Statement of Advice documents, implementation of our recommendations, reviewing your strategies and investments and making any necessary adjustments throughout the year. Where it becomes apparent that additional work is required, beyond the scope of our Terms of Engagement, we will advise you prior to completing the additional work and advise any additional fees.

We provide an updated Terms of Engagement Letter each year, with fees adjusted annually based on the above criteria.

Our minimum fee is \$5,500 per annum incl GST.

Where I receive an initial commission and/or ongoing commission amount, I may rebate all or part of the implementation and/or placement fee to you.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

WHAT AMOUNTS DO MY EMPLOYER AND OTHER RELATED ENTITIES RECEIVE FOR FINANCIAL SERVICES?

All fees are received by Secured Wealth Advice Pty Ltd, trading as Secured Wealth. **Note:** Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation. All fees and commissions are received by Samuel Kitchen trading as Secured Wealth Advice.

In addition to the above:

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request.



Chris Mallett (Adviser Profile)

Your Financial Adviser: Chris Mallett

Practice details:

Secured Wealth Advice Pty Ltd

Mobile: 0409 076 663 E: chris@securedwealth.com.au

Phone: 02 8021 5805 Website: www.securedwealth.com.au

This adviser profile contains the following sections:

- About your adviser
- The services I provide
- Fees and charges

ABOUT YOUR ADVISER

In this section, the terms 'I', 'me', 'us', 'we' and 'our' refer to Chris Mallett and Secured Wealth Advice. The term 'Representatives' refers generally to Secured Wealth Advice's Authorised Representatives.

My Authorised Representative number is 1000845.

I have extensive experience in the financial planning industry. I have spent over 13 years as a Financial Adviser offering advice to individual clients as well as small and large business clients. Prior to Secured Wealth Advice, I was a Senior Financial Adviser with Bell Partners Wealth Creation and Financial Advisory.

I hold an Advanced Diploma of Financial Planning. I also have completed a Bachelor of Commerce Degree (Majoring in Accountancy) from the University of Wollongong.

THE SERVICES I PROVIDE

I am Authorised by Secured Wealth Advice to provide Financial Services, including Advice or services in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life insurance and investment products
- Interests in managed investment schemes
- Retirement savings account products
- Securities
- Superannuation and self-managed superannuation funds.

I am not authorised by Secured Wealth Advice to provide advice or services in the following areas:

- Derivatives
- Margin Loans

*Please ask me if you would like a referral for these services.

FEES AND COMMISSIONS

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to Secured Wealth Advice.

Secured Wealth Advice will then pay up to 80% of those fees and commissions on to Mallett Advisory Pty Ltd ATF Mallett Family Trust. Christopher Mallett is then paid via personal distributions from the Mallett Family Trust.

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning there are costs to you at various stages of the process. Before making any recommendations I will discuss and agree the fees with you. Advice fees are inclusive of GST and payable by you at the following stages:

TERMS OF ENGAGEMENT

Our fees will be quoted to you in our Terms of Engagement letter which is issued after our first meeting with you, and before you engage our services. Our fees are based on several factors including:

- The complexity of the advice required;

- The scope of work required;
- The number of meetings required through the year; and
- The value our advice will create for you.

The fee charged for the provision of our ongoing advice and service includes the preparation of Statement of Advice documents, implementation of our recommendations, reviewing your strategies and investments and making any necessary adjustments throughout the year. Where it becomes apparent that additional work is required, beyond the scope of our Terms of Engagement, we will advise you prior to completing the additional work and advise any additional fees.

We provide an updated Terms of Engagement Letter each year, with fees adjusted annually based on the above criteria.

Our minimum fee is \$5,500 per annum incl GST.

I may receive initial commission for the insurance products we recommend which may be up to 66% (incl. GST) of the initial annual premium. For example: If the initial premium was \$1,000, we may receive up to \$660.

I may receive ongoing commission for the insurance products we recommend which may be up to 22% (incl. GST) of the ongoing renewal premium. For example: If the renewal premium is \$1,000, we may receive up to \$220.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

In addition to the above:

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

Judd Clark (Adviser Profile)



Your Financial Adviser: Judd Clark

Practice details: Secured Wealth Advice Pty Ltd
M: 0413 447 60 E: judd@securedwealth.com.au
Office: 02 8021 5805 Website: www.securedwealth.com.au

This adviser profile contains the following sections:

- About your adviser
- The services I provide
- Fees and charges

ABOUT YOUR ADVISER

In this section, the terms 'I', 'me', 'us', 'we' and 'our' refer to Judd Clark and Secured Wealth Advice. The term 'Representatives' refers generally to Secured Wealth Advice's Authorised Representatives. My Authorised Representative number is 001280230.

I have six years' experience in the financial planning industry. My past roles have seen me focus primarily on retirement planning, wealth accumulation and insurance advice. Prior to Secured Wealth Advice, I was a Provisional Adviser with Investment & Retirement Solutions.

I hold a Bachelor of Business and Commerce Degree (Majoring in Financial Planning, Finance and Supply Chain Management) from Griffith University.

THE SERVICES I PROVIDE

I am Authorised by Secured Wealth Advice to provide Financial Services, including Advice or services in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life insurance and investment products
- Interests in managed investment schemes
- Retirement savings account products
- Securities
- Superannuation

I am not authorised by Secured Wealth Advice to provide advice or services in the following areas:

- Derivatives
- Margin Loans

*Please ask me if you would like a referral for these services.

FEES AND COMMISSIONS

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to Secured Wealth Advice.

Secured Wealth Advice will then pay up to 70% of those fees and commissions on to me.

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning there are costs to you at various stages of the process. Before making any recommendations I will discuss and agree the fees with you. Advice fees are inclusive of GST and payable by you at the following stages:

TERMS OF ENGAGEMENT

Our fees will be quoted to you in our Terms of Engagement letter which is issued after our first meeting with you, and before you engage our services. Our fees are based on several factors including:

- The complexity of the advice required;
- The scope of work required;
- The number of meetings required through the year; and
- The value our advice will create for you.

The fee charged for the provision of our ongoing advice and service includes the preparation of Statement of Advice documents, implementation of our recommendations, reviewing your strategies and investments and making any necessary adjustments throughout the year. Where it becomes apparent that additional work is required, beyond the scope of our Terms of Engagement, we will advise you prior to completing the additional work and advise any additional fees.

We provide an updated Terms of Engagement Letter each year, with fees adjusted annually based on the above criteria.

Our minimum fee is \$5,500 per annum incl GST.

I may receive initial commission for the insurance products we recommend which may be up to 66% (incl. GST) of the initial annual premium. For example: If the initial premium was \$1,000, we may receive up to \$660.

I may receive ongoing commission for the insurance products we recommend which may be up to 22% (incl. GST) of the ongoing renewal premium. For example: If the renewal premium is \$1,000, we may receive up to \$220.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

In addition to the above:

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

Financial Services Guide

What other information should you consider before deciding whether to proceed with our recommendations?

If you receive personal financial advice this will be documented in a Statement of Advice (SoA), or in specific circumstances a Record of Advice (RoA), that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a product disclosure statement (PDS) or other disclosure document issued by the product provider. Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

Who provides the financial services described in this FSG?

The financial services described in this FSG are provided by us as Authorised Representatives of Secured Wealth Advice.

Who is responsible for those financial services?

As the holder of an AFSL, Secured Wealth Advice is responsible for the financial services we provide to you. Secured Wealth Advice acts on its own behalf when these financial services are provided to you. In relation to the financial services offered in this FSG, Secured Wealth Advice, as the holder of an AFSL, does not act on behalf of any other person or licensee.

The law requires Secured Wealth Advice to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Secured Wealth Advice and/or its Authorised Representatives. Secured Wealth Advice has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

What financial services do we offer?

We are authorised, on behalf of Secured Wealth Advice, to provide financial product advice and to deal in a wide range of products including:

- > deposit products
- > government debentures, stocks or bonds
- > life investment and life risk products
- > managed investment schemes including investor directed portfolio services
- > retirement savings account products
- > securities (eg shares), and
- > superannuation products.

Some of the services we can provide you are:

- > financial planning advice
- > wealth accumulation advice
- > superannuation advice, including self-managed superannuation funds
- > redundancy advice
- > retirement advice
- > gearing strategies
- > cash flow advice
- > social security benefits advice

- > life and disability insurance advice
- > estate planning services (financial planning).

What products are available?

We have an Approved Product List that allows us to provide a wide range of products to you.

How do we ensure that the personal advice we give you suits your needs and objectives?

To ensure your adviser provides personal advice that is appropriate, we firstly need to understand your objectives, financial situation and needs. Your adviser, (referred to as 'we' below) will follow a step-by-step process as outlined below:

1. We will meet with you for an initial consultation. During this meeting we will discuss your expectations and provide you with details of the services we can offer.
2. We will collect all the information we need from you, including your objectives, financial situation and needs. If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing this information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter you request.
3. We will help you identify your goals and may discuss your attitude towards investment risk.
4. We may consider strategies and areas such as income, social security, insurance, cash and estate planning requirements. Where we recommend a financial product we will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these and other considerations, we will prepare and present you with a written SoA, or in some cases depending on the circumstances, a RoA. We will explain in the SoA (or RoA) the basis for the advice, and any remuneration, benefits or associations which could have influenced the advice. Where we recommend financial products, we will provide you with a product disclosure statement (PDS) or other disclosure document containing information about each product recommended, to help you make an informed decision about whether to invest in or acquire that product.
5. We will discuss our recommendations with you, make any changes you require and ask you whether you would like us to implement those recommendations on your behalf.
6. If you agree, we will then implement those recommendations.
7. We will meet with you periodically to review your financial circumstances if we agree to an ongoing advice service arrangement which includes a regular review component. If an ongoing advice service arrangement is entered into, this will be documented in your Ongoing Advice Service Arrangement Letter and/or SoA.

We will also explain to you any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

In certain circumstances, we may not provide you with personal advice via a SoA or RoA, as outlined above. These circumstances may include:

1. Where we provide you with only general advice, such as through seminars and newsletters
Further advice or verbal advice – if you previously received advice recorded in a SoA, any further personal advice provided by us may be recorded in a RoA. We will not necessarily provide you with a copy of the RoA unless you request it (see below).

What documents do you get if we provide further advice?

Where a further review is conducted and personal advice is provided, in some circumstances we are not required to provide you with a SoA for this further advice. Where this is the case, if you have not already been provided with a RoA, you may request a copy of the RoA from us by contacting us (on any of the contact details set out in Part 2 of this Guide) for a period of seven years from when the further advice was first provided to you.

How can you instruct us?

You may specify how you would like to give us instructions, for example, by phone, fax or email, using any of the contact details set out in this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

Privacy Statement

Why we collect your personal information

We collect personal information, including sensitive information (eg health information), from you to provide you with services including financial advice. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

Collecting and disclosing your personal information

We may disclose your personal information to other providers we recommend you use, anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

Secured Wealth Advice is also required, pursuant to the *Anti-Money Laundering and Counter Terrorism Financing Act (2006)* (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

Definitions

'We', 'our', 'us' means Secured Wealth Advice Pty Ltd and its Authorised Representatives.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

Are you satisfied?

What to do if you have any concerns about our services

Secured Wealth Advice endeavor to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

1. Contact your adviser first about your concern.
2. If your concern is not resolved to your satisfaction, you may contact Secured Wealth Advice by:
 - writing to: Secured Wealth Advice Pty Ltd – Suite 202, Level 2, 40 Yeo Street Neutral Bay NSW 2089
 - email admin@securedwealth.com.au
3. If your concern is not resolved, or if you are not satisfied with the decision, you may contact the AFCA – Australian Financial Complaints Authority. AFCA independently and impartially resolves disputes between consumers, including some small businesses and participating financial services providers.

You may contact AFCA by:

- writing to: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
- email info@afca.org.au
- online afca.org.au
- telephone 1800 931 678

4. The Australian Securities & Investments Commission (ASIC) is Australia's corporate, markets and financial services regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring Australia's financial markets are fair and transparent, and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

- writing to: Australian Securities & Investments Commission
GPO Box 9827 Your Capital City or PO Box 4000 Gippsland Mail Centre Victoria 3841
- online asic.gov.au

- telephone 1300 300 630

5. The Financial Advisers Association of Australia (FAAA) is the peak professional body for financial planning in Australia. The FAAA provides the leadership and professional framework that enables members to deliver quality financial advice to their clients. All FAAA members are bound by professional, technical and ethical standards as provided in the FAAA Code of Professional Practice. The FAAA has effective and appropriate policies and procedures in place to assist you with your complaint and ultimately help protect consumers and those planners doing the right thing. You may contact the FAAA by:

- writing to: The Investigations Manager Financial Planning Association of Australia Ltd GPO Box 4285 Sydney 2001

- online faaa.com.au

- telephone 1300 626 393

Before you send your concern to any of these respective bodies, please contact them first to understand the process of lodging your concern with them.

[Secured Wealth Advice Pty Ltd ABN 30 611 118 159, AFSL 516518](#)