

**Boutique  
Financial  
Planning**

# Financial Services Guide

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**THIS GUIDE CONTAINS IMPORTANT  
INFORMATION ABOUT:**

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

Dalton Financial Partners Pty Ltd ATF  
Dalton Family Trust T/as Dalton Financial  
Partners ABN 93 155 823 555

Authorised Representative No. 418220 of  
Dalton Financial Services Pty Ltd  
Australian Financial Services  
License No. 530255

1/86 Brighton Road, Sandgate QLD 4017  
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Email: [admin@daltonfp.com.au](mailto:admin@daltonfp.com.au)

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Tim Swainston Authorised Representative  
No. 1267130

July 1<sup>st</sup> 2021

## 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

#### Why we do not refer to ourselves as independent

In regards to life & disability insurance strategies, our preference is to charge you a set fee. However, in some cases clients may wish to pay for life insurance through product commissions (due to affordability).

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

### Additional documents you may receive from us

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

- A Statement of Advice (SoA) or Record of Advice (RoA). These documents set out the advice we provide to you. If you have not been provided with the SoA or RoA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us;
- A Product Disclosure Statement (PDS) 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



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### About

## Tim Swainston

Financial Planner of Dalton Financial Partners

Authorised Representative No

1267130 of Dalton Financial Services Pty Ltd

AFSL No. 530255

Tim has worked in a variety of industries across his 20-year career, with over 5 years owning and managing a company. This diverse experience offers an in-depth understanding of the challenges and opportunities faced by business owners and professionals alike.

Tim loves to work with clients with the ambition to set and achieve their goals and aspirations, by establishing the right foundations and strategies to get there.

Tim offers comprehensive advice and can help with:

- ▶ Protecting wealth and income now.
- ▶ Building wealth consistently throughout a career.
- ▶ Managing wealth strategically in retirement.
- ▶ Transferring wealth efficiently via Estate Planning.

Tim strives to learn his craft well- and is committed to ongoing professional development, so that he can make a resounding impact on his clients' lives now and into the future.

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### Education, Qualifications and Memberships

- ▶ Bachelor of Business and Commerce (Applied Finance) with Distinction
- ▶ Diploma of Financial Planning
- ▶ SMSF Accredited
- ▶ FASEA Exam Qualified
- ▶ FPA Financial Planner AFP®

## 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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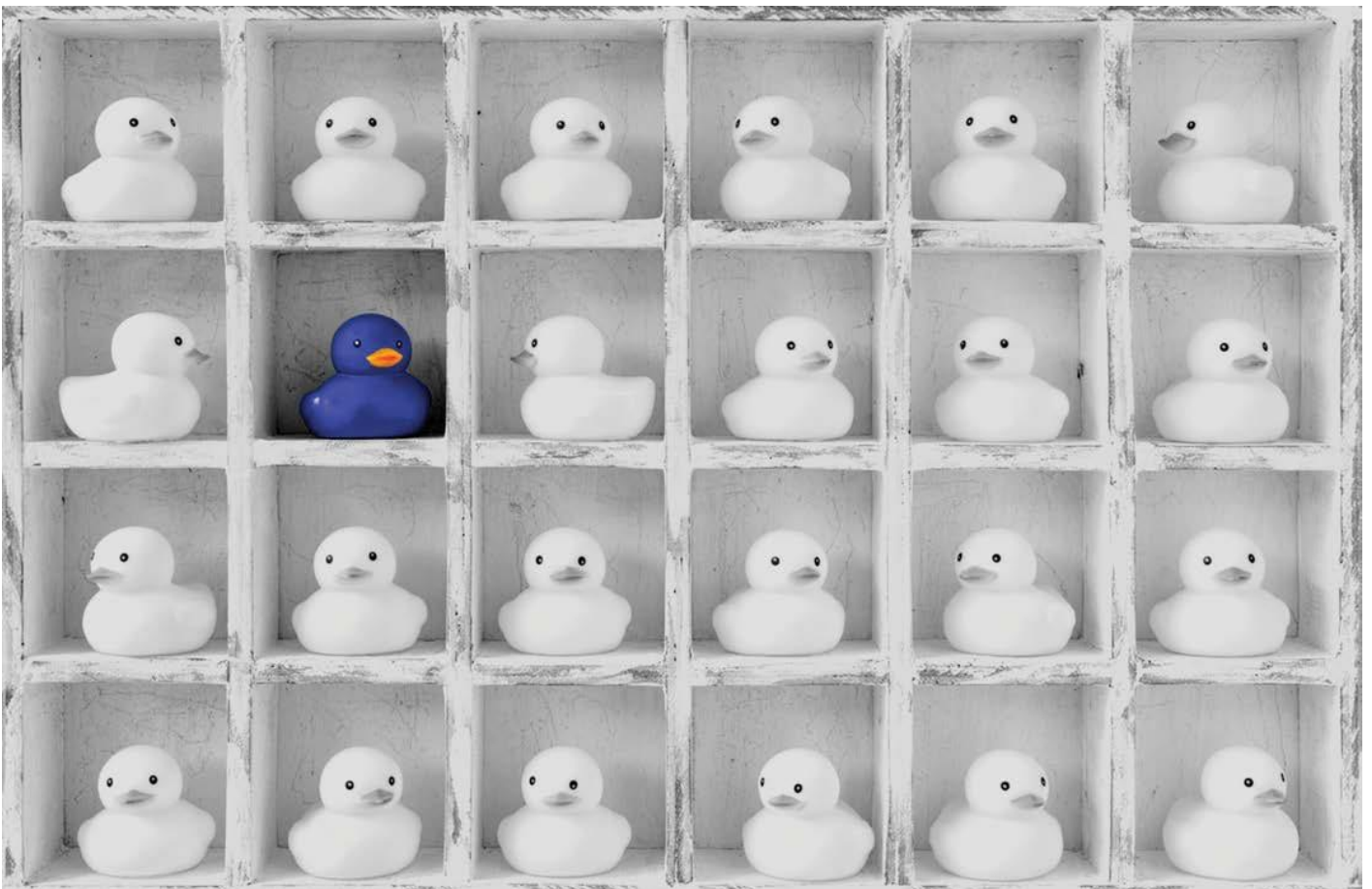
### Individually tailored advice

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

#### 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 are authorised to provide

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

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

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

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

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

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

Our comprehensive financial planning service (for new clients) typically ranges from \$5,000 plus GST up to \$25,000 plus GST. This fee covers all interactions, advice, strategy, meetings, documentation, and implementation during the service period. The initial service period is normally 12-months but can be as short as 3 months for clients in simpler financial positions. The fee and service period will be confirmed in your Terms of Engagement (ToE).

For clients who have completed our comprehensive financial planning service, ongoing advice (for suitable clients) is available and starts from \$5,000 plus GST for a 12-month service engagement. Fees are recalculated and renewed every 12 months.

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

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

### General Advice

We may charge you a fee for any general advice we provide 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 regards to life & disability insurance strategies, our preference is to charge you a set fee. However, in some cases clients may wish to pay for life insurance through product commissions (due to affordability).

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

For example, for an insurance product with an annual premium of \$2,000, where the issuer pays us an upfront commission of 60%, we will receive \$1,200. The issuer will pay us 10% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,000, this equates to \$200 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 the 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 financial service product provider 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

Tim 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.

### 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.

## 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 RoA 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

Tim Swainston is paid a base salary and does not receive commissions from product issuers. However, Tim may be eligible to receive bonuses based on business performance.



# 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 PLANNING ASSOCIATION COMPLAINTS PROCESS

As a member of the Association of Financial Advisers / Financial Planning Association is bound by the AFA/FPA'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 AFA/ FPA by contacting them at [Professional.standards@fpa.asn.au](mailto:Professional.standards@fpa.asn.au) or **1300 337 301**.

## Compensation Arrangements

The Licensee holds professional indemnity insurance in respect of 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)

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