



Financial Services Guide

December 2021

This guide contains important information about:

- the services we offer you
- how we, our licensee and our associates are paid
- what associations or relationships we have with financial product issuers
- our internal and external dispute resolution procedures and how you access them

About our Licensee

RightTrac Financial Services Pty Ltd is a privately owned business which holds an Australian Financial Services licence (number 535632) issued by the Australian Securities & Investments Commission.

RightTrac Financial Services Pty Ltd is responsible for ensuring the service provided by its representatives meet all regulatory requirements.

Crown Noble Financial Services Pty Ltd, trading as RightTrac Planning ABN 37 610 769 545, is an Authorised Representative (number 1243147) of RightTrac Financial Services Pty Ltd and will provide the financial services to you.

The owners of both businesses are Archie Franz and Lukas Christensen.

RightTrac Financial Services Pty Ltd has approved the distribution of this Financial Services Guide.

Lack of Independence

RightTrac Financial Services Pty Ltd, RightTrac Planning, Archie Franz and Lukas Christensen cannot call themselves independent because RightTrac Financial Services Pty Ltd and/or its authorised representatives receive commissions from the sale of risk insurance products that are not fully rebated to clients and may from time to time receive gifts or other benefits (for example meals at conferences or training sessions).

Contact Us:

The contact details for both RightTrac Financial Services Pty Ltd and RightTrac Planning are;

Address: 372 Stenner Street, Kearneys Spring QLD 4350

Phone Office: 1800 820 774,

Archie: 0408374607, Trish: 0439761422

Email: admin@righttracplanning.com.au

About Lukas Christensen

Financial Adviser & Director

Authorised Representative No. 440199 of RightTrac Financial Services Pty Ltd.

Lukas has 8 years of experience in the provision of financial planning advice and has been providing financial / accounting advice since moving to Crown Noble. Lukas has attained both a Bachelor of Commerce/Business dual degree Majoring in Accounting and Finance and a Masters of Business specialising in Personal Financial Planning from the University of Southern Queensland and has since completed a specialisation in Self-Managed Superannuation funds through Mentor Education Group. He is also a Practitioner member of the Association of Financial Advisers. Lukas is currently registered with the Tax Practitioners board as a tax (financial) adviser.

How Lukas is Paid

Lukas is an employee, director and shareholder of Crown Noble Financial Services Pty Ltd trading as RightTrac Planning. As such, Lukas receives a salary and may also benefit from distribution of profits RightTrac Planning.

About Archie Franz

Financial Adviser & Director

Authorised Representative No 291818 of RightTrac Financial Services Pty Ltd.

Archie has more than 14 years of experience providing financial advice to clients. And over 30 years of being an Adviser and helping people to achieve their goals. He is a degree qualified Financial Planner and has specialised in planning for retirement and Families Building Wealth. Archie has attained both a Bachelor of Business Majoring in Accounting, Diploma of Financial Services Financial Planning and Certificate IV in Mortgage Broking. He is also a Practitioner member of the Association of Financial Advisers. Archie is currently registered with the Tax Practitioners board as a tax (financial) adviser.

How Archie is Paid

Archie is an employee, director and shareholder of Crown Noble Financial Services Pty Ltd trading as RightTrac Planning. As such, Archie receives a salary and may also benefit from distribution of profits of RightTrac Planning.

What services do we offer?

Cash flow and Debt management

Setting budgets and monitoring cash flow
Strategies to accelerate debt repayment, restructuring and managing debts
Salary packaging advice

Tax effective investing

Advice on shares and managed investments
Portfolio construction and management
Strategic property investment advice
Investing via 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

Retirement planning

Retirement lifestyle planning
Strategies to minimise or eliminate tax in retirement
Superannuation pensions / lifetime income streams
Investment portfolios specific to funding retirement income
Maximising Centrelink entitlements

Wealth protection and Estate planning

Life insurance, TPD, trauma and income protection advice
Business succession planning including Buy/Sell and Key man
Estate planning and asset protection advice

Strategies for business owners

Financial planning strategies specific to business owners
Ongoing consulting and advice regarding business issues
Exit strategy: preparing for sale and tax concessions

Other Services

Advice regarding redundancy packages
Dealing with disability payouts tax effectively
Dealing with inheritances
Strategies for philanthropy and charitable giving
Lifestyle planning/ consulting on important financial decisions

Do we have any relationships or associations with Financial Product issuers?

Associations

Financial Services Pty Ltd and RightTrac Planning 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 recommend.

Alternative Forms of Remuneration Register

Licensees and their representatives are required to maintain a register of any form of alternative remuneration paid or received with a value between \$100 and \$300. This register is available for your inspection on request.

Other business relationships or associations

In addition to the services Lukas Christensen, Archie Franz and RightTrac Planning provides Lukas Christensen and Archie Franz also conduct the following business activities:

- Waymaker Pty Ltd - Financial Advocates and Mortgage broking

Lukas and Archie are employees and shareholders of Waymaker Pty Ltd, Archie is also a director of Waymaker Pty Ltd, as such, may receive a salary and distribution of profits from Waymaker Pty Ltd.

If you elect to do business with Waymaker Pty Ltd, Lukas and Archie may benefit through their associated ownership of that business.

Note.

RightTrac Financial Services Pty Ltd is not responsible for the advice and services provided by Waymaker Pty Ltd. This includes any advice and/or service *Lukas Christensen and Archie Franz* may provide to you on behalf of Waymaker Pty Ltd.

What kinds of financial products are we authorised to provide?

Lukas and Archie are authorized to provide financial product advice and deal in a financial product, to retail and wholesale clients, in relation to the following financial products:

- superannuation, whether self-managed, personal super or corporate super;
- interests in managed investment schemes including investor directed portfolio services – these are managed funds, master trusts and “wrap” accounts;
- retirement savings accounts (“RSA”) products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- deposit and payment products; and
- life products including investment life insurance products and life risk insurance products;

Lukas is also authorized to provide financial product advice and deal in a financial product, to retail and wholesale clients, in relation to: securities – meaning shares listed on the Australian Stock Exchange.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions.

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 RightTrac Planning advice?

All fees and commissions are initially paid to RightTrac Financial Services Pty Ltd. Up to 90% of those fees and commissions are then paid to RightTrac Planning.

All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Initial consultation

This is an opportunity to view our service offer and meet with our financial planner. The meeting provides you with an opportunity to make a decision as to whether you would like to initiate the financial planning process with our company. This meeting generally takes 30 minutes and there is no charge. In order to facilitate a more productive meeting an initial fact find is completed prior to the meeting.

Data collection, Strategy Presentation, Advice Preparation, Implementation (fee for advice)

We will spend time with you to ensure we understand your current personal and financial position. The quality of our advice is largely governed by the quality of the information that you provide to us. This data collection can take considerable time as we seek information from external parties. Your situation may require a strategy presentation to discuss alternate strategies. Not all clients will require a strategy presentation. Should this meeting be required it will occur by mutual agreement.

If you elect to pay us a fee for advice the following fees will apply. A client engagement authority is signed prior to commencing work. The fees will depend on the complexity of the advice and range between a minimum of \$500 and \$11,000.

If, in developing your financial plan, we identify that the nature and scope of the advice to be provided differs to that initially

Yearly fee for advice

If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing fee is based on the complexity of ongoing advice and the services provided. The minimum fee is \$1330 pa. A yearly service agreement will be signed prior to commencement.

The ongoing advice fee will be based on the level of service needed and the complexity of the advice. Complex advice requirements include the use of trusts and ownership structures, overseas assets or incomes, executive options or multiple investment entities. The frequency of the review will also impact on the fee charged.

Ad hoc advice

Where you don't have an ongoing service arrangement and require ongoing advice on an ad hoc basis, a fee based on time charged at \$195 per hour may apply.

Execution only service

Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a fee based on time charged at \$195 per hour may apply.

Life Insurance products

If we recommend a life insurance product, and you accept our recommendation, the Life Insurance provider will pay RightTrac Financial Services Pty Ltd an initial commission of 66% of your premium amount and an ongoing commission of 22% of your premium amount each year.

For example; If your premium in year 1 was \$1000, the commission amount will be \$660. If the premium for the 2nd and subsequent years was \$1000 the commission amount will be \$220. The commission will be paid for as long as you hold the policy.

Commissions are paid to us by the product provider and are not an additional cost to you.

The basis and amount of all commissions and fees for service will be set out in the SoA and explained by your Adviser.

How can you give us instructions?

You may tell us how you would like to give us instructions. For example, by telephone, fax or other means such as e-mail.

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 license or other identity documents. You should read the warnings contained in the *Statement of Advice* carefully before making any decision relating to Financial products.

Other documents you will be given if you receive advice from us.

When we give you financial advice you will be provided with a Statement of Advice (SoA) which will contain details about:

- the advice provided, including the basis on which it was given
- fees, commissions and other benefits
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

After receiving our initial advice, a Record of Advice (RoA) may be produced & retained by us instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice since the last SoA was provided. You can request a copy of any RoA at any time.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product—a *Product Disclosure Statement and a Target Market Determination*—to help you make an informed decision about the Financial Product.

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 Statement of Advice, and any subsequent Statements of Additional Advice and Records of Advice provided to clients receiving our ongoing service. Copies of these can be requested either verbally or in writing.

We are committed to ensuring the privacy and security of your personal information. A copy of the relevant privacy policy is available on our licensee's website or by contacting us. If you wish to examine your file, please ask us. We will make arrangements for you to do so.

What should you do if you have a complaint?

1. Contact us and explain the nature of your complaint.
2. We will acknowledge receipt of your complaint within 24 hours of receipt.
3. We are required to inform you, in writing, of our decision in respect of your complaint within 30 days of its receipt.
4. RightTrac Financial Services Pty Ltd is a member of the Australian Financial Complaints Authority. If the complaint can't be resolved to your satisfaction you have the right to lodge a complaint with the Australian Financial Complaints Authority
Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001
5. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

Compensation Arrangements

Our licensee, RightTrac Financial Services Pty Ltd, holds Professional Indemnity Insurance which includes cover for services provided by its representatives and employees even though they may have ceased employment with RightTrac Financial Services Pty Ltd. The insurance complies with the requirements of the section 912B of the Corporations Act and the relevant Regulations.