

Financial Services Guide

October 2021

This Financial Services Guide (FSG) is an important document which provides you with information to help you decide whether the financial services that we offer are appropriate to achieve the financial outcomes that you desire.

Important information

This FSG is an important document. It tells you about Lanham Financial Advice Pty Limited (Lanham), also referred to as 'we' or 'us' or 'our', and the financial services we may provide to you. This will help you decide whether to use our financial services. It provides information on:

- who we are;
- the financial advisory services and products we may provide to you ;
- how we, your financial adviser (and our employees) are paid and any conflicts that may exist;
- how to get advice and give instructions;
- how we protect your personal information;
- how you can make a complaint about us; and
- what we can do and what we expect from you.

Initial Advice

You are entitled to receive a Statement of Advice (SoA) on the first occasion that we provide you with personal advice or a Record of Advice (RoA) if the advice relates to amounts under certain thresholds. The SoA/RoA will contain the advice, the basis of the advice, information about fees, payments and associations we have that may influence the advice we provide to you.

After providing you with our initial advice in an SoA, any subsequent personal advice that we provide to you will be documented in a Record of Advice (RoA), provided there has not been a significant change in your personal circumstances or the basis upon which our initial advice was provided. Copies of each SoA and RoA will be retained on your client file and you may request a copy by contacting your financial adviser.

Further advice

If you require further advice, your financial adviser must ensure that your personal circumstances and the basis on which the original advice was given have not significantly changed. Therefore, your financial adviser may need to check your circumstances again prior to providing any further advice.

A record of this further advice will be kept for seven years. You may request a copy of the RoA from your financial adviser. We are not required to provide you with an SoA or an RoA where the advice relates to certain basic deposit products, non-cash payment facilities or other approved financial products.

Product Disclosure Statement

We will provide you with a Product Disclosure Statement (PDS) or other offer document if we recommend that you buy a particular financial product. The PDS will help you to make an informed decision about whether or not to buy the financial product. The PDS will contain information about the features, costs, risks and benefits of the financial product.

It also answers other important questions, including how to contact us and how you can access our dispute resolution procedures. If you need more information about anything covered in this document, please contact us. Our contact details are at the end of this FSG.

About us

Lanham's are a financial advice business dedicated to providing you with advice and strategies suited to your personal circumstances and individual needs. We hold an Australian Financial Services Licence (AFSL) number 222769, to provide you with the financial services outlined below. Lanham's are a Professional Practice Member of the Financial Planning Association and have adopted the FPA's Code of Ethics and Rules of Professional Conduct.

We have professional indemnity insurance in place to meet our obligations as an AFSL holder. Our insurance arrangements cover claims made against us as the licensee and for the conduct of our advisers whilst acting as our Authorised Representatives or employee advisers.

Our professional indemnity insurance covers both current and previous Lanham advisers.

Our details are:

Address: Ground Level, 312 New South Head Road, Double Bay NSW 2028
Suite 8, Level 1, 38-40 Urunga Parade, Miranda NSW 2228

Telephone: 02 9160 0288
02 9531 7777

Postal address: PO Box 380, Miranda NSW 1490

Website: www.lanham.com.au

The Financial Services and Products

The financial advisory services we are authorised to advise and deal in are:

- basic deposit products;
- government debentures, stocks or bonds;
- retirement savings accounts;
- securities, including shares;
- superannuation products;
- life insurance and risk products; and
- derivatives and foreign exchange products contained on our licence.

Authorisation

We act on your behalf and can provide you with the services listed above. Generally, we are authorised to provide financial advice on, and deal in, only those financial products on our Approved Product List. We have access to a range of financial products to help you achieve your strategic financial goals based on your personal circumstances, needs and objectives.

Paying for Advice

When we provide financial services to you, certain fees may be charged for providing these financial services. However, the amount of the fees charged depends on the nature of those financial services. Your SoA will set out the exact amount of fees, payments and other benefits that we and your financial adviser will receive.

From time to time, we may also receive other benefits from product issuers, such as subsidised professional development. We maintain an Alternate Forms of Remuneration Register. The Register, which you can review by contacting us, outlines some alternative forms of remuneration that we may pay to or receive from licensees, fund managers or representatives (each of whom also maintains a register).

The amount of fees charged will depend on the financial products you acquire and the issuer of those financial products. These fees charged will depend on the services you require, what is agreed between you and Lanhams, and may include the following:

- documentation fee: based on the complexity of strategic advice provided;
- implementation fee: based on the amount of your investment;
- ongoing fee: based on the amount of your investment, and deducted from your portfolio or bank account on a monthly basis; and
- all other fees identified by a product issuer in the relevant PDS for the financial product.

Our fees charged generally include the following:

- When you only require specific personal advice and an SoA is completed for this, you may be charged a fee to prepare this document, which will be discussed beforehand, and also disclosed in the SoA;
- On your initial investment you may be charged a fee, which will be discussed beforehand, and also disclosed in the SoA;
- Ongoing fees may be charged on the ongoing service provided, the value of the funds you invest and the financial products you use. This is an asset-based fee paid directly from your investment portfolio. This will be discussed beforehand and also disclosed in the SoA;
- Should you use stockbroking services, the stockbroker will charge a stockbroking transaction fee and any brokerage for each transaction (purchase or sale of securities);
- Whenever you purchase an insurance policy, a payment may be paid by the insurance company to Lanhams. The payment amount will depend on the particular insurance company and insurance policy; and whether the payment received is a fixed percentage of the premium paid for the insurance policy. This can range from 0 per cent to 77 per cent of the premium you pay. It will be paid out of the premium you pay and at the time you pay it.

We will fully explain all fees that are charged to you each time you use a financial product(s). Any of the above fees will be charged as agreed with you or as permitted by law.

Referral Fees

If you have been referred to us by one of our referral partners, by law we may be permitted to pay them referral fees. During our 31 years of operation, we have never paid a referrer fee or incentive, however, if we do pay someone who has referred you, we will disclose these details in your SoA.

Best Interests Duty

When you are given advice we will address your personal financial situation, needs, goals and objectives

We are under an obligation to act in your best interests in relation to the personal financial product advice provided to you (ie the 'best interests duty').

Generally, we must ensure, within the subject matter of the advice provided to you that:

- the scope of the advice includes all the issues for the advice to meet your objectives, financial situation and needs (including your tolerance for financial risk);
- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs;
- we consider whether or not to provide advice that recommends a specific product or whether you should dispose of a product or do nothing.

The advice that we provide will always be provided to you in writing in the SoA, unless it is further advice as outlined earlier. However, you have the right not to tell us information about yourself if you do not wish to but still require your financial adviser to provide you with personal financial product advice.

In these cases, the SoA will contain a specific warning that draws your attention to the risks of not providing full information about yourself. The warning will state that if you do not give your financial adviser accurate and complete information relating to your personal circumstances, the advice you receive may not meet your intended objectives and that your financial adviser has not been able to determine whether the advice is appropriate.

Therefore, before acting on any advice you receive, you should consider the appropriateness of the advice and read carefully the warnings contained in the SoA before making any decision relating to the advice.

In all cases where your financial adviser provides an SoA to you and a recommendation is included in the SoA for you to acquire a financial product, an investment report or PDS for that financial product will be provided to you. It is important that you read and understand this document before implementing any recommendation made in the SoA.

We will readily explain any part of this document that you do not understand. If you don't wish to receive our advice, we may still act on your instructions to deal in financial products. However:

- you face the risk that the financial product you select may not be appropriate for you; and
- we may require you to sign a document that records your intention not to seek advice from us for the particular financial product(s)

Related Companies

We may provide you with financial services from related and non-related product providers. We will disclose if any of our related companies from time to time are the registrable superannuation entity licensee and/or responsible entity, operator or investment manager of financial products we may recommend.

Personal Information

We recognise the importance of protecting your privacy. Your personal information will be handled in accordance with our privacy & confidentiality policy, which outlines how the information we collect from you is used, stored and disclosed.

We will collect your personal information from a client information questionnaire that we ask you to complete prior to your initial consultation. As a financial service provider, we are obligated to verify your identity and the source of any funds.

Accordingly, we will ask you to present identification documents, such as your passport and driver's licence, which will be held on file. The main reason we collect, use and/or disclose your personal information, is to provide you with the products and services that you request.

This may also include the following related purposes:

- To help us provide you with financial advice and ongoing services in relation to your account with us;
- To facilitate internal administration, accounting, research, risk management and compliance;
- To establish and maintain insurance protection that you may request;
- To provide you with information about other products and services that may interest you. We may also disclose your information to external parties some of whom act on your or our behalf.

These parties may include: -

- banks or other financial institutions
- insurers and reinsurers and their claims agents and assessors
- product providers
- platform providers

We are also permitted to collect and disclose your personal information when required or authorised to do so by law. By signing the client information questionnaire, you agree to us collecting, storing, using and disclosing your personal information.

If you do not provide all the information requested in your application form, we will not be able to provide you with financial advice.

If you have concerns about the accuracy and completeness of the information we hold, you may request access to your personal information by contacting our office:

By mail: PO Box 380, MIRANDA NSW 2228

By email: info@lanham.com.au

By phone: (02) 9160 0288 – Double Bay

(02) 9531 7777 - Miranda

Depending upon the nature of the request, we may have the right to impose a reasonable charge.

To obtain a copy of our Privacy Policy please contact our Double Bay office on (02) 9160 0288 or our Miranda office on (02) 9531 7777 or through our website at www.lanham.com.au.

Your Instructions

Generally, you may give us your instructions verbally or in writing, such as by facsimile, email or letter. However, in some instances we require your instructions to be in writing.

Restrictions that apply

We shall avoid or not act on your behalf, unless we are specifically told to do so by an authorised third party.

For your own protection, you should not:

- sign any blank forms or documents;
- appoint any financial adviser to act as your attorney or authorised signatory;
- nominate any financial adviser to receive your statements without you also receiving a copy; and
- give us unclear or misleading instructions or false information.

From 1 July 2014, new regulation requires us to declare whether we are a registered tax (financial) adviser or not, hence the tax (financial) advice or not that we are authorised to provide.

Lanhams are registered tax (financial) advisers. We are authorised to provide a tax (financial) service, where the advice is:

- provided in the context of the personal advice authorised by the licensee; and
- part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances. As a registered tax (financial) adviser, we are not authorised to provide tax agent services (ie those services in relation to the preparation and filing of tax returns and liaison with the ATO, etc).

Lanhams does not accept cash due to its requirement to meet its obligations under Anti-Money Laundering regulations.

Our Expectations

We will expect that you will do the following:

- give us complete, up-to-date and accurate details of your personal objectives, financial situation and needs;
- keep us informed of any changes in your personal situation; and
- use our advice to make your investment decisions.

Complaint Handling

If you have a complaint about any of the financial services provided to you, you should first contact either of our offices – Ground Floor, 312 New South Head Road, Double Bay NSW 2028 Telephone: (02) 9160 0288, OR Suite 8, Level 1, 38-40 Urunga Parade, Miranda NSW 2228 Telephone: (02) 9531 7777.

If a complaint is made, it will be entered into our complaints database.

All details of the complaint will be investigated by our Complaints Officer.

If our Complaints Officer is unable to reach a satisfactory resolution of the complaint within 45 business days of receipt (or 90 days where we inform you more time is required), you may contact the Australian Financial Complaints Authority (AFCA):

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Telephone: 1800 931 678 (local call rate)

Email: info@afca.org.au

Website: www.afca.org.au

You can also make a complaint to the Australian Securities and Investments Commission (ASIC) at any time by contacting their information line on 1300 300 630. There is no charge to you for accessing the services offered by the above organisations.

Compensation Arrangements

We maintain professional indemnity insurance in accordance with the law. Our professional indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for us and our employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised employee who has ceased working with us, but for work done while engaged with us.

Further questions

If you have any further questions about the financial advisory services that we provide, please call us on (02) 9160 0288 – Double Bay, or (02) 9531 7777 - Miranda. Please retain this document for your reference and any future dealings with us.

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Financial Services Guide

ABN 79 091 153 454

An Australian Financial Services Licensee

Licence Number: 222769

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I have read and understood the Financial Services Guide provided to me.

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Version No: 21.2

Dated: October 2021



FINANCIAL PLANNING
ASSOCIATION of AUSTRALIA