



**Virtue Planning Pty Ltd trading as
The Virtuous Collective**

**Financial Services Guide
Issued May 2023**

Virtue Planning Pty Ltd t/as
The Virtuous Collective is a
Corporate Authorised Representative of
The Virtuous Licensee Pty Ltd,
a privately owned holder of
Australian Financial Services Licence No. 526892

ABOUT THIS FSG

This document is a Financial Services Guide (“FSG”).

This document contains information that we are legally obliged to provide to give you a better understanding of Virtue Planning Pty Ltd and to enable you to make an informed decision on whether to engage us to provide financial services and/or advice to you.

This FSG contains important information about:

- ✓ The financial services we provide
- ✓ Our compensation arrangements
- ✓ How we and our associates are remunerated
- ✓ Dispute Resolution System
- ✓ Information you need to supply
- ✓ Other information you need to know
- ✓ Financial relationship with related entities

FINANCIAL SERVICES VIRTUE PLANNING IS AUTHORISED TO PROVIDE

Virtue Planning is authorised as a Corporate Authorised Representative of The Virtuous Licensee Pty Ltd (“TVL”) under its Australian Financial Services Licence (“AFSL”) to:

- ✓ Provide financial product advice
- ✓ Deal in financial products
- ✓ To wholesale and retail clients

The financial products on which Virtue Planning is authorised to give advice are:

- ✓ Government debentures, stocks and bonds
- ✓ Life products, including life investment and life risk insurance
- ✓ Managed Investment Schemes, including Investor Directed Portfolio Services.

- ✓ Retirement savings accounts
- ✓ Basic Deposit Products
- ✓ Superannuation, including Self-managed Super Funds
- ✓ Personal and Corporate Superannuation
- ✓ Personal and Business Risk Insurance
- ✓ Managed Portfolio Services
- ✓ Securities

Authorisation to deal in the above products allows us to apply for, acquire, vary or dispose of those financial products in the implementation of advice provided to you.

VIRTUE PLANNING CAN PROVIDE YOU WITH ADVICE ON THE FOLLOWING SERVICES

- ✓ Financial Planning and Investments:
 - Assess current position, financial needs and personal goals
 - Develop financial strategies to achieve your goals
 - Develop investment, cash flow, debt reduction or retirement plans
 - Advising on the role of superannuation and estate planning in your financial plan
 - Advising on taxation, accounting, legal and property selection services
- ✓ Securities
- ✓ Portfolio management advice:
 - Cash and interest-bearing investments
- ✓ Superannuation:
 - Self-managed super funds
 - Employer sponsored superannuation
 - Rollovers, annuities and allocated pensions
- ✓ Transition to retirement
- ✓ Investment accumulation plans
- ✓ Insurance:
 - Life and business risk insurances - income protection, total and permanent disability, trauma protection, business expenses, succession planning and partnership protection

Your adviser is required to provide you with an **Adviser Profile**, which provides specific information about your adviser's experience and specialisation. It must be read in conjunction with this FSG to provide the information necessary for you to make an informed decision, and is attached hereto.

Your adviser will be acting as a Representative of Virtue Planning. While Virtue Planning is directly responsible for the financial services and advice as set out in this FSG, the licensee (TVL) has ultimate responsibility for services provided under its AFSL 526892.

The range of products that Representatives are authorised to offer you is limited to an Approved Product List (APL) established by TVL, based on independent research and endorsed by an internal research team.

COMMUNICATING INFORMATION TO US

It is preferable that information is provided in a way that gives us a clear and documented basis for mutual understanding of your circumstances, needs and preferences. This can include copies of

documents and written communications in emails or other online systems that we will give you information about when required.

If information additional to that supplied direct by is required in order to provide complete advice, you may be requested to give written authorisation for your adviser to obtain information from third parties.

WHAT INFORMATION CLIENTS WILL RECEIVE

If we provide you with personal financial advice, we will confirm our recommendations in writing so that you can make an informed decision about the appropriateness and suitability of our advice.

Our recommendations are usually given to you in a written Statement of Advice (SoA).

Subsequent advice on recommended actions may be provided in a written Record of Advice (RoA)

Where we recommend a particular financial product, we will provide a Product Disclosure Statement (PDS), which contains specific and important information about that product. It is very important for you to read and understand any PDS that we provide you before you act on a financial product recommendation.

In most cases personal advice will be provided, however if you do not require personal advice, general advice is available. General advice is information provided about financial products that does not take into account your personal needs, objectives or circumstances.

We can also act without providing financial advice on your specific instructions to transact on your behalf and deal in a financial product (that Virtue Planning is able to offer). We can act on your instructions whether you provide them by telephone, email or other agreed means of communication.

PRIVACY

We are committed to ensuring the privacy and security of your personal information.

Virtue Planning keeps records of your personal profiles, including information supplied by you and third parties to the adviser relating to investment and insurance objectives, financial position and personal needs. We also maintain records of recommendations made to you. Personal information supplied may be stored electronically.

All information, however obtained, will be handled in accordance with Virtue Planning’s Privacy Policy and Australian Privacy Principles administered by the Office of the Australian Information Commissioner (OAIC).

A copy of our Privacy Policy can be requested from your adviser or TVL’s Compliance Officer on 07 3184 8149.

REMUNERATION AND BENEFITS

The fee schedule is structured to ensure that you only pay for services as they are agreed.

The basis and amount of all fees, commissions, adviser service fees and any referral fees will be fully disclosed in your SoA or RoA and explained by your adviser prior to the implementation of any advice. An explanation of the fees and charges of the product provider will also be outlined in the relevant PDS.

HOW CLIENTS PAY FOR THE SERVICE

Financial Planning Fees	Before providing advice or service, your adviser may charge you an upfront fee for services based on either: <ul style="list-style-type: none"> • Time spent developing advice or implementing services • A fixed dollar amount • A percentage of funds invested; or • A combination of these methods These fees will be disclosed before service is provided to you and you will need to agree to our terms of engagement.
Adviser Service Fee	When you elect to have ongoing advice, you will be charged a fee, which will be disclosed to you at the time of making the arrangement.
Commissions	Commissions on insurance products are based on a percentage of the premium, which is the industry standard practice.
Adviser Service Fee	An additional Adviser Service Fee may also be paid to Virtue Planning by the product provider for the duration of that investment. The amount of any such commission will be disclosed to you.
Referrals	If you have been referred to your adviser by a third party, (e.g. accountant) the third party may receive a fee, commission or other benefit for the referral. This fee comes out of the fees received by Virtue Planning and your adviser, and does not represent an additional cost to you.
Alternative Remuneration	If Virtue Planning or your adviser receives alternative remuneration such as entertainment and gifts from financial institutions, in accordance with the Industry Code of Practice, Virtue Planning and your adviser maintain a register of material alternative remuneration paid and received. Copies of these registers are available on request.
Post FSG notification benefit	There will be occasions when our benefit cannot be ascertained at the time of issue of the FSG and in those cases. Once we do ascertain the amount or nature of the benefit to us, we will inform you as soon as practical.

The SoA will detail fees, commissions or benefits that relate to your specific matter.

DISPUTE RESOLUTION SYSTEM

How do clients complain about the services provided?

Internal Dispute Resolution

- 1) YOU: Complete the complaint form using the link.
([VCo Complaint Form](#))
- 2) US: We'll review your complaint (allow 10 business days)
- 3) US: We'll send a resolution proposal to your nominated email address
- 4) YOU: Decide whether to accept or reject our resolution proposal
- 5) YOU: If you reject our resolution, please reply to the resolution proposal email with your demands
- 6) US: We'll review your resolution rejection email
- 7) US: We'll reply with a revised resolution proposal (allow 10 business days)
- 8) YOU: Decide whether to accept or reject our revised resolution proposal
- 9) YOU: If you reject our revised resolution proposal, you may decide to continue negotiating with us by email, or you can escalate to AFCA.

TVL is a member of Australian Financial Complaints Authority (AFCA) and you have recourse to that organisation if you are dissatisfied with our efforts to resolve the dispute or query. If a complaint is not resolved to your satisfaction by us, you have the right to take the complaint, free of charge, to AFCA on 1800 931 678.

TVL has Professional Indemnity Insurance for compensation claims by clients against TVL and its representatives and advisers.

ADVISER PROFILE

Bryce Jenkins (AR# 332683)

I am an Authorised Representative of Virtue Planning Pty Ltd, which is a Corporate Authorised Representative (No. 437247) of The Virtuous Licensee ("TVL"). I provide advice under TVL's Australian Financial Services Licence (AFSL) number 526892.

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS:

- ✓ Qualifications
 - Anti-Money Laundering and Counter-Terrorism Financing (2008)
 - Certificate IV in Financial Services (Mortgage Broking) (2008)
 - Diploma of Financial Planning (2008)
 - Advanced Diploma of Financial Planning (2017)
 - Principals in Self-Managed Superannuation Funds (2017)
 - Certificate in Margin Lending (2018)
 - FASEA Exam Pass (2019)
- ✓ Professional memberships
 - Association of Financial Advisers (2015 to current)

YOUR BEST INTERESTS:

I will act in your best interests at all times and I am bound by the law and industry Code of Ethics and standards. I am committed to providing you with quality financial advice and a wide choice of products and services to suit your individual circumstances.

I provide advice on behalf of Virtue Planning under authorisation given to me by TVL to provide financial advice to wholesale and retail clients, on the following areas:

- ✓ Wealth creation and retirement planning
- ✓ Personal and corporate superannuation
- ✓ Personal and business risk insurance
- ✓ Managed portfolio services
- ✓ Cash flow and debt reduction strategies
- ✓ Portfolio review and ongoing service
- ✓ Self-managed Superannuation Funds
- ✓ Estate planning

HOW DO WE CHARGE OUR CLIENTS FOR OUR SERVICES?

Financial Planning Fees

Before providing advice or service, we may charge you an upfront fee for services based on either:

- ✓ Time spent developing advice or implementing services
- ✓ A fixed dollar amount
- ✓ A percentage of funds invested; or
- ✓ A combination of these methods

These fees will be disclosed before service is provided to you and you will need to agree to our terms of engagement.

- ✓ Adviser Service Fee
 - When you elect to have ongoing advice, you will be charged a fee, which will be disclosed to you at the time of making the arrangement.
- ✓ Commissions

- Commissions on insurance products are based on a percentage of the premium, which is the industry standard practice.
- ✓ Adviser Service Fee
 - An additional Adviser Service Fee may also be paid to Virtue Planning by the product provider for the duration of that investment. The amount of any such commission will be disclosed to you.
- ✓ Referrals
 - If you have been referred to your adviser by a third party, (e.g. accountant) the third party may receive a fee, commission or other benefit for the referral. This fee comes out of the fees received by Virtue Planning and your adviser, and does not represent an additional cost to you.
- ✓ Alternative Remuneration
 - If Virtue Planning or your adviser receives alternative remuneration such as entertainment and gifts from financial institutions, in accordance with the Industry Code of Practice, Virtue Planning and your adviser maintain a register of material alternative remuneration paid and received. Copies of these registers are available on request.
- ✓ Post FSG notification benefit
 - There will be occasions when our benefit cannot be ascertained at the time of issue of the FSG and in those cases. Once we do ascertain the amount or nature of the benefit to us, we will inform you as soon as practical.

CONFLICTS OF INTEREST

Virtue Planning Pty Ltd works with many external service providers, such as accountants, mortgage brokers, SMSF administrators, auditors and real estate specialists, however we do not receive any money or non-monetary benefits from any of these businesses. As such, we can confirm that our interests are not conflicted in any way.

The financial services are offered to you by me as a representative of Virtue Planning and TVL under TVL's AFSL 526892.

VIRTUE PLANNING PTY LTD

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