

# Financial Services Guide

Part 1 – 22 August 2023

## HVTA Pty Ltd trading as VTA Financial Planning

This Financial Services Guide (“FSG”) is issued with the approval of HVTA Pty Ltd (ABN: 34 666 839 390) who holds its own Australian Financial Services License (AFSL Number 549226). HVTA Pty Ltd trades as VTA Financial Planning and will be referred to as VTA Financial Planning throughout this FSG.

Our FSG comes in 2 parts, Part 1 must be read in conjunction with Part 2.

Part 1 provides you with important information about HVTA Pty Ltd and VTA Financial Planning, to help you decide whether to use the financial services we provide.

This FSG should be read before we provide you with financial advice. This FSG explains:

- Who we are and how you can contact us?
- The financial services we are authorised to provide.
- Initial and ongoing advice we provide.
- How we are paid.
- How we deal with your personal information.
- Who to contact if you have a complaint?

Part 2 provides detailed information about your Adviser, such as their contact details, referral sources and the types of financial products they can advise and deal in.

Please retain both Part 1 and Part 2 for your reference and any future dealings with HVTA Pty Ltd and VTA Financial Planning.

### Information about us

VTA Financial Planning was established in June 2023 by Hoa Vinh Ta (Vinh) who has worked within Financial Services for a number of years. Vinh believes that a client’s interests is best served by someone who is passionate about make a difference in people’s lives.

Having experienced the challenges faced by the industry and seeing the ongoing changes to the Regulatory environment, Vinh is committed to ensuring that clients receive good, unconflicted and honest advice, which has not been influenced by ownership links with large institutions or affiliations with product manufacturers. Operating through an independent structure, Vinh also does not receive commissions or any other forms of remuneration that can influence the advice.

As a Certified Financial Adviser with the Financial Advice Association Australia (FAAA), Vinh is also committed to the highest ethical standards which requires the clients’ interest be placed first.

#### Independent

HVTA Pty Ltd trading as VTA Financial Planning has no ownership or contractual links with any financial product manufacturers that could restrict or unduly influence our advice to you. We have no incentive to recommend the product of one institution over another and do not receive any commissions paid by product providers.

## **Important associations**

Our Director, Hoa Vinh Ta (Vinh) is also the director and owner of the AFS Licence VTA Financial Planning and the Corporate Authorised Representative HVTA Planning Pty Ltd.

From time to time, we may refer clients to other professions, such as other specialist financial advisers, taxation accountants and solicitors for their services.

Neither VTA Financial Planning or HVTA Planning Pty Ltd will pay or receive any referral fees or receive any commissions for referring clients or for clients referred to them by other professionals. While we have undertaken an initial due diligence on these firms, we do not take any responsibility for the advice and services they provide to you.

## **Documents you may receive from us**

Before we provide personal financial advice to you, we will provide you with a Preparation of Advice Agreement (also known as a Terms of Engagement), this letter outlines the initial services we agree to provide and an indication of the costs (such as the plan preparation fee and implementation fees).

If we provide you with personal financial product advice rather than general financial product advice, we will initially provide you with a Statement of Advice (SOA). Personal financial product advice is advice that considers one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given as well as information about fees.

For further advice, a Record of Advice (ROA) may be provided instead of a SOA, if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since.

If you choose to use our services, you may also receive from us a Product Disclosure Statement (PDS). The PDS contains information about the product and will assist you in making an informed decision about that product.

## **What we will need from you**

To invest in any of our recommended financial products, you will need to complete a fact find and a risk profile questionnaire. We expect that you will provide us with accurate information, so that we have a reasonable basis on which to provide you with advice. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

We expect that you will use our advice to enable you to make informed financial decisions.

We expect that, where appropriate, you will inform your adviser of any changes that may influence your future objectives.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents, such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

## **Providing advice that is suitable to your investment needs and financial circumstances**

To do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment or risk products to you. You have the right not to divulge this information to us if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

The advice provider is obligated to act in your best interest, and this requires the advice provider to collect all required information about your financial situation and needs and objectives, make inquiries into the information provided, and investigate appropriate products and strategies that will meet your needs and objectives. From time to time, where the advice provider cannot recommend any appropriate products or where the advice provider feels your best interest will not be served by him/her, the advice provider has a right to refuse provision of advice or services.

## **Services, Products and Advice we offer**

### **Services**

- Comprehensive personal financial planning
- Savings and cashflow management
- Wealth creation
- Asset protection strategies
- Investment strategies
- Salary packaging
- Pre-retirement planning
- Post-retirement planning
- Self-managed superannuation funds
- Estate planning
- Ongoing strategic advice including portfolio review services

### **Products**

- Provide personal and general financial product advice on; and
- Deal in, by applying for, acquiring, varying or disposing of the following financial products:
  - Deposit products; including basic and non-basic deposit products;
  - Debentures, stocks or bonds issued;
  - Investment life insurance products;
  - Life risk insurance products;
  - Managed Investment Schemes (including IDPS);
  - Retirement Savings Account Products;
  - Superannuation;
  - Securities;
  - Margin Lending.

We will not provide advice on classes of financial products other than those detailed above.

## Service Fees

The calculation of upfront fees will vary as this is dependent on the complexity of your situation as well as level of service agreed upon. Upfront fees are agreed upon prior to any work being undertaken and are usually payable upon delivery of the SOA, however, we may ask you to pay this in advance. Ongoing Advice Fees are also dependent on the complexity of your situation as well as level of service appropriate to your needs.

All fees and levels of service will be discussed in the first meeting and subsequently disclosed within the Engagement Agreement as well as prior to implementation of any recommendations in the SOA.

VTA Financial Planning and its representatives are remunerated through a fee for service model. Ongoing advice is structured through Annual Service Agreements. All payments are made directly to VTA Financial Planning.

All fees and charges are provided in writing as a part of the SOA. When the SOA is presented, you can choose to engage VTA Financial Planning to implement these recommendations or to pay for the SOA and not proceed any further. Should you choose to proceed with the advice, you will be required to enter into an Annual Service Agreement in order for us to implement the advice within the SOA.

## Calculation of Service Fees

This table is an indicator of possible Fees for our services.

As an Independent adviser, our fees are flat fees and are not based on volume (i.e they are not calculated as a percentage of funds under management) and we do not receive commissions paid by from product providers.

Service	Description	Price Range
<b>Initial consult fee</b>	Usually complimentary, however a travel fee may be requested depending on the location of the initial consult meeting.	\$0 - \$110
<b>Preparation of Advice fee.</b>	This fee will vary based on the complexity of your situation and advice required and will be disclosed to you in Preparation of Advice Agreement (also known as Terms of Engagement) before any work is commenced.	From \$2,200 to \$11,000
<b>Fixed Term Service Agreement</b>	<p>The fee to engage us to provide ongoing advice and service will depend on the time required, complexity of your situation and the potential for us to add value.</p> <p>Typically, this service involves administrative support, implementation of any recommendations, access to your adviser throughout the year as well as an Annual Review.</p> <p>The fees and services included will be outlined in a Statement of advice and/or Fixed Term Service Agreement. The Fixed Term Service Agreement be for a period of 12 months and at the end of the 12-month period, we will ask you to enter a new fixed term agreement with us.</p>	From \$1,100 to \$11,000

<b>SOA Implementation Cost</b>	This is the cost to implement the recommendations contained in the Statement of Advice. Generally, these costs will be included in your Fixed Term Service Agreement, however in the event the initial Fixed Term Service Agreement is cancelled within the first 11 months, we may charge the implementation fee, less the Fixed Term fees already paid. We will disclose this to you within the SOA.	From \$1,100 to \$11,000
<b>Buy or sell shares</b>	We do not charge additional brokerage fees, however depending on the share trading account or platform you are invested with, they may charge brokerage fees.  These will be disclosed the relevant product PDS.  These fees are exclusive of the brokerage charged by your stockbroker if you had engaged with a stockbroker.	Dependent upon your share trading account of Platform of choice.
<b>Incidental work</b>	Where work is carried out, which does not fall into the normal range of services for which fees have been set. This fee will be agreed with you, prior to any work being undertaken.	\$220 per hour

\* All fees are inclusive of GST unless otherwise disclosed.

## Commission

Please note: VTA Financial Planning (and its representatives) do not receive commissions of any kind. Where allowed insurance commissions paid by insurance providers, will be rebated back to you and fees in relation to the upfront and ongoing service you engage us to provide will be charged directly for this work as indicated in the fee table above. Commission rebates will be discussed with you, prior to commencement of any work.

## Alternative Remuneration

Subject to conditions of financial advisers who are approved to use the term independent, VTA Financial Planning (and its representatives) may attend professional development training sessions and economic updates hosted or sponsored by product providers. VTA Financial Planning does not receive any other benefits (such as hospitality, prizes, awards) or forms of remuneration that can influence or be perceived to influence their advice and product selection.

You have a right to request for further information in relation to professional development training sessions and economic updates attended by VTA Financial Planning and its representatives.

## Relationships and Associations

VTA Financial Planning does not have any relationships and/or associations with any financial product manufacturers, large financial institutions, superannuation funds or insurance providers. We do not receive any other benefits or forms of remuneration that can influence or be perceived to influence our advice and product selection.

Any recommendations you receive will be based on your adviser's assessment of your personal circumstances, needs and objectives. These factors underpin the advice you receive and we will avoid any conflicts that we believe may influence our advice or product selection.

Your adviser may hold a personal interest in a financial product (such as having their own superannuation invested in a product) they have also recommended to you. Any significant interest will be recorded in a register of financial product holding and, where appropriate, this holding will be disclosed to you in the SOA or ROA.

## **Privacy**

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask your adviser and they will arrange for you to do so.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. For further information on VTA Financial Planning's Privacy Policy please request a copy by contacting us at: [Vinhta@VTAfinancialplanning.com.au](mailto:Vinhta@VTAfinancialplanning.com.au)

## **Compensation Arrangements**

Professional indemnity insurance is maintained by VTA Financial Planning to cover advice, actions and recommendations which have been provided by representatives of VTA Financial Planning. The insurance satisfies the requirements imposed by section 912B of the Corporations Act 2001 and related financial services regulations, such as the Australian Securities and Investments Commission's ("ASIC") Regulatory Guide 126. The Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for VTA Financial Planning and our representatives/employees, in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any representative/employee, who has ceased work with VTA Financial Planning for a minimum of 7 years from the date of ceasing the relationship.

## **What should you do if you have a complaint?**

VTA Financial Planning is committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell them about your complaint. We will respond upon receipt or notification.
2. If your complaint is not satisfactorily resolved within 30 days, please call us or put your complaint in writing. We will try and resolve your complaint quickly and fairly.

Complaints Manager - Vinh Ta  
Phone: 0484 025 819  
Email: [Vinhta@VTAfinancialplanning.com.au](mailto:Vinhta@VTAfinancialplanning.com.au)

3. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678 (free call)

In writing to:  
Australian Financial Complaints Authority,  
GPO Box 3,  
Melbourne VIC 3001

The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint or obtain information about your rights.

### **Contact Details**

HVTA Pty Ltd trading as VTA Financial Planning  
Mail: 64 Campbell St, Kensington, WA 6151  
Phone: 0484 025 819  
Email: [Vinhta@VTAFinancialplanning.com.au](mailto:Vinhta@VTAFinancialplanning.com.au)  
Website: [www.VTAFinancialPlanning.com.au](http://www.VTAFinancialPlanning.com.au)