



DWMM
Dorset Wealth Management

**Financial Services Guide
Part A**

28 October 2024

Not independent

Disclosure of Lack of Independence required under 942B(2)(fa) of the Corporations Act

Dorset Wealth Management and its representatives are not independent, impartial or unbiased (which are restricted words or expressions under the Corporations Act) in relation to the provision of personal advice to retail clients because Dorset Wealth Management, its representatives and associates and affiliates may receive monetary benefits in connection with that advice.

It's important to understand that disclosing our lack of independence and detailing our remuneration structure does not reduce our obligation to act in your best interests. If you are a retail client and we give personal advice, we have a duty to act in your best interests when providing personal advice and are obliged to provide you with appropriate advice.

Dorset Wealth Management and its representatives

This FSG is given to you on behalf of Dorset Wealth Management and by its authorised representative who provide services to you.

Dorset Wealth Management Pty Ltd has authorised the distribution of this FSG by its representatives. Representatives act as an agent of Dorset Wealth Management Pty Ltd in providing services to you.

Other documents you may receive from us

If we provide you certain financial provides services, you may receive other important documents from us including those set out below.

Statement of Advice (SOA)

We will provide you with a SOA if you are a retail client and we give you personal advice which takes into account your personal circumstances, financial needs, goals and objectives. The SOA will set out the scope of the advice, your current personal and financial position and risk profile, the basis for the advice and how it addresses your needs and objectives and the fees and charges payable by you and the remuneration and other benefits we may receive.

Record of Advice (ROA)

Where we provide personal advice to you after having previously provided a SOA and your circumstances and the basis of the advice are not significantly different from when the SOA was provided, we may not provide you a further SOA. In this circumstance we will maintain a Record of Advice and you may request a copy of the ROA within 7 years of us providing the advice.

Statement of Transaction (SOT)

At times, you may instruct us to make investment or trading decisions without receiving advice. In these cases, we may provide you with a Statement of Transaction (SOT), which confirms your instructions, informs you that no advice has been provided and discloses any fees and charges payable by you.

Product Disclosure Statement (PDS)

If we recommend a product to you we will provide you with the relevant Product Disclosure Statement (PDS). The purpose of a PDS is to assist you in making a decision about the particular financial product and it contains information about the product's key features, benefits, risks, and fees.

General Information

This Financial Services Guide (FSG) is issued by Dorset Wealth Management Pty Ltd ABN 75 676 129 810 Australian Financial Services Licence Number (AFSL) number 558504 and its authorised representatives ('Dorset Wealth Management', 'we', 'us' or 'our').

This FSG provides our retail clients with information about Dorset Wealth Management to assist you in deciding whether to use the services we offer and contains important information about:

- who we are and how to contact us
- the products and services we offer
- any associations or relationships with other entities
- how we and our representatives are paid for the services we provide and other benefits we might receive
- other documents you may receive from us; and
- how Dorset resolves complaints.

This FSG comprises 2 documents being this document and the Representative and Advisor Profile which will accompany this document. The Representative and Advisor Profile provides information about your financial advisor such as their contact details and, the types of financial products and services they are authorised to provide.

Ongoing Service Agreement (OSA)

If you enter into an ongoing review service for a period of more than 12 months, you will receive an Ongoing Service Agreement (OSA). This document outlines the agreed service and the fees applied over the specified period. You will also receive a Fee Disclosure Statement (FDS) each following year. It will outline the fees paid and the services you received in the preceding 12 months, as well as estimated fees and services which will be provided to you in the upcoming 12-month period. The document will also confirm that you agree to continue the ongoing review service and to the deduction of any ongoing fees.

Client Service Agreement

If you enter into a service arrangement for a fixed period of 12 months or less you will receive a Client Service Agreement. This document outlines the agreed service and the fees applied over the specified period.

You will also receive a Confirmation of Fees and Services Letter at the end of the contract period which will outline the services you received, and fees paid.

Giving us instructions

You may provide us instructions by email, telephone, in hard copy documents or other means agreed with us. The method of providing instructions may vary depending on the service you receive.

How to contact us

You can contact Dorset Wealth Management using the following and our representatives using the contact details set out in the Representative Profile.

Telephone	1300 DORSET (367738)
Email	feedback@dorsetwealth.au
Writing	Dorset Wealth Management Pty Ltd GPO Box 824 Brisbane QLD 4001
Face to Face	Level 5, 388 Queen Street Brisbane QLD 4000
Website	dorsetwealth.au

Our Services

Authorisations

Dorset Wealth Management is authorised to deal in and provide financial advice in relation to:

- deposit and cash related products including cash management accounts and term deposits
- derivatives
- government debentures, stocks or bonds

- life insurance (both risk and investment)
- managed investment schemes
- securities
- margin lending facility
- superannuation.

Our offering

We offer a range of financial advice and investment services including in relation to the following:

- managed funds
- Advice, trading and execution services for
 - Australian shares
 - International shares
 - Exchange-traded funds (ETFs)
 - Australian exchange traded options (ETOs)
 - Warrants
- Asset Allocation
- Cash Management
- Environmental, Social and Governance (ESG) Investing
- Estate Planning
- Financial Planning
- Fixed Interest
- Initial Public Offerings (IPOs) and Share Offers
- Separately Managed Accounts (SMAs) and Individually Managed Accounts (IMAs)
- Margin Lending and gearing strategies
- Personal Insurance Products
- Portfolio Administration Service
- Retirement Planning
- Self-Managed Super Funds
- Superannuation
- Tax Planning
- Wealth Management

Our advisors are given authorisation to provide financial advice and services and may only be authorised to provide services in relation to some of the above areas. Your advisor will provide you with information about the scope and services they are able to provide.

Investment approach

At Dorset Wealth Management, our investment philosophy is grounded in a disciplined, research-driven approach designed to meet the diverse needs of our clients. Our core and satellite investment model forms the foundation of our strategy and which we can tailor to individual client needs. You can obtain more information about our investment approach and advice process from your advisor and our website.

Advice

In providing our services to you we may provide personal advice, general advice or execution only (no advice) services depending on your requirements.

Execution only services

Execution only (no advice) services are provided where you do not require any advice and simply require execution or implementation of an investment. We will not evaluate the merits of such transactions or whether the particular transaction is appropriate to your personal circumstances.

General Advice

General advice means the information provided is broad in nature. It doesn't take into account your objectives, financial situation or needs. It will inform you about the features of the product or scheme but won't tell you how it might fit into your own financial situation.

Personal Advice

Personal advice is financial advice that considers your goals, needs and financial circumstances. It can be scoped to consider one or many different areas including wealth protection, superannuation, budgeting, investments and retirement planning.

How we are paid

The remuneration and other benefits listed below generally cover what Dorset Wealth Management, your Advisor and any related parties may receive as a result of the services provided to you. Specific amounts and benefits can often only be calculated once the recommendations are made to you.

There are various ways that you may pay us for the services provided to you, including:

- Fee for service - where you pay a fee for the services that we provide;
- Transaction-related fees;
- Commission (paid by product and service providers) in the form of initial (up-front) and/or ongoing (trail) commission;
- A combination of fee for service, transactions-related fees and commission;

Each of these is discussed in further detail in Schedule 1. Unless otherwise stated, amounts are exclusive of GST.

If a fee or benefit set out in this FSG are unable to be calculated at the time this FSG is provided, we will disclose the fee or benefit or the manner in which is calculated at the time the personal advice to which the fee or benefit relates is given or as soon as practicable after that time.

All fees for services paid by you and/or commission paid by product and service providers are paid to Dorset Wealth Management.

An Authorised Representative may pay a monthly administration fee to Dorset Wealth Management Pty Ltd.

Representatives' remuneration

Our representatives may be paid a combination of a salary and bonuses and incentives which are calculated depending on the company's and the individual's performance. These payments are calculated by reference to the amount of fees or brokerage received by us from you. Representatives may receive a portion of the fees you pay to us.

You can request further information regarding remuneration, commission and other benefits received by our representatives by contacting us. Your request, however, must be made within a reasonable time after you are given this FSG and before any financial service identified in this FSG is provided to you.

Commissions

Dorset Wealth Management may receive payments in the form of initial commissions and/or ongoing commissions from the insurance product providers for any product you choose to use that is recommended by us. These commissions are included in the fees and/or premiums you pay for the product. You do not pay these fees to us directly. We may rebate some or all of this to you.

How commissions (initial and ongoing) from a life insurance product are calculated

- Initial commission from a life insurance provider is typically up to 66% (inclusive of GST) of the first year's premium that you pay.
- Ongoing commission can be up to 33% (inclusive of GST) of the premium from year two onwards for the life of the policy.
- The actual commission that will be received by Dorset Wealth Management will be disclosed to you in your SOA, SOT or ROA.

Member Fees

Dorset Wealth Management may receive payments from the trustee of a superannuation fund, with which it has entered into a Member Services Agreement, in respect of the services provided to you on behalf of the trustee.

Other forms of remuneration or benefits

Dorset Wealth Management may be entitled to other benefits when providing services to you.

Dorset Wealth Management keeps register of small value benefits (i.e. \$100 to \$300 in value) which may be received from product and service providers. These benefits are permissible unless they are received frequently or when similar benefits received combine to exceed \$300 per annum. If you would like a copy of the register, please ask your Advisor and it will be made available to you within seven days.

In addition, Dorset Wealth Management receives payments by product providers to support Advisor training and professional development.

Complaints

Your satisfaction is very important to us, and we have procedures in place to resolve any concerns promptly and fairly.

We acknowledge the importance of having an effective and efficient complaints handling and Internal Dispute Resolution (IDR) framework, and we adopt a customer-focused approach.

While we acknowledge your right to make a complaint, we expect that you will treat our staff with respect when they are dealing with your complaint.

How to make a complaint

If you are unhappy with the advice you receive, or other aspects of our service please contact your Advisor and tell them about your complaint.

If your complaint is not satisfactorily resolved within 3 working days, please contact Dorset Wealth Management so we can act on it immediately.

You can let us know about your complaint by one of the methods set out in the How to contact us section above.

When making your complaint please tell us:

- your name;
- how you would prefer for us to contact you (for example, by phone, email etc.);
- what your complaint is about; and
- what you are seeking to resolve your complaint.

If you need help to make a complaint

If you need help to make or manage your complaint, you can appoint someone (for example, a relative or friend) to represent you. Please note that we will need your authority to speak to any representative that you appoint. We can

also arrange an interpreter for you and help you to fill out forms or express your complaint.

How we will deal with your complaint

Acknowledgement

We will acknowledge receipt of your complaint and try to resolve it as quickly as possible.

Investigation of your complaint

If we cannot resolve your complaint immediately, we will need some time to investigate your concerns. We may also request that you provide us with further information to assist with our investigation.

Our Response

We will provide you with our written reasons for the outcome of your complaint no later than 30 calendar days after receiving your complaint.

Escalating your complaint

If you are not satisfied with our response to your complaint, you can escalate your complaint to the Australian Financial Complaint Authority (AFCA).

You can contact AFCA using the following details:

Website:	www.afca.org.au
Telephone:	1800 931 678 (free call)
Email:	info@afca.org.au
In writing:	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Compensation

Both the internal and external dispute resolution services are provided to you free of charge. Dorset Wealth Management holds professional indemnity Insurance to cover Dorset Wealth Management and its authorised representatives for the financial services we provide. This cover encompasses the conduct of authorised representatives who no longer work for us, but who did at some time, and it satisfies the requirements for compensation arrangements pursuant to s912B of the Corporations Act 2001.

Schedule 1 - Fees

Fees payable by you		
Fee	When it is payable	How much is payable to us
Fee for advice and implementation	When you request advice, payable on delivery of the advice whether in an SOA or ROA.	<p>Development of a SOA will be charged at a rate commensurate with the level of complexity of your financial situation. The fee will be agreed or notified to you prior to work commencing based on a fixed amount or hourly rate or a percentage of the amount to be invested pursuant to the advice.</p> <p>Our hourly rate of \$550 (including GST) will apply to meetings after our initial consultation.</p> <p>Our minimum advice fee is \$1,100 (including GST).</p>
Ongoing Review Service	As agreed with your Advisor in writing.	<p>The fee is charged based on the balance of funds under advice, is charged monthly in arrears and is calculated on the average investment account balance each month as follows:</p> <p>No more than 1.1% of the account balance, subject to a minimum of \$110 per month (including GST).</p> <p>Details of this fee will be provided to you at the time of any agreement being offered to you and will be subject to your acceptance of the fee offer before any fee is charged to you.</p>
Brokerage	When you buy and sell financial products, brokerage is added to the purchase price of a buy transaction and deducted from the proceeds of a sell transaction.	<p>Australian listed equities and warrants \$125 for a transaction value up to \$12,500 plus 1.0% of the transaction value above \$12,500.</p> <p>International listed products \$150 for a transaction value up to \$15,000 plus 1.1% of the transaction value above \$15,000.</p> <p>Australian exchange traded options \$125 for a transaction value up to \$12,500 plus 1.0% of the transaction value above \$12,500.</p> <p>Low Exercise Price Options (LEPOs) \$125 for a transaction value up to \$125,000 plus 0.10% of the transaction value above \$125,000.</p> <p>Fixed Income products \$250 for a transaction value up to \$50,000 and 0.50% of the transaction value above \$50,000.</p> <p>* Fees apply per transaction and per option series. ** Depending on volume and size of orders, flat rates or lower rates may be negotiated with your Advisor. *** In addition to the transaction fees for relating to options, the Australian Securities Exchange (that provides the market for ETOs) charges fees on option transactions which are set out in the FSG of our execution, clearing and settlement broker that will be provided to you prior to any trading undertaken in ETOs for you.</p> <p>**** Holding fixed income investments may also incur settlement, custodial and administration fees by our service providers. Any such fees will be disclosed to you prior to entering into any fixed income transactions.</p>

Fees payable by you		
Fee	When it is payable	How much is payable to us
Foreign Exchange	When you instruct Dorset Wealth Management to transact in international securities on your behalf and currency is exchanged for settlement.	A percentage of the value of the currency conversion. This fee will be provided to you at the time of any transaction is entered into which will incur the fee.
Custody	When you instruct Dorset Wealth Management to transact in international securities on your behalf and the securities acquired are held under a custodial arrangement.	A percentage of the value of the securities held in custody or a fixed fee per security held. This fee will be provided to you at the time of any transaction is entered into which will incur the fee.
Portfolio Administration Service	Your liability for the fees commences when you instruct Dorset Wealth Management in writing to provide the service. These fees are in addition to any advice/review fees.	As agreed with your advisor with the following minimum fees: <ul style="list-style-type: none"> - \$2,500 on the first \$250,000 of portfolio value - 0.50% on portfolio value between \$250,001 and \$500,000 - 0.30% on portfolio value exceeding \$500,000. Where you as our client have more than one investment entity (for example a joint account, a family trust and a self-managed superannuation fund) the fees for each entity will be based upon the aggregate value of the portfolios. A minimum annual fee, establishment fee and/or exit fees may also apply. This fee will be provided to you at the time prior to it being incurred.
Insurance claim management	We may charge a fee where you require assistance to process an insurance claim. The fees for this service will depend on the complexity of your situation.	A fixed amount or hourly rate or combination thereof as agreed with you prior to being incurred. In some cases, we may decide an external specialist may be required to assist with your claim. If this occurs, we will confirm with you prior to engaging the external specialist. The fees for any external specialists will be an additional fee separate to our fee.
Broker administration fees	When your transaction incurs a fee from our third-party broker such as a trade fail fee, re-booking fee, off market transfer or RTGS payment fee.	As determined by the relevant broker and advised to you from time to time.



Dorset Wealth Management

Lvl 5, 388 Queen Street
Brisbane Qld 4000

GPO Box 824
Brisbane Qld 4001

1300 DORSET (367738)
(07) 3473 1611

bne@dorsetwealth.au
dorsetwealth.au

The information provided in this publication does not constitute financial product advice. The information is of a general nature only and does not take into account your individual objectives, financial situation or needs. It should not be used, relied upon, or treated as a substitute for specific professional advice.

Dorset Wealth Management Pty Ltd
ABN 75 676 129 810 | AFSL 558504