



FINANCIAL SERVICES GUIDE

Core Financial Services Pty Ltd

ABN 91 607 163 646

Australian Financial Services Licensee AFSL 480009

Corporate Authorised Representative Number: 334960

45 Ventnor Avenue, West Perth WA 6005

Phone: 1300 375 357

FSG - Version 1.2 – Issued 16 January 2020

The purpose of this guide

This guide is designed to help you in understanding how we can assist you with your financial and lifestyle goals by explaining:

- The advice and services we can provide to you either directly or in association with other professionals,
- Our fees and charges,
- Any influences and arrangements that you need to consider when assessing our recommendations, and
- How best to raise any issues you may have with our advice or services.

This is a very important document and we recommend that you read it carefully. If you need further explanation or are unsure about any part of this guide, we encourage you to ask us any questions you may have.

Who we are

Core Financial Services Pty Ltd ("CFS", "Core", "We", "Our", "Us"), Australian Financial Services Licence Number 480009.

We are an Australian Financial Services licensee with principals and management that have built a reputation for delivering a client centric service that has a strong client relationship focus, combined with trust, reliability, responsibility and integrity. We offer a unique and consistent service and will provide you with financial services through our authorised representatives. Collectively, we refer to them as "Your Adviser".

What we do

Good advice can improve your outcomes, help you protect your lifestyle and help you understand the small print. When We provide financial services We act on your behalf, and not on behalf of any financial institutions or insurance companies.

Statement of Advice

In most circumstances when We provide personal advice, Our advice will be presented to you in writing via a Statement of Advice (SoA) document including Our initial advice to you, or where your financial circumstances, or the basis of the advice We provide is Significantly different to the previous advice that We provide you..

The SoA is an important document because it sets out what Your Adviser is recommending and why it is suitable and appropriate for you. It should contain enough detail for you to make an informed decision about whether to act on the advice and will outline:

- Your Adviser's recommendations and the basis on which they are given.
- The costs of the advice and information about fees, commissions or other benefits that We, Your Adviser or a related party may receive.
- Details of any relationships or associations that We or Your Adviser may have with product providers or related parties.

Record of Advice

If Your Adviser provides you with **further** personal advice, the advice may be recorded on a Record of Advice (RoA). A RoA is used if your circumstances or the basis of the advice We provide are not significantly different from the previous advice you received from Your Adviser. However, as noted above where your circumstances or the basis of Our advice is significantly different, any further personal advice that is provided to you will be documented in a SoA which will be provided to you.

You may request a copy of the advice records that We keep. Any request must be made within seven (7) years of the provision of the advice, and should be directed to your Adviser.

When We provide advice to you, We will typically consider your current situation, needs and objectives and consult with you to ascertain whether scaled (limited) or comprehensive advice is the most appropriate.

Specific information about Your Adviser, their experience and specialisations are provided at the back of this document.

If Your Adviser cannot provide advice to meet your needs and objectives they will refer you to another professional to provide the advice and service.

Product Disclosure Statement

If Your Adviser recommends a particular financial product or transacts on your behalf and at your request, you may receive a Product Disclosure Statement (PDS), or other relevant product disclosure material. The PDS contains important information about the particular financial product and will include its fees, features and risks, and should assist you in making an informed decision about that product.

Your Adviser can provide you with financial advice and assist on a range of investments, personal, corporate and self-managed superannuation, personal risk insurances, key person insurances and securities. Specific information about your Adviser, their experience and specialisations are provided at the back of this document.

If your Adviser cannot provide advice to meet your needs and objectives they will refer you to another professional to provide the advice and service.

We can act on your instructions

After you engage Your Adviser, they can act on your instructions whether you provide the instructions by telephone, email, fax or other means of communications. Your Adviser will confirm and document instructions to place, amend or cancel financial products. Should you prefer Your Adviser or Us to communicate with you via email please be aware that you are responsible for monitoring the email account nominated by you for this purpose. We and Your Adviser will treat any communication received by Your Adviser or Us from this email address as instructions from you and We and Your Adviser will continue to communicate with this email account until you tell Us otherwise.

How you pay for Our services

You may choose to pay Our fees directly or have Our fees paid to Us by the product provider or from the products you have acquired.

Our Advisers will receive a salary. If you are referred to Us by a third party we may pay a referral fee, or a non-monetary benefit as a consequence of products or services you purchase. We could for example pay a referral fee of 10%, this means that for each \$100 we earn, we would pay \$10 to the person / company that referred you to us. A full disclosure of referral fees paid in your specific situation can be found in your Statement of Advice.

The remuneration We receive will be clearly disclosed to you at the time that advice is provided to you.

Commissions (such as from any insurance products) and fees which are paid from the product costs, vary according to the nature of the specific financial product. They will be clearly outlined in your Statement of Advice (SoA). They also may pay Core a fee for our services. Your Advisers can be eligible for profit share from time to time, this is based on the profitability of the business and not on targets or performance.

If you have a complaint

If you have a complaint, please contact Our complaints manager by phoning 1300 375 357.

If you are dissatisfied with Our response, which will typically be provided to you within 45 days of the receipt of your complaint, you have the right to refer your concerns to the Australian Financial Complaints Authority ("AFCA"). AFCA is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. AFCA can be contacted at PO Box 3, Melbourne VIC 3001 or by phone on 1800 931 678.

The Australian Securities and Investment Commission (ASIC) also has a Free call Info line on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

The law requires Us to maintain a level of Professional Indemnity Insurance appropriate for our size and the scale and complexity of our operations and be consistent with our obligations under section 912B of the Corporations Act 2001. Our insurance covers claims made against Core and the cover may extend to the conduct of previous Advisers and staff

Privacy

Core collects your personal information in order to provide you with personal financial advice, financial products and services. In providing you those financial services, it may be necessary for Us to disclose your personal information to certain third parties.

We and Your Adviser will collect and use information about you during the course of your relationship with Your Adviser and Us. When you use Core's services by accessing Our website facilities, We may use 'cookies' in order to enhance the service levels that We can provide you. If you would like further information about this, please read Our website usage terms. We are also more than happy to assist you if you have any queries.

It is important that the information We hold about you is up to date. You should let Your Adviser know when information you have provided Us changes.

We are committed to ensuring the privacy and security of your personal information. As part of Our continuing commitment to client service and maintenance of client confidentiality, We have adopted the principles set out in the Privacy Act. Please refer to Australian Privacy Principles listed on the website of the Office of Australian Information Commissioner.

Part Two - Adviser Details

Your Adviser and how you can contact them

You Adviser works for Omega Financial Services and is a corporate authorised representative of Core Financial Services Pty Ltd, and can be contacted using the following details:

Trading name	Omega Financial Services
Corporate Authorised Representative	Isidingo Investments Pty Ltd ATF MJ Milton Family Trust
ASIC Number	334960
ABN	47 700 202 970
Address	1/89 Winton Road, Joondalup WA 6027 PO Box 1223, Joondalup WA 6027
Telephone	08 9300 3484
Email	martin@omegafinancial.com.au
Website	www.omegafinancial.com.au

Omega Financial Services was created to deliver a new benchmark of financial advice. Building on years of experience working for large financial services providers, we are now focused on combining our expertise with a personalised approach to wealth management. We are excited to have partnered with Core Financial Services, Australian Financial Services Licensee. Omega Financial Services and Core Financial Services are not related with any banking, insurance, superannuation or investment company.

We put our clients on the best possible financial path through uncompromised advice and a dedicated pursuit of outstanding results.

We do this by taking the time to get to know our clients and their families, their current financial situation, and their objectives for a comfortable and confident financial future. By building relationships and offering a rare level of accessibility, we are proud to offer a trusted, transparent and tailored approach to each client's unique needs.

Our commitment to absolute integrity also means our clients are well protected. We hold an Australian Financial Services Licence and we are members of the Financial Planning Association, always abiding by its Code of Ethics, Rules of Professional Conduct and Practice Standards. Everything we do is in the service of our clients' financial wellbeing.

With more clarity, more confidence and more control, our client's financial futures are secure. We look forward to partnering with you on your wealth management journey.

Along with your Adviser who will be your key contact, the following individuals are authorised by Core to provide personal financial services and will be part of the team that services you.

Martin Milton

ASIC Adviser identification number: 249802

Martin has the knowledge, skills and experience to deliver superior strategies in line with the objectives of his clients.

He has accumulated considerable technical knowledge in the areas of wealth creation, personal and business insurance, superannuation; self managed super funds and retirement planning.

Martin provides a strong client focus and combined with trust, reliability, responsibility and integrity he offers a unique and consistent service of financial planning.

Martin's primary aim is to develop lifetime plans for clients by clearly understanding their personal situation and financial goals.

2. Financial services and product types Your Adviser can provide

Your Adviser is authorised to provide personal financial advice, general financial advice, and transact on your behalf (dealing) in relation to the following types of financial products:

- Securities
- Managed investment schemes
- Investment and funeral bonds
- Deposit products
- Government debentures, stocks and bonds
- Personal and business risk insurance
- Superannuation
- Margin loans
- Retirement Savings Accounts

Limits on the advice that can be provided

It is important to note that We cannot provide advice on the following:

- General insurance
- Derivatives
- Foreign exchange

In addition, if We identify that you require specialist advice on a particular product or service, such as estate planning, We may refer you to a specialist who can help.

We are registered with the Tax Practitioners Board as Registered Tax (Financial) Advisers. Based on the information collected from you, Our advice may consider the tax consequences that relate directly to the financial advice being provided. However, We are not registered to provide tax advice beyond being registered Tax (Financial) Advisers, consequently this advice does not include an assessment of your overall tax position. As such, We strongly recommend you review this advice with a Registered Tax Agent.

Direct shares

If we identify that you require advice in relation to directly held shares listed on Australian or international share markets, we may seek portfolio research advice, and incorporate this research into the advice that We provide to you. The cost of this portfolio research advice will be incorporated into the total advice fee detailed in your SoA.

3. Referrals

You do not have to consult any professional that We may refer you to. You may want to consult a professional you have an existing relationship with, or choose another.

The professionals you choose to consult, including the professional to whom We refer you, are responsible for the advice they provide to you. We may receive a fee or other benefit as a result of that referral or from the business that is transacted on your behalf. We typically rebate 100% of any referral fee back to you. Where We do not fully rebate the referral fee We will disclose that information to you at the time of making the referral.

4. Fees and other costs that may apply to you

Fees and Remuneration

A range of fees and other costs may be payable for the advice you receive and the financial products used. Omega Financial Services are committed to providing you with clear fee transparency to ensure you understand the fees involved for the services being provided.

There are a number of different ways that you may pay for the services that we provide including:

- Fee for service
- Remuneration paid by product providers via initial and ongoing remuneration
- A combination of the above

Before we provide you with any financial advice, we will discuss these options and help select the most appropriate payment method for you. Outlined below are the types of fees and other costs that you may be charged

In all cases, details of payments required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. You will be provided with a tax invoice for any services provided and your payment is generally made to Core in accordance with the terms of the invoice and is payable by cheque, credit card, direct credit or money order .

These amounts, where they can be determined, will be documented in your SoA. If at the time you receive your SoA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead.

Fee for Service

Under this method of payment, there are set fees payable by you for each service provided. Those services and fees include:

Initial Interview

Our initial consultation is complimentary as we use this meeting to better understand your goals, needs and aspirations along with what is important to you (and your family). Before agreeing to go ahead with any advice, we will outline our fees for the preparation and implementation of the advice.

Advice Preparation and Implementation

We charge fixed price fees for plan preparation in the range of \$1,100 and \$4,400. We charge fixed price fees for implementation in the range of \$2,200 and \$4,400.

We also provide fixed price ongoing service packages in the range of \$1,100 and \$5,500 per annum. In some cases, a fixed fee may not be applicable and then ongoing service fees will be charged as a % of assets under advice p.a. which ranges from 0.5% and 1.0% p.a. (excluding investments using geared funds). For example, if we charge a 1% ongoing service fee p.a. and you invest \$100,000; your ongoing service fee will be \$1,000 p.a. (assuming no change in value of the amount invested).

We may charge an hourly rate for the advice we provide up to \$330 per hour.

All fees are exclusive of GST.

You will be invoiced directly for these fees and may elect to pay Core Financial Services Pty Ltd directly or have these fees deducted from your investments.

Revenue, Adviser Service fees and Commissions

Revenue

Core may receive remuneration or benefits from certain product providers whose products we recommend. The level of this remuneration or benefits may be based on the level payments made by you to the product providers.

Adviser Service Fee

The Adviser Service Fee is a fee that you agree with Us for the ongoing advice and service that We are to provide and may be charged on a flat fee basis or percentage of the amount invested, and is payable to Core Financial Services Pty Ltd. Core Financial Services Pty Ltd will pass on this fee to Omega Financial Services after they have deducted Licensing Expenses. Some products offer the option to deduct the Adviser Service Fee from your funds on a periodic basis.

Direct Share Investments

We may charge you a fee over and above the brokerage fee charged for trading shares. An advice fee based on the value of your direct share investment may also be charged. These fees are optional and have no minimum or maximum and will be disclosed if applicable.

Insurance policies

The initial commission that Core may receive on insurance policies can be up to 88% of the first year's premium.

The ongoing commission that Core can receive may be up to 50% per annum of the renewal premium.

We only receive commission payments where we are entitled to receive these payments through existing arrangements with product providers.

Any commission payments that We receive are not an additional cost to you.

Fees and Benefits

We may receive remuneration or benefits from certain product providers whose products We recommend. The level of this remuneration or benefits may be based on the level payments made by you to the product providers.

5. What Core Financial Services Pty Ltd pays Your Adviser

Fees and Commissions

Once Core receives payment for a service, it will pay your Adviser the fees and revenue that We receive after deducting the Licensing expenses.

Partners in Education

Core offers product providers various arrangements where product providers can partner with Core to provide education and training services to Core's advisers, including Your Adviser. A full list of Partners are maintained and is available upon request.

Other Benefits

From time to time, Your Adviser may also receive the following benefits:

- Educational conferences and seminars: these are arranged by Core and attendance by Your Adviser may be fully or partially subsidised by Core.
- Non-monetary benefits: these may include business lunches, tickets to sporting and cultural events, promotional merchandise or other minor benefits from Core or product providers.

These other benefits arise from time to time. It is not possible to provide an estimated dollar value on these benefits at this point in time. However, We record such benefits provided to Your Adviser in a register, and as a client, you are able to request an inspection of the register in relation to Your Adviser.

Any other benefits (other than those referred to above) that Core or Your Adviser may receive will only be accepted to a value of less than \$300 per provider per year (other than professional training and continuing professional education benefits).



FINANCIAL SERVICES GUIDE RECEIPT PAGE

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Client Name : _____

Client Signature : _____

Date : _____

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