

**FINANCIAL SERVICES GUIDE**

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**HEALTH PROFESSIONALS PLUS PTY LTD  
TRADING AS WALLIS PAYNE & CO**

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## **WHO IS WALLIS PAYNE & CO**

The services referred to in this Financial Services Guide are offered by Health Professionals Plus Pty Ltd trading as Wallis Payne & Co. Health Professionals Plus Pty Ltd is referred to as Wallis Payne & Co throughout this Financial Services Guide.

Wallis Payne & Co is a privately-owned wealth management business that was established in 2009 to assist clients with meeting their long term financial and lifestyle objectives through tailored financial strategies and prudent management of funds.

We operate under our own licence and offer a range of financial services as listed within this Financial Services Guide. These services will be delivered by an advisor who has the necessary skills and accreditation to assist you with the services you require.

## **WHAT IS INCLUDED IN THIS FINANCIAL SERVICES GUIDE**

This Financial Services Guide includes important information about the services we offer, how we are paid, any potential conflicts of interest and our dispute resolution procedures.

The purpose of this Financial Services Guide is to provide prospective clients with sufficient information to make an informed decision when deciding whether to utilise our services.

A hard copy of this Financial Services Guide is available free of charge.

## **WHAT OTHER DOCUMENTS MAY I RECEIVE**

You are entitled to receive a Statement of Advice whenever Wallis Payne & Co provides you with personal advice which considers your objectives, financial situation and needs. Your Statement of Advice will contain our recommendations, the basis on which they are given and specific information about relevant fees and associations that may have influenced the provision of the advice. We will provide you with the Statement of Advice as soon as practicable and no later than 5 business days after the advice is given. We will implement our recommendations only once you have authorised us to proceed.

We are not required to provide a Statement of Advice for further personal advice if you have previously been provided with a Statement of Advice that sets out your relevant personal circumstances and where the basis of the advice has not significantly changed.

After receiving your Statement of Advice, we may provide you with further advice in certain situations without giving you another Statement of Advice. In this situation, you may request a record of this further advice from your advisor, provided you do so within 7 years of receiving the further advice.

If your circumstances have changed significantly we will need to issue you with a new Statement of Advice.

We may also provide you with General Advice that has not taken into consideration your personal objectives, financial situation and needs. We would provide you with a warning to alert you to the implications of receiving General Advice and you would need to consider whether General Advice suits your requirements.

If Wallis Payne & Co recommends a financial product to you, we will provide suitable information to help you make an informed decision about the financial product such as a Product Disclosure Statement. This document includes general information such as benefits and risks of the product in addition to various fees that may apply.

If you have an ongoing fee arrangement, we will also provide you with a fee disclosure statement on an annual basis.

## **LACK OF INDEPENDENCE**

Wallis Payne & Co may receive commissions from insurance products and placement fees from capital raisings recommended to our clients. As such we cannot refer to ourselves as independent, impartial or unbiased.

## **WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED**

Wallis Payne & Co is responsible for the financial services provided in this Financial Services Guide through our Australian Financial Services Licence 341220.

We are responsible for the actions of our employees and representatives but not for services provided by any other third party including other financial service providers.

Trade execution, settlement and back office stockbroking services are provided by FinClear Pty Ltd (Finclear) which is a Market Participant of the ASX, Chi-X and the NSX. FinClear hosts over \$130 billion of share investments on behalf of 250 wholesale intermediaries and 350,000 end users.

Portfolio administration and reporting services are outsourced to Praemium which is an ASX listed company established in 2001 with offices in Australia, United Kingdom and Asia.

Please refer to the Financial Services Guides of our third party service providers for further information.

## **WHAT FINANCIAL SERVICES ARE YOU AUTHORISED TO PROVIDE**

Our licence allows us to carry on a financial services business which provides advice and deals in the following financial products:

- deposit and payment products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- investment life insurance products (such as investment bonds);
- risk life insurance products (such as term life, TPD, income protection and trauma insurance);
- interests in managed investment schemes including managed funds, property trusts and investor directed portfolio services;
- retirement savings accounts;
- securities; and
- superannuation.

We are licensed to provide these services to both retail and wholesale clients.

## **WHAT INFORMATION DO YOU NEED TO PROVIDE PERSONAL FINANCIAL ADVICE**

You will need to provide us with details of your personal objectives and financial situation in addition to any other relevant information to ensure we are able to prepare appropriate advice. This information will generally be provided through a fact finder document.

We will maintain a record of your personal details, objectives and financial situation in addition to any recommendations provided to you. Your personal file is available for review upon request.

While you are not obligated to provide us with your personal information, this may result in advice that is not appropriate to your needs, objectives and financial situation. You should read any warnings in the disclosure documents carefully before making any decision relating to our advice.

## **WHO MAY ACCESS THE INFORMATION I PROVIDE?**

Wallis Payne & Co is committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. Please contact us if you wish to obtain a copy of our privacy policy which can also be accessed on our website.

In order to best meet your needs and provide you with financial services and advice, Wallis Payne & Co may need to disclose your personal information to third parties however we will make sure to have your consent before passing on such information.

## **HOW DO I GIVE YOU INSTRUCTIONS**

In providing financial services we act on your instructions which may be provided to us in writing, by telephone, fax, email or any other form of communication.

## **HOW WILL YOU CHARGE FOR THE SERVICES PROVIDED**

It is important that you understand the various costs associated with the financial services that we provide. The fees will depend on the services you receive and will be disclosed in your relevant disclosure document such as a Statement of Advice.

We will not charge for your initial consultation which will allow us to discuss your financial position and determine if we are able to assist with meeting your financial objectives.

Clients that do not utilise our ongoing service will need to pay us to prepare a Statement of Advice when receiving personal advice. The cost for preparing a Statement of Advice will vary depending on the complexity of advice and estimated time involved. We would require your acceptance of this fee before commencing work on the advice. The Statement of Advice fee may be reduced where clients subsequently choose to utilise our ongoing service.

Our ongoing service includes investment advice, financial planning and portfolio administration services and will be charged as a percentage of funds under management or a flat dollar amount. The agreed fee rate will depend on the complexity of advice and the level of service required.

We will charge a transaction based fee (brokerage) when buying or selling listed investments on your behalf. Brokerage is calculated as a percentage of the transaction price and will have a minimum fee applied to each transaction. Our standard brokerage rate is 1.1% of the transaction value with a minimum charge of \$82.50 per trade. This cost is added to the purchase cost or subtracted from sales proceeds and collected by the executing broker.

We may assist you with a range of investment opportunities such as initial public offerings, placements and corporate actions for which a stamping fee is paid. In these circumstances, we may be paid a fee by the product issuer for assisting with the investment opportunity which would be disclosed to you. For example, if you purchased bank notes valued at \$10,000 through an initial public offering and the issuing bank paid us a 0.75% stamping fee (plus GST), we would receive \$75 (plus GST) to facilitate the transaction.

We do not receive commissions from new products and services we recommend to retail clients or trail commissions from legacy products such as cash management accounts and insurance policies where these can be refunded to the client. In some instances we will receive commission for products recommended to wholesale clients.

## **HOW IS MY ADVISOR PAID**

All representatives of Wallis Payne & Co are salaried employees who may be paid bonuses which are discretionary and dependent upon the contribution of the individual representative.

## **WILL ANYONE BE PAID FOR REFERRING ME TO YOU**

In some circumstances, we may have arrangements in place where we pay referral fees to third parties which would need to be disclosed in your Statement of Advice.

## **WHAT HAPPENS IF I HAVE A COMPLAINT**

Please contact your advisor and provide the relevant details if you have a complaint.

We have established procedures to deal with any complaint you may have and will assign an appropriate person to investigate the circumstances and propose a resolution. If we are not able to resolve your complaint within 30 days we will advise you in writing.

If you are not satisfied with your complaint resolution you may also bring your complaint to the attention of Australian Financial Complaints Authority (AFCA) whose contact details are:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne Victoria 3001  
T 1300 931 678  
W [www.afca.org.au](http://www.afca.org.au)

If you remain unsatisfied with our response to a complaint, you are also able to phone ASIC on 1300 300 630 to find out which complaints scheme may be available to assist you to settle your complaint.

## **WHAT ARE YOUR COMPENSATION ARRANGEMENTS**

Wallis Payne & Co is covered by Professional Indemnity Insurance that satisfies the requirements under the Corporations Act for compensation arrangements. This cover extends (subject to policy terms and conditions) to the conduct of employees who no longer work for Wallis Payne & Co but who did at the time the conduct occurred, that could give rise to a claim for compensation.