



WATERSHED

DEALER SERVICES

Financial Services Guide Part 1

Watershed Dealer Services Pty Ltd

This Financial Services Guide (“FSG”) is issued and approved by Watershed Dealer Services Pty Ltd ABN 29 162 693 272 AFSL 436357 to inform you about the Financial services provided by the advisers on our behalf.

This FSG aims to provide you with information about the Financial products and services that Watershed Dealer Services Pty Ltd or its Authorised Representatives offer.

Before we provide you with Financial advice, you should read this FSG. It contains important information to help decide whether to use our services:

- Who Watershed Dealer Services is as the Licensee, is responsible for the Financial services:
- The Financial services your Adviser can provide;
- Initial and ongoing advice we provide.
- How WDS are paid.
- How we deal with your personal information.
- Who to contact if you have a complaint?

Financial Adviser Standards and Ethics Authority Ltd (FASEA), the standards body for Part 7.6 of the Corporations Act 2001 (**The Code**) has determined a Code of Ethics.

The Code imposes ethical duties on all providers of personal advice to retail clients and is designed to promote higher standards of behaviour and professionalism in the financial services industry.

Watershed Dealer Services Pty Ltd and our representatives will always act in a way that demonstrates, realises and promotes the five values and twelve standards of the Code. The Code can be viewed via the <https://www.fasea.gov.au/code-of-ethics/>

This FSG must be read in conjunction with Part 2 as it forms part of this FSG. It 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 (including Appendix A) and Part 2 for your reference and any future dealings with Watershed Dealer Services Pty Ltd. Please note that Watershed Funds Management is the provider of the Managed Discretionary Account services.

Who is Watershed Dealer Services?

Watershed Dealer Services Pty Ltd (WDS) conducts business through a network of financial Advisers who are appointed as Authorised Representatives under the WDS AFSL.

Where Watershed Dealer Services has appointed a corporate entity as an Authorised Representative, representatives of that company who give advice will also be authorised by Watershed Dealer Services



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Documents you may receive from us

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product from your Adviser.

Advice Documents

All personal advice provided to you will be outlined in a Statement of Advice (SOA), Record of advice (ROA) or other forms of documentation.

The SOA is used for initial advice and will contain the commissions and information on relevant associations.

Where further advice is provided to you that does not involve a significant change your Adviser may provide an ROA. Where there is a significant change you will be provided with an SOA.

Product Disclosure Statement (PDS)

You will receive a PDS if your Adviser has provided advice on a particular product. The PDS will contain the information you need in order to decide whether the financial product is appropriate for you

What our Authorised Representatives will need from you

You will need to complete a Client Questionnaire which will record your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information. Your Adviser will usually assist you in completing this.

The information obtained will be assessed by your Adviser to assist them in providing appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

You should read any warnings contained in the client questionnaire and advice documents carefully before making any decision relating to a financial strategy or product.

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



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

To do so, your Adviser needs 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 your Adviser, if you do not wish to do so. In that case, your Adviser is required to warn you about the possible consequences of them not having your full personal information. You should read the warnings carefully.

Your Adviser 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

- Investments and wealth creation
- Tax minimisation
- Risk management and insurance
- Pre-retirement
- Retirement and superannuation planning
- Cashflow management and debt reduction
- Salary packaging
- Business succession planning
- Centrelink

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 limited to basic deposit products;
 - Debentures, stocks or bonds issued or proposed to be issued by a government;
 - Derivatives limited to old law securities options contracts and warrants;
 - Life insurance products;
 - Managed Investment Schemes (including IDPS);
 - Retirement Savings Account Products;
 - Superannuation;
 - Self Managed Super Funds
 - Securities;
 - Margin Lending; and
 - Managed discretionary accounts (MDA's) – *Appendix A has additional information applicable to this product.*



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Watershed Dealer Services supports your adviser by providing access to Financial product research conducted by external researchers. This assists your Adviser to select products that will help you reach your Financial goals.

Watershed Dealer Services Authorised Representatives can offer a range of insurance, investment, superannuation and retirement strategies and products that are available on the AFSL Approved Product List. Please refer to Part Two of this FSG for the services which your Adviser is authorised to provide.

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Your Adviser will not provide advice on classes of Financial products other than those detailed above.

Service Fees

Cost of Services provided and how you will pay?

As the provider of professional services, your Adviser will charge for the advice and services they provide to you. Depending on the services you require, your Adviser may charge by a variety of methods. Below is a guide as to how fees and commissions may be charged. Specific information on your Adviser's fees and charges can be found in Part Two of this FSG, that your Adviser will provide to you. All fees and charges will be disclosed in the SOA, ROA and/or PDS.

Your Adviser will discuss both the rate and method of payment with you before any financial services are provided, and will confirm any ongoing fees payable and the related services with you, each year.

Fee for Service

Your Adviser may charge a fee for the provision of advice and/or implementation of recommendations. Depending on your circumstances and the complexity of the work involved, this fee may be a fixed dollar amount, a percentage rate based on the value of your proposed investment portfolio, an hourly rate for time spent providing the services, or a combination of these.

Commission

Commissions may be paid from a product provider to Watershed Dealer Services and is at no additional cost to you. Product providers may pay Watershed Dealer Services commission in association with the placement of the recommended products. Generally the initial commission will be paid at the time you obtain the financial product with ongoing commissions paid during the life of the product.



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How Watershed Dealer Services are paid?

Except for your investment funds and policy premium payments where these are paid directly to the product provider, all payments are payable to Watershed Dealer Services. Watershed Dealer Services will retain between 0% and 2% of these payments and forward the balance to your Adviser. For example, if Watershed Dealer Services receives \$100 in fees from a product provider Sentry will may retain \$2 and forward \$98 to your Adviser. Your Adviser will also pay Watershed Dealer Services a fixed monthly administration fee for providing business support services, which is at no additional cost to you.

Alternative Remuneration

Watershed Dealer Services Pty Ltd may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Other benefits, such as prizes, awards and hospitality events (e.g. sporting events) may also be received. Details of benefits between \$100 and \$300 will be maintained on a Register. Benefits over \$300 are not allowed to be accepted.

You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or authorised representative.

Goods and Service Tax (GST)

All financial payments, commissions and fees are subject to GST.

Relationships and Associations

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 but it is important for you to appreciate from time to time our interests, associations, relationships and the benefits we receive may give rise to an actual or potential conflict of interest. We manage and will clearly disclose any conflicts that we believe may influence our advice.

Your adviser may hold an interest in a Financial product. Any significant interest/ownership 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.

Watershed Dealer Services and your Adviser are committed to implementing and complying with a privacy policy, which will ensure the privacy and security of your personal information. Please refer to



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Watershed Dealer Services Privacy Policy for further information at or request a copy from your Adviser. <https://www.watershedgroup.com.au/app/uploads/2020/05/Watershed-Privacy-Policy.pdf>.

Compensation Arrangements

Professional indemnity insurance is maintained by Watershed Dealer Services Pty Ltd to cover advice, actions and recommendations which have been provided by representatives of Watershed Dealer Services Pty Ltd. 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 Watershed Dealer Services Pty Ltd 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 Watershed Dealer Services Pty Ltd for a minimum of 7 years from the date of ceasing the relationship.

What should you do if you have a complaint?

Watershed Dealer Services Pty Ltd 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 45 days, please call us or put your complaint in writing. We will try and resolve your complaint quickly and fairly.

Complaints Officer
Watershed Dealer Services Pty Ltd
Phone: +613 9614 8899
Email: contact@watershedgroup.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
Email: 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.



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Contact Details

Watershed Dealer Services Pty Ltd

Address: Lv.22, North Tower, 459 Collins Street, Melbourne VIC 3000
Postal: PO Box 16197 Collins Street West, Melbourne, VIC 8007
Telephone: +613 9614 8899
Email: contact@watershedgroup.com.au
Website: <http://www.watershedgroup.com.au>