



Financial Services Guide

A guide to the financial services we provide and
how we will work with you to achieve your goals



Financial Services Guide: Version 8.0

Issue date January 2025

Purpose of this FSG Before we provide you with financial advice, you should read this Financial Services Guide (FSG). It contains the following important information to help you decide whether to use our services:

- about us
- the financial products and services your adviser can provide to you
- how we, your financial adviser and other related parties are paid
- what associations or relationships we have with others that could influence the advice provided to you
- how we collect and use your personal information
- details of who to contact should you have a complaint

About us

Insight Investment Services Pty Ltd ('Insight, **us or we**') is an organisation of choice for highly successful groups of financial advisers and for those who aspire to be. Insight holds an Australian Financial Service (AFS) Licence for providing personal advice. Insight operates nationally through a network of advisers located around the country and offers a range of financial services that are listed within this document.

Insight Representatives abide by the Financial Planners and Advisers Code of Ethics 2019, in addition to the code of conduct of any professional association they are members of such as the Financial Advice Association of Australia (FAAA).

This Financial Services Guide ('**Guide**') is used by Insight to inform retail clients of the financial products and services provided by our network of advisers. It is designed to assist you in deciding whether to use these services and to ensure that Insight complies with our obligations under our Australian Financial Services (AFSL) and Corporations Act (Cth) 2001.

If you decide to utilise any of the services provided by our network of advisers, you will receive this Guide and your adviser's profile. Your adviser's profile must be read in conjunction with this Guide and will outline specific information about your adviser prior to you receiving advice.

Contact Details

ABN 22 122 230 835 | AFSL No: 309996

Address: Level 3, 240 Queen Street, Brisbane QLD 4000

Phone: +61 7 3018 0400

Fax: +61 7 3018 0399

Email: info@insightinvestments.com.au

Web: www.insightinvestments.com.au

Insight has approved the distribution of this Guide. Please retain this document for your reference and any future dealings with Insight Investments Services Pty Ltd.

Under the Corporations Act, there are a number of restrictions that prohibit the use of certain terms, one of these restrictions applies to personal insurance advice that may be provided to clients. We allow our clients the option of fully or partially paying for insurance advice by way of the Insurance company paying a commission to your financial adviser, we believe this approach allows many clients to afford appropriate advice by providing the option to limit out of pocket fees. As such we are required to disclose the statement below.

Not Independent; You should know that pursuant to s923A of the Corporations Act we are prohibited from using the terms independent, impartial, or unbiased. s923A(2)(a)(i) prohibits the use of these terms, if life insurance commission is received and not fully rebated to the client.

About our advisers

Advisers are authorised by Insight to provide financial product advice in relation to, and deal in, certain financial products and services. Insight will be responsible for any financial services that your adviser is authorised to provide to you.

Your adviser's profile contains important information about your adviser including details of their education and qualifications, what advice they can provide, what relationships and associations they maintain as well as details of the advice fees you may pay and how they get paid for providing you with advice.

Why you should choose us

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and training programs so that we are up to date with legislative changes to superannuation, investment, social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our advisers will help you determine your goals and weigh up different investment strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

We can provide advice on:	We can arrange the following products and services:
<ul style="list-style-type: none"> • guidance on budgeting and goal setting savings and wealth creation strategies • investment planning • gearing strategies • superannuation planning • pre-retirement planning • retirement planning • personal insurance planning • business insurance planning • estate planning considerations • aged care and Centrelink planning • salary packaging advice 	<ul style="list-style-type: none"> • deposit and payment products (e.g. term deposits and cash management accounts) • life risk insurance products (life, disability, trauma, income protection and business) • debentures, stocks or bonds • securities • managed investments • direct equities • superannuation and retirement savings accounts • retirement incomes streams, including pensions and annuities • employer superannuation • self-managed superannuation funds (including limited recourse borrowing arrangements)

Your adviser may only be authorised to provide advice to you in some but not all of the above products and services. Please refer to your adviser's profile for a list of strategies and products they can recommend.

How you can give us instructions about your financial products

To develop a successful financial strategy, including recommending suitable products and services to meet your needs, we need to consider your personal circumstances and financial needs, goals and objectives. We will ask you for information about your personal circumstances when we meet with you.

You have the right not to provide us with personal information. However, without this information, or if it is inaccurate, the advice you receive may not be appropriate for your personal circumstances. If the information is incomplete and/or inaccurate, your adviser may provide you with a warning that the advice may not wholly represent your needs, objectives or financial situation.

It is also important that you keep us up to date by informing us of any changes in your circumstances so we are able to determine if our advice continues to be appropriate to your circumstances.

Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The SOA contains a summary of your goals and the strategies and financial products we will recommend to achieve your goals. It also provides you with detailed information about the fees, costs and other benefits we will receive as a result of the advice we have provided. Further advice will be documented in a Record of Advice (ROA) or a further Statement of Advice (SOA) depending on the nature of the advice at the time.

You have the right to request a copy of these documents up to seven years after the advice was provided by contacting your adviser.

If we recommend or arrange a financial product for you, we will make available a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits, and risks as well as the costs you will pay the product provider to professionally manage your investment or insurance. You should read any warnings contained in your SOA, the PDS or IDPS guide carefully before making any decision relating to our advice.

If you hold an ongoing fee arrangement with us for a period of more than twelve months, we will provide you with annual Opt-In Renewal Notice. The notice sets out the renewal terms and applicable fees for the forthcoming twelve-month period. After reviewing the agreement, should you wish to continue the arrangement you have the option to renew by providing consent as set out in the agreement.

Your privacy and access to your information

As part of the financial planning process, we need to collect information about you and maintain a record of your personal information. We are also required under the Anti-Money Laundering and Counter-Terrorism Financing (AML-CTF) Act 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We maintain a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive. If your personal information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

Your adviser and Insight will take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. As part of our continuing commitment to client service and maintenance of our client confidentiality, we are bound by the Australian Privacy Principles (APPs) established under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Insight may have access to this information when providing financial advice or services to you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or Accountant;
- Your adviser may, in the future, disclose information to other financial advisers, mortgage brokers, accountants and those who are authorised by Insight to review customers' needs and circumstances from time to time, including other companies within Insight;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and Insight in providing financial advice and services to you. A list of countries where these service providers are located can be accessed via the Insight Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Insight Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Our Privacy Policy contains information about how to make a complaint about a breach of the Australian Privacy Principles. For a copy of Insight's Privacy Policy email: info@insightinvestments.com.au.

You can request access to the information your adviser or Insight holds about you at any time to correct or update it as set out in our Privacy Policy. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen working days for the information to be provided. We may charge a fee to cover the cost of verifying the application and locating, retrieving and/or copying any material requested. If the information sought is extensive, we will advise you of the likely cost in advance and can help you to refine your request if required.

Insight Investment Services Pty Ltd may provide correspondence and important disclosures electronically. We will use the email address provided by you for electronic delivery and notifications including availability of items via a link on our website. You may contact us at any time to request correspondence by another method such as by post.

Another adviser may be appointed to you if your adviser leaves Insight or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Insight will write to you advising you of the change. Your personal information will be passed on to the new adviser. If you choose to appoint a new adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

Advice fees

The fees charged for our advice and services may be based on:

- A set dollar amount that is agreed between you and us and invoiced directly to you or paid via your product (if possible).
- A percentage-based fee that is agreed between you and us and paid via your product (if possible).

Our advice fees may include charges for the following advice services:

Initial advice - The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The Initial Advice Agreement sets out what our initial advice will cover and how much it will cost you. In addition, the initial advice fee will be disclosed in your SOA.

Advice implementation – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount. The advice implementation fee will be disclosed in your Initial Advice Agreement or in your SOA.

Ongoing advice – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available.

The ongoing advice fee is calculated as either a set dollar amount or a percentage of your investments.

Before providing you with ongoing advice your adviser will prepare an Ongoing Advice Agreement. This agreement sets out our ongoing advice offer, which includes the advice and services we will provide, as well as frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated. In addition, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount or hourly rate. Any additional advice fee will be disclosed in your SOA.

Insurance Commissions - Please note that for services in relation to insurance products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Your advice fees will be calculated at the time we provide you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

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 representative.

Payment Method & Frequency

We offer you the following payment terms:

- Direct debit (credit card or savings), cheque
- Deduction from your investment
- Initial and/or ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.

Insight may retain up to 22% (inclusive of professional indemnity insurance) of the gross revenue received for the recommended financial services and/or products. Insight will pay advisers the remaining gross revenue received (unless otherwise stated). Please refer to your adviser's profile and SOA for detailed information on the types of fees charged.

Relationships and associations

It is important for you to understand the relationships that exist between us and other service providers, as they may be considered to influence our recommendations to you.

Insight Investment Services Pty Ltd (Insight) may provide you with products and services that are offered, managed or administered by associated entities. Insight is a wholly owned subsidiary of Picture Wealth Holdings Limited (PWHL). PWHL is a diversified financial services and technology company owned by both private and institutional shareholders, including FT Fintech Holdings, LLC (an investment fund of Franklin Resources, Inc.). Franklin Resources, Inc. [NYSE:BEN] is a global investment management organisation operating together with its subsidiaries as part of the Franklin Templeton group of companies. Our advisers may provide financial services, including advice, on financial products issued by the Franklin Templeton group of companies. Your Insight adviser does not have any obligation, implied or otherwise, to recommend investment products issued by the Franklin Templeton group of companies. Your Insight adviser will only recommend an investment product issued by the Franklin Templeton group of companies if it is appropriate for you and in your best interests to do so.

The Highfield Group Pty Ltd (Highfield). Is an entity that includes some shareholders and directors of Insight.

Sterling Managed Investments Pty Ltd ("Sterling") is an entity owned by Highfield. Sterling holds an Australian Financial Services (AFS) License (No.340744). The shareholders of Highfield may share in dividends that Sterling generates. The share price of Highfield may be affected favourably by the sale of products issued by Sterling.

Other benefits we may receive

We may be offered or receive non-commission benefits such as education or sponsorship from some product providers at no extra cost to you. Both our advisers and Insight maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

- **Non-monetary:** From time to time, product issuers have access to our advisers to provide training on their products. Any payments made by fund managers for educational purposes at conferences, professional development or training days are shown in a non-monetary benefits register, which is available for inspection on request.

Our advisers and Insight keep a non-monetary benefit register of indirect benefits received from product issuers that are less than \$300. Indirect benefits include such things as lunches, tickets to sporting or cultural events, corporate promotional merchandise and so on. You can see a copy of this register by asking us.

- **Payments to and from other professionals:** In some cases, your business may have been referred to us by third parties such as real estate agents, accountants, mortgage brokers etc. Any arrangement in place will be subject to the FASEA Code of Ethics.

Where this is the case:

- We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your adviser's profile and SOA if applicable.
- We may receive a referral fee from other professionals when we refer you to their services. This will be disclosed in your adviser's profile and SOA if applicable.

Alternatively, you can ask us about the fees and we will tell you how much was paid and how it was calculated.

What should you do if you have a complaint?

If you have a complaint about the advice or services we provided to you, you should take the following steps:

- Contact your adviser and tell them about your complaint;
- If your complaint is not satisfactorily resolved within three working days by your adviser, you can telephone Insight on +61 7 3018 0400, email us at info@insightinvestments.com.au or put your complaint in writing to:

Complaints Officer

Insight Investment Services
GPO Box 942,
Brisbane QLD 4001

Insight places great importance on resolving complaints quickly and amicably. For all complaints, we will follow the following steps:

- We will acknowledge your complaint and try to resolve your complaint as quickly as possible.
- We will conduct a thorough investigation of your situation and the issues that you raise;
- We will provide you with a formal written response within a 30-day period (standard complaints) and 45 days for superannuation trustee complaints.

If your complaint has not been resolved satisfactory, you have the right to complain to one of the following External Dispute Resolution Schemes listed in the following table:

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	<p>Australian Financial Complaints Authority (AFCA)</p> <p>Phone: 1800 931 678 (free call) Email: info@afca.org.au Website: www.afca.org.au</p> <p>In writing to: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001</p>
Personal information held	<p>The Privacy Commissioner on 1300 363 992</p>

The Australian Securities & Investments Commission (ASIC) may also be contacted on 1300 300 630 to find out which body may best assist you in settling your complaint.

Professional indemnity insurance

Insight is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements.

The insurance covers claims arising from the advice, actions and recommendations of current or former employees or representatives of ours, even where subsequent to these actions they have ceased to be employed by or act for us.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against us.



Contact us

Contact us for more information
or to discuss how you can benefit
from Insight's support.

www.insightinvestmentservices.com.au

WESTERN AUSTRALIA AND SOUTH AUSTRALIA

Contact Manoj Pillai

EMAIL: mpillai@insightinvestments.com.au

PHONE: 0411 131 583

QUEENSLAND, NEW SOUTH WALES AND VICTORIA

Contact Paul Kelly

EMAIL: pkelly@insightinvestments.com.au

PHONE: 0414 384 612

BUSINESS PROFILE

ADVISER PROFILE VERSION:

VERSION 2.0

This document contains a Business profile and Adviser profiles. The business profile provides information about the business your adviser works for. The adviser profiles provide information about your adviser - their contact details, qualifications, experience and any memberships they may hold. It also outlines the strategies and products your adviser can provide advice on.

These profiles are part of the Financial Services Guide (FSG) and are only complete when they are provided together.

DATE ISSUED

05 June 2023

ABOUT OUR LICENSEE



ABN	22 122 230 835	AFSL/ACL NUMBER	309996
ADDRESS	Level 3, 240 Queen Street Brisbane Queensland 4000		
POSTAL	GPO Box 942, Brisbane QLD 4001		
PHONE	07 3018 0400		
FAX	07 3018 0399		
EMAIL	info@insightinvestments.com.au		
WEB	www.insightinvestments.com.au		

Insight is responsible for the services provided by any of its authorised or credit representatives.

OUR CONTACT DETAILS



Financial Planning QLD Pty Ltd ACN 646 136 030 is a Corporate Authorised Representative No. 1289377 of Insight Investment Services Pty Ltd.

Trading Name	Financial Planning QLD Pty Ltd
Business Address	9 Shakespeare Street Coorparoo QLD 4151
Phone	07 3162 1449
Web	www.financialplanningqld.com.au
Email	info@financialplanningqld.com.au

ABOUT OUR TEAM

Financial Planning Qld is a family-owned financial planning firm operating from its office in Coorparoo, Queensland. Whilst we have hundreds of local clients, we also help clients in other regions around Queensland, NSW, Victoria, South Australia, and Tasmania. The business has been running continuously since December 2010, with a rebranding to Financial Planning Qld in 2015. Being a wholly privately owned practice, our advice to you is strictly based upon your needs and objectives. We are absolutely focused on providing you with a financial strategy that results in a better financial outcome for you. We do this by focussing on strategic advice rather than the selling of financial products. This means that the advice we provide to you is designed solely for the benefit of you as our client.

Our mission is to secure your future today. We don't just make systematic financial plans. We get to know you and your money worries (whatever they are); provide guidance based on our rich wealth of financial planning knowledge & experience; survey the best options for you; and give you the solutions & the tools to ensure you can grow financially.

You get the best of both worlds with Financial Planning Qld. The helpful guidance and technical expertise of experienced financial planners and mortgage brokers combined with the long-term mentoring and no sales approach of a financial coach.

Our team are all very experienced financial services professionals and we have worked together a long time.

When you jump on board with us, you are not just a client. In securing your wealth and financial future, you become an active participant in what we do for you.

We are so keen to help as many people as we can, that any initial consult with us via phone, skype or in our office is at no charge and absolutely obligation free.

ADVICE FEES



The fees charged for our advice and services may be based on:

- A set dollar amount that is agreed between you and us and invoiced directly to you.
- A percentage-based fee that is agreed between you and us and paid via your product (if possible).

Please refer to our Client Value Proposition for full details in relation to the cost of our services.

Our advice fees (inclusive of GST) include charges for the following advice services:

Initial Consultation (1 hour)	\$0.00 - \$385
Advice hourly rate	\$385
Insurance Claims Assist	\$1,650.00 + 5% of Claim Paid
Initial Advice/financial plan	From \$3,300
Advice Implementation	From \$0 - \$1,650
Ongoing Advice	From \$3,300 pa
Additional Advice	\$385 per hour
Additional Administrative Tasks	From \$88

Fees may increase annually or from time to time in line with CPI or as a result of increased costs to serve.

COMMISSIONS

Commissions may be payable by product issuers for services in relation to insurance, banking deposit products, margin lending, some loan products and older investment products and annuity products. For insurance, the commission is factored into the annual premium and at 1 Jan 2020 is as follows

- From 0% to 66% of the initial premium
- From 0% to 22% per annum of the renewal premium

For other products, this may range as follows:

- From 0% to 10% of the initial amount invested
- From 0% to 1.0% per annum for the value of your investment balance

Generally, the payment we receive will be based on the service provided. Details of other payments we receive are contained in the Product Disclosure Statements (PDS) for most financial product issuers, which are available from your adviser.

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 representative.

HOW ARE WE PAID

Insight collects our fees (incl. GST) and retains a fixed dollar amount as our payment to them to support our business. This includes investment and strategy research, continuing education, compliance, consulting and business coaching, allowing us to provide you with the highest quality service and advice. The remainder of our fees is paid to Financial Planning QLD Pty Ltd from which your financial planner receives a salary.

OTHER BENEFITS I RECEIVE

PAYMENTS FROM OTHER PROFESSIONALS

We have no referral arrangements in place that result in referral fees to our firm.

PAYMENTS TO OTHER PROFESSIONALS

We do not pay any referral fees to other professionals for referrals received by our firm.

RELATIONSHIPS AND ASSOCIATIONS

As advice professionals, our advisers are members of either the Association of Financial Advisers (AFA) or the Financial Planning Association (FPA).

ADVISER PROFILE

ABOUT ME

My name is Darren Titmus and I am an authorised representative No. 386242 of Insight Investment Services Pty Ltd.

EDUCATION AND QUALIFICATIONS

Diploma of Financial Services (Financial Planning)

EXPERIENCE

I have been a financial services professional since 1999, having held roles in business banking advice, development and management in Australia's leading financial services companies, prior to starting my own firm in 2010.

MEMBERSHIPS

AFA – Association of Financial Advisers

MY CONTACT DETAILS



TELEPHONE

07 3162 1449

EMAIL

darren@financialplanningqld.com.au

WHY SHOULD YOU CHOOSE ME

I grew up with my Dad being an accountant, CEO and avid property investor so I feel like money & investment concepts are simply in my blood. I remember going out with Dad in the 70's and 80's to do property inspections and maintenance between tenants – he did all that stuff himself. My little brothers and I would play and ride our bikes in the street while he worked. So, no real surprise that I ended up in a lifelong career helping people with their money worries.

Whilst, like others, I can brag about my formal qualifications (currently studying for my Masters in Financial Planning) and my wealth of experience, there is a lot more that contributes to well rounded advice. My financial services and advice experience has covered many facets across the financial industry over 23 years, but more importantly, I have learned a lot of street smart stuff from my Dad and other role models that I put into practice every day, to coach people to their own financial freedom. Practical strategies and tips that really work but not necessarily taught at university!

I have built Financial Planning Qld to provide real financial coaching as well as strategic financial planning from our Brisbane Offices to people who really do want to make a difference to their own financial outcomes. To help people create their own financial freedom. Our mission is to secure your future today!

Yes, I am proud of our achievements as a business, our success and awards won, and I am proud of my team. More importantly though, I get really excited when I see the difference we can add to people's lives. That is what motivates me!

ADVICE I CAN PROVIDE

I can provide you with strategic advice as well as arrange the types of financial products listed below.

I can help you to identify the strategy as well as the types of services and products that will be appropriate to meet your financial goals. In addition, you can choose whether to receive advice about a range of needs all at once, or we can provide advice about a single issue, so your most important goals are achieved first. Further advice can then be provided over time about any other needs or goals as required.

I am authorised to provide advice on the products listed below:

STRATEGIES

- guidance on budgeting and goal setting
- savings and wealth creation strategies
- investment planning
- superannuation planning
- pre-retirement planning
- retirement planning
- personal insurance planning
- business insurance planning

FINANCIAL SERVICES PRODUCTS

- deposit and payment products
- financial planning
- life risk insurance products
- securities
- managed investments
- tax effective investments
- superannuation and retirement savings accounts

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- estate planning considerations
 - aged care and Centrelink planning
 - salary packaging advice
 - self-managed super funds (including limited recourse borrowing arrangements)

HOW I AM PAID

I control a percentage of the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

As an employee of Financial Planning Qld Pty Ltd, I receive a salary package which can include bonuses based on my performance and contribution to the business.