



PROFESSIONAL PRACTICE  
**Faaa** FINANCIAL ADVICE  
ASSOCIATION AUSTRALIA

# FINANCIAL SERVICES GUIDE

**VERSION 3**  
**DATE 8<sup>TH</sup> JANUARY 2026**

# IMPORTANT INFORMATION ABOUT OUR LICENSEE

## FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is designed to clarify who we are and what we do, and help you decide whether to use our services.

To make things simple, this guide explains:

- the services and types of products we're able to offer you
- how we and our associates are paid and any other benefits we may receive
- any potential conflicts of interest we may have
- how we protect your privacy and handle your personal information
- how we resolve disputes, and what you should do if you have one.

Please read through the whole FSG, as it's full of useful information – and is also worth holding on to for future reference. The Privacy Notification on page 11 is worthwhile reading as it gives you further clarity on how we handle your personal information. And of course, if you ever have any questions, please contact us.

## NOT INDEPENDENT

**CPW Advisory Pty Ltd, may receive commissions from insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'.**

## DOCUMENTS YOU MAY RECEIVE

### STATEMENT OF ADVICE

In addition to this FSG, if we provide you with personal advice we will also present you with a written Statement of Advice (SOA).

This will describe:

- advice and strategies we recommend and the reasons why;
- the financial products and services we recommend and the reasons why;
- any fees or commissions we will receive; and
- any associations we have with financial product providers or other parties that may influence the advice we provide.

### RECORD OF ADVICE

After you have received your SOA, any time you receive further financial advice from us we will either provide you with another SOA or give you (or keep our own) written Record of Advice (ROA). You can request a copy of this by contacting us any time up to seven years from the date of the advice provided. Please refer to the "Contact us" section of this FSG for our contact details.

### PRODUCT DISCLOSURE STATEMENT

To help you make an informed decision about a financial product you generally will be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances it is not a requirement that you be given a PDS (including, for example, where you already have one).

### FEES DISCLOSURE STATEMENT

If you enter into an Ongoing Fee Arrangement with your adviser a Fee Disclosure Statement (FDS) will be issued to you. The FDS will contain information about the services you are entitled to, any services you have received over the previous period and the fees you paid during the previous period. It will also contain a Renewal Notice that will give you the option of renewing the Ongoing Fee Arrangement.

## ABOUT OUR LICENSEE



CPW Advisory Pty Ltd  
ABN 66 644 663 758  
Australian Financial Services Licensee No: 527159  
CPW Advisory's registered office is located at:  
60 Railway Parade, SHEPPARTON VIC 3630

## GIVING US INSTRUCTIONS

If you want to make changes to your financial plan or provide other instructions, please contact us. Please refer to the “Contact us” section of this FSG for our contact details. Generally, you will need to give us instructions in writing (e.g. fax, email or letter) or another method agreed with us.

## OUR ASSOCIATIONS AND RELATIONSHIPS

CPW Advisory Pty Ltd and our Authorised Representative may receive “additional benefits”, from product providers we deal with such as:

- Contributions to our training and education budget used for making available professional development to our Authorised Representatives, and/or
- Small gifts or entertainment.

“Additional benefits” are not permitted to be paid to our Authorised Representative if they are as a result of, or conditional on, the amount of business an Authorised Representative gives to a product provider.

CPW Advisory Pty Ltd holds no interest in or investment in any other product or service provider. CPW Advisory Pty Ltd have put measures in place to ensure that these “additional benefits” will not influence any financial product advice provided by our authorised representatives.

# ABOUT US

## WHO WE ARE

Chalmers Private Wealth is a boutique financial planning business. We offer an ongoing partnership with you to find the right pathway to achieve your lifestyle goals.

Our team at Chalmers Private Wealth all share a desire to work in partnership with you in planning, implementing and protecting your lifestyle and financial goals. These are the key drivers to our passion and commitment to you.

Chalmers Private Wealth is proud to be an FPA Professional Practice, which highlights our commitment to the highest professional and ethical standards through upholding the Financial Planning Association's Code of Professional Practice.

The Financial Services we offer are provided by:

CHALMERS PRIVATE WEALTH PTY LTD  
ABN 97 145 241 210  
AUTHORISED REPRESENTATIVE NO. 001304073

The following financial advisers are authorised to provide the financial services referred to in the 'What we do' section of this FSG to you on behalf of CPW Advisory Pty Ltd:

Adviser Name	Authorised Representative No.
Michael Chalmers CFP®	384001
Oliver Ladd CFP®	1002568
Demelza Lister AFP®	409400
Craig Brinsdon AFP®	402402
Gavin Napier	291888
Katherine O'Dwyer AFP®	001303039
Lisa Ciancio CFP®	000527159
David Guy CFP®	000263941

**We act on behalf of CPW Advisory Pty Ltd who is responsible for the services we provide and has authorised us to provide you with this Financial Services Guide.**

## WHAT WE DO

We are authorised by CPW Advisory Pty Ltd to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management

and to provide financial advice and deal in the following financial products:

- Basic Deposit Products
- Non-basic Deposit Products
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance
- Superannuation
- Retirement Savings Accounts
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Government Debentures, Stocks or Bonds
- Securities
- Standard Margin Lending Facilities

The financial advisers of Chalmers Private Wealth are not authorised by CPW Advisory Pty Ltd to provide financial product advice in the following financial products:

- General Insurance Products

## TAX IMPLICATIONS OF OUR ADVICE

CPW Advisory's authorised representatives may be registered with ASIC as qualified tax relevant providers and authorised to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed, they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

We are not authorised to provide any other financial services or financial products on behalf of CPW Advisory Pty Ltd.

Where we are unauthorised to provide you with a financial service or financial product that you are interested in, we will advise you of this and refer you to an alternative source of advice.

## CONTACT US

For more information on anything you have read in this FSG, to obtain a copy of our privacy policy or if there is anything else we can help you with, please contact us.

	<b>Albury</b>	<b>Benalla</b>	<b>Shepparton</b>
	02 6067 2060	03 4811 5160	03 5831 9000
	Suite 2, 497 Smollett Street Albury NSW 2640	107 Bridge Street Benalla VIC 3672	60 Railway Parade Shepparton VIC 3630
	PO Box 1025 Albury NSW 2640	PO Box 540 Benalla VIC 3672	PO Box 1357 Shepparton VIC 3630
	mail@cpwealth.net.au		
	www.cpwealth.net.au		

# YOUR CONFIDENCE IN OUR ADVICE

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

## OUR COMPLAINTS PROCEDURE

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let your financial adviser know so we can act on it immediately.
2. If your adviser has not satisfactorily resolved your complaint within 3 days, please contact our Advice Dispute Resolution Team on:

**Phone:** 03 5831 9000

**Email:** mail@cpwealth.net.au

**In writing to:**

Complaints Manager, CPW Advisory Pty Ltd

PO Box 1357 Shepparton VIC 3630

3. If your complaint isn't resolved within 45 days or to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA):

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678 (free call)

**In writing to:**

Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

AFCA provides fair and independent financial services complaint resolution that's free to consumers. Time limits may apply to lodge a complaint with AFCA, so you should act promptly. You can check the AFCA website to find out if a time limit applies or when the time limit relevant to your circumstances expires.

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

CPW Advisory Pty Ltd holds professional indemnity insurance that satisfies the requirements of section 912B of the Corporations Act. This insurance also covers the conduct of our advisers who were authorised by CPW Advisory Pty Ltd at the time of providing the advice but are no longer authorised representatives of CPW Advisory Pty Ltd at the time of your complaint.

# PAYMENTS AND BENEFITS WE RECEIVE

You can pay for the services you receive on a fee for advice basis. This allows you to know that you are paying for our advice irrespective of any product you use, clarifies the services you are entitled to, and ensures all recommendations are driven by your needs.

We will agree with you the amount you pay based upon:

- a flat dollar fee;
- an hourly rate;
- the amount you invest; or
- a combination of the above.

You can pay in the following ways:

- by direct invoice from us;
- in some circumstances, where possible, as a fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- a combination of the above.

If you are not already on a fee for advice package, you can move to this payment at any time. Please refer to the “How we charge for our services” section of this FSG for further information.

## OTHER PAYMENTS WE MAY RECEIVE

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If we cannot provide this accurately, we will provide worked-dollar examples.

Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

## CONFERENCES

We may attend conferences and professional development seminars that have a genuine education or training purpose. CPW Advisory Pty Ltd, or our employer, may pay for the costs of our travel and accommodation, and events and functions held in conjunction with the conference or seminar.

## NON-MONETARY BENEFITS

We keep a register detailing certain non-monetary benefits that we receive e.g. benefits valued between \$100 and \$300, and those that relate to genuine education or training and technology software or support.

You can view an extract of the register by contacting us. Please be aware that CPW Advisory Pty Ltd may charge you for the cost of providing this information to you.

## REFERRALS

It is important that you are aware of the relationships that Chalmers Private Wealth has with providers of financial services and products as they could be seen to influence the advice you receive.

## REFERRALS FROM A THIRD PARTY

At present we do not have any referral arrangements in place to pay a third party referrer a referral fee, commission or other benefit. If this changes, we will make you aware of this prior to providing advice, or further advice, to you.

## REFERRALS TO A THIRD PARTY

If you need to review your private health insurance, CPW Advisory may refer you to its referral partner AIA. If you decide to purchase private health insurance from AIA, we may receive a referral payment calculated based on 20% of the first years' premium relating to any health insurance that may be purchased on your behalf with AIA health insurance. For example, if the premium amount for the first year is \$2000, the referral fee paid to CPW Advisory is \$400. This is not an additional cost to you.

Please note that CPW Advisory Pty Ltd is not responsible for the advice and services provided by these providers.

## HOW WE CHARGE FOR OUR SERVICES

Fees are calculated based on the level of service needed and the complexity of the advice given, to provide value to you. All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Service	Description
INITIAL CONSULTATION	At our expense. You will not be charged for an initial consultation.
ADVICE PREPARATION	<p>You will be provided with a quote that details the types of advice to be provided and the fee for providing this advice. You may then choose whether not to proceed with written advice. Up until this point, there will be no cost to you.</p> <p>The minimum fee charged is \$2,500 up to \$20,000.</p> <p>For example, complex advice that contain multiple goals, strategies and/or tax structures including but not limited to; self-managed superannuation Funds, family trusts and companies, are likely to be charged closer to the maximum. Less complex advice that addresses limited goals, strategies and tax structures are likely to be charged closer to the minimum.</p>
IMPLEMENTATION	We do not charge an implementation fee where we have provided you with an advice document.
FIXED TERM ADVICE & SERVICE	<p>If you elect to pay a fee for our advice and services for your financial planning strategy and/or other services for a 12-month term, the fixed term agreement fee is based on the complexity of advice and the services provided. We charge a hybrid fee that includes a fixed flat fee between \$1,270 to \$5,330 PLUS a percentage of funds under advice of between 0.17% to 0.70%. The minimum fee is generally \$2,260 pa where an annual review meeting forms part of the agreement.</p> <p>For example, if you invested \$500,000 with us, the fee would include a fixed amount of \$1,270 plus 0.44% of your account balance under our Essentials Service program. The total advice fee would be \$3,470 (\$1,270 plus \$2,200).</p> <p>The fee applied will be commensurate to the level of service needed and the complexity of the advice provided and will be outlined and agreed with you in the Agreement, as such we do not have a maximum fee cap.</p>

Service	Description
AD HOC SERVICES	<p>Where you do not wish to participate in ongoing fee for advice and Services Agreement but require general advice on an ad hoc basis, an hourly fee of \$440 may apply, with a minimum charge period of 2 hours.</p>
	<p>Should you require personalised advice we will prepare a quotation for the advice required (see Advice Preparation section).</p>
<b>EXECUTION SERVICE</b> <b>ONLY</b>	<p>Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off minimum of \$250 per transaction.</p>
<b>INSURANCE PRODUCTS</b>	<p>Where we arrange a life insurance product for you, the relevant insurer will pay an initial commission to us. The commission is calculated as a percentage of the premium paid (and may include health, occupational, frequency and modal loadings and policy fees, but excludes stamp duty).</p> <p>Annual commission will also be paid when you renew your policy each year.</p> <p><b>The rates include an initial Up to 66% of the first year's premium for new policies implemented and up to 33% of the insurance premiums each following year.</b></p> <p>Example (all figures include GST):</p> <p>On any insurance policies implemented, if your premium was \$1,000, we would receive an initial commission of up to \$660 and an ongoing commission of up to \$220.00 pa. <b>We may receive commissions on increases or additions to existing policies in place prior to 1 January 2018 of up to 130%.</b></p> <p>Please note that the initial and ongoing commissions on life insurance products are paid to us by the product provider and are not an additional cost to you.</p>

# PRIVACY NOTIFICATION

## HOW WE MANAGE YOUR PERSONAL INFORMATION

We are grateful for the trust and confidence you have in us to safeguard your privacy. This notification covers us and tells you how we collect your information, what we use it for and who we share it with. It also points out some key features of our Privacy Policy. For a copy of our Privacy Policy, please ask us.

## COLLECTING AND USING YOUR PERSONAL INFORMATION

We need to collect and use your personal information (which may include your sensitive information, such as health information) for a variety of purposes, including to provide you with the financial services you have requested (including answering your requests and complaints, varying products and services and managing your relevant product portfolios) and to contact you about other products and services that may be relevant to you. It is also necessary for us to collect personal information in order to prevent or investigate any fraud or crime, or any suspected fraud or crime.

We'll collect your personal information from you directly whenever we can. Sometimes we collect your personal information from other sources or third parties such as your Accountant. We do this only if it is necessary to do so, for example where:

- we can't get hold of you and we rely on publicly available information to update your contact details;
- we need information from an insurer about an insurance application you make through us;
- at your request, we exchange information with your legal or financial advisers or other representatives.

You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

We may collect information about you because we are required or authorised by law to collect it. There are laws that affect financial institutions, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering law.

## WHAT HAPPENS IF YOU DON'T PROVIDE YOUR INFORMATION TO US?

If you don't provide your information to us, we may not be able to:

- provide you with the product or service you want;
- manage or administer your product or service;
- verify your identity or protect against fraud; or
- let you know about other products or services that might better meet your financial and lifestyle needs.

## PROTECTING YOUR PRIVACY

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely.

## DISCLOSING YOUR PERSONAL INFORMATION

We may share your personal information (which may include your sensitive information, such as health information where we have your consent) with third parties for any purposes for which we use your information. This may include to the following types of third parties:

- those involved in providing, managing or administering the products or services you have requested, including other advisers, paraplanners and organisations who work with us, including CPW Advisory Pty Ltd, depending on the financial services and products you have requested;
- insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- professional associations and organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, auditing, computer or other business services, including CPW Advisory Pty Ltd;
- your representatives, service providers, or other organisations, such as your accountant, solicitor, tax agent, stockbroker or bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business; and
- government and regulatory authorities and other organisations when required or authorised by law (in some instances these bodies may share it with relevant foreign authorities)
- where you have given your consent.

We run our business in Australia. In order to provide you with our services however, we may share your information with organisations outside Australia (for example information technology service providers). You can view a list of the countries in which those overseas organisations are located in our Privacy Policy.

We may also store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it is not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

## OUR COMMITMENT TO RESPONSIBLE AI USE

As part of our commitment to delivering efficient and high-quality services, we may use artificial intelligence (AI) tools to assist in recording, transcribing, and summarising client meetings (including telephone, video, or in-person consultations).

These tools may capture and process personal information you share with us, such as your name, financial circumstances, and goals.

We use AI tools only for the purpose of:

- Accurately documenting advice discussions or service meetings
- Ensuring we meet our regulatory obligations (such as record-keeping)
- Enhancing the quality and consistency of the services we provide
- We ensure that any AI tools or platforms we use:
- Comply with Australian privacy and data security standards
- Are subject to strict access controls and confidentiality obligations
- Do not use your personal information for unrelated or commercial purposes

If an AI service provider is located outside Australia, we will take reasonable steps to ensure that the provider complies with privacy obligations equivalent to those under the Privacy Act 1988 (Cth) (in accordance with APP 8 – Cross-border disclosure).

You may request access to, or deletion of, meeting notes that have been recorded or transcribed using AI by contacting us at the details provided in this policy.

## **CONSENT TO MARKETING ACTIVITY**

We presume you consent to being contacted by us (including CPW Advisory Pty Ltd and other members of the group) about suitable products and services via the contact details you have provided. We may continue to contact you for these reasons until you withdraw your consent. You can do this at any time by contacting us (see the 'Contact us' section of this FSG). We will process your request as soon as practicable.

## **GAINING ACCESS TO YOUR PERSONAL INFORMATION**

You can gain access to your personal information that we hold about you. This is subject to some exceptions allowed by law. We will give you reasons if we deny access. You can find out how to access your information by reading our Privacy Policy, available by contacting us.

## **CORRECTING YOUR INFORMATION**

You can ask us to correct information we hold about you. You can find out how to correct your information by reading our Privacy Policy or by contacting us.

## **COMPLAINTS ABOUT PRIVACY**

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint and how we will deal these complaints, by reading our Privacy Policy (by contacting us) or by referring to the 'Your confidence in our advice' section of this FSG.

## **FURTHER INFORMATION**

If you have any questions or comments about our Privacy Policy and procedures, please contact us by using the contact details set out in the 'Contact us' section of this FSG.

For more information about your privacy, you can also visit the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au)