



Financial Services Guide

Prepared on 4th February 2025

Altitude Wealth Management is a business name of Altitude Wealth Management Pty Ltd
ABN 92 618 850 347. AFSL No. 516376

TOWNSVILLE | 07 4753 9999 | 11 Ross River Road Mysterton QLD 4812 | PO Box 3143 Hermit Park QLD 4812 | townsville@altitudewm.com.au
AYR | 07 4783 1767 | 146 Queen Street Ayr QLD 4807 | PO Box 1425 Ayr QLD 4807
www.altitudewm.com.au

Provided by:

Dennis Di Bartolo – Authorised Representative No. 311230

Mark Tyrell – Authorised Representative No. 464813

Brooke Charity – Authorised Representative No. 1297326

John Grasso – Authorised Representative No. 303074

Nicole McGovern – Authorised Representative No. 1000889

Tonia Sanderson – Authorised Representative No. 267885

Teaghan Spackman – Authorised Representative No. 1253959

Renita Waring – Provisional Financial Adviser No. 1308516

(together **(we, us, our)**)

As Authorised Representatives of Altitude Wealth Management Pty Ltd. ABN 92 618 850 347. AFSL No. 516376 (**Licensee**)

The distribution of this Financial Services Guide (**FSG**) has been authorised for distribution by the authorising licensee.

Purpose of this document

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

Statement of non-independence

Although we are required to provide advice that is in your Best Interest, Altitude Wealth Management Pty Ltd and its authorised representatives and provisional financial advisors are not able to describe themselves as being independent, unbiased or impartial as defined in Section 923A of the Corporations Act because we receive commission on the sale of life insurance products and we have an association with a financial product issuer through our Separately Managed Account (SMA) arrangement.

Additional documents you may receive from us

When we provide you with financial planning services you may receive:

- a Statement of Advice (**SoA**) or Record of Advice (**RoA**). These documents set out the advice we provide to you. If you have not been provided with the RoA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you by using any of the contact details on the cover page of this FSG.
- a Product Disclosure Statement (**PDS**) which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the product we have recommended.

Provisional Financial Adviser

Renita Waring is a Provisional Financial Adviser currently undertaking a Professional Year of supervised work and training.

Renita's training and education is being actively supervised by Dennis Di Bartolo, who is an Authorised Representative. Dennis will continue to supervise Renita as she completes the required work and activities to be recognized as a fully qualified advice professional.

We encourage you to contact Dennis if you would like to provide any feedback about Renita or the advice and services she has provided you with, using the contact details on the cover page of this FSG.

Financial services we are authorised to provide

Altitude Wealth Management Pty Ltd has authorised **Dennis Di Bartolo, Mark Tyrell, Brooke Charity, John Grasso, Nicole McGovern, Tonia Sanderson, Teaghan Spackman** and **Renita Waring** to provide financial product advice and to deal in a wide range of products (unless otherwise stated below):

- Deposit products
- Government debentures, stocks, or bonds
- Life investment and life risk products
- Managed investment schemes including investor directed portfolio services
- Retirement savings account products
- Securities (e.g., shares)
- Superannuation products

Services we can provide you are:

- Financial planning advice
- Wealth accumulation advice
- Superannuation advice
- Redundancy advice
- Retirement advice
- Gearing strategies
- Cash flow advice
- Social security benefits advice
- Life and disability insurance advice
- Estate planning services (financial advice)

Dennis Di Bartolo, Teaghan Spackman, John Grasso, Tonia Sanderson and **Brooke Charity** are also authorised to provide financial advice and services on self-managed superannuation funds.

Dennis Di Bartolo, Mark Tyrell, Teaghan Spackman, John Grasso, Tonia Sanderson and **Brooke Charity** are also authorised to provide financial advice and services on standard margin lending.

Nicole McGovern and **Tonia Sanderson** are also authorised to provide financial advice and services on aged care advice as our Accredited Aged Care Professionals.

In addition, Financial Advisers and Provisional Financial Advisers are authorised to provide Tax (Financial) Advice Services incidental to the financial advice they provide.

How can you provide us with instructions?

You can give us instruction by phone, email or in person or by any other means that we agree with you from time to time. Where instructions are provided by phone, these must be confirmed in writing. Please refer to the cover page of this FSG for our contact details.

Who does the Licensee act for?

As authorised representatives and provisional financial advisors, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

Fees and commissions

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, we will discuss and agree the fees with you. All fees and commissions are payable to the Licensee. Below are our typical advice fees, and are inclusive of GST payable by you at the following stages. If the advice fees vary from this, we will discuss and agree with you upfront and before we provide the advice and services.

Stage 1: First Meeting (\$0 - \$220)

A meeting to get to know each other, determine your goals and objectives, develop an understanding of your current circumstances and financial position.

Stage 2: Discussion Paper Meeting (\$880 - \$2,200)

Engagement with relevant providers and stakeholders to determine your situation in detail, identify any gaps in your situation and areas of advice you may benefit from. At this point, we will determine the complexity of your situation and meet with you to discuss our findings. We will determine the fees that will apply to proceed to advice and notify you of these at this meeting.

Stage 3: Advice Meeting (\$4,900 - \$9,900)

Detailed research into strategies to help you achieve your goals and objectives, develop and detail our recommendations and present them to you in a Statement of Advice. If you agree to proceed with any one or more of our recommendations, we will assist with the implementation of these recommendations. This fee will be agreed with you in writing prior to us commencing the implementation of any advice.

Stage 4: Ongoing Service Agreement (\$3,500 - \$25,000)

Should you decide to partner with Altitude Wealth Management and receive ongoing advice, you will be entitled to a formal review of your strategies once a year, access to a dedicated adviser and administrative support. The associated fees will depend on the level of service you require and the complexity of the advice. We will provide you with a fixed ongoing fee once we have a better understanding of your advice requirements. This fee will be agreed to by you in writing prior to us commencing the ongoing advice service.

Note: Full details of all fees and commissions for financial services will be provided to you in an advice document and Product Disclosure Statements at the time of receiving any recommendation.

General advice

In certain circumstances, we may not provide you with personal advice via a SoA or RoA. These circumstances include where we provide you with only general advice, such as through seminars or newsletters. Should we charge a fee for general advice we will disclose this fee to you.

Life insurance products

Initial and ongoing commissions from insurance providers may be received by us. These commissions are paid to the licensee by the insurance company if you acquire the cover we recommend. The value or cost of the commissions are included in the cost of what you pay for the insurance and are not an additional cost to you. The commissions we receive will be disclosed in your SoA or RoA with our recommendations.

The initial commission is paid at the commencement of the insurance policy by the product issuer to us. Ongoing commissions are payments paid by the product issuers to us after the commencement of the insurance policy.

If you initiate an increase to your cover (resulting in an increase in the cost of premium payable by you to the insurance company), we may receive a further initial commission and an increase in the receipt of ongoing commissions on the value of the annual increase to your policy cost.

- *Level commissions*

Where we recommend the use of a level commission arrangement, we will receive up to 33% of your annual insurance premium.

- *Upfront and ongoing commissions*

Policies put in place prior to 1 January 2020 – Upfront commission of up to 140% on the first years' premium, and ongoing commission of up to 38.5% on the renewal premium.

Policies put in place after 1 January 2020 – Upfront commission of 66% on the first years' premium, and ongoing commission of 22% on the renewal premium.

For example, we recommend you put in place an insurance policy on 1 March 2024 and the premium is \$2,000. We would receive 66% or \$1,320 of the first years' premium as an upfront commission, and 22% or \$440 of the renewal premium, assuming it remains unchanged each year.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you.

Other benefits

We may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g., training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$100 and \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

Adviser/Provisional Adviser remuneration

Dennis Di Bartolo and **Mark Tyrell** are employees, directors, and shareholders of Altitude Wealth Management Pty Ltd. They are paid a salary and may be entitled to receive shareholder distributions.

Teaghan Spackman, **Nicole McGovern**, **Renita Waring** and **Brooke Charity** are employees and shareholders of Altitude Wealth Management. They are paid a salary and may be entitled to receive shareholder distributions.

John Grasso and **Tonia Sanderson** are employees of Altitude Wealth Management. They are paid a salary.

Referrals

We do not pay a referral fee to any third party. We may receive benefits for referring you to another party, including referral fees or non-monetary benefits. These amounts do not involve additional costs and any referral payments will be disclosed to you prior to the referral being made and also in any SoA or RoA you receive.

Associations

We are required to disclose any association or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you.

Altitude Wealth Management Pty Ltd provides advice on the Altitude Separately Managed Accounts (Altitude SMA) on the BT Panorama, Hub24 and Netwealth platforms. Altitude Wealth Management also provides advice on the AWM Separately Managed Accounts (AWM SMA) on the Hub24 platform. Quilla Consulting Pty Ltd (ACN 600 052 659 and AFSL 511401) has been selected as an external asset consultant, to design and manage the composition of the separately managed accounts.

Westpac Financial Services Ltd (ABN 20 000 241 127 and AFSL 233 716) and Netwealth Investments Limited (ABN 85 090 569 109 and AFSL 230 975) are the issuers and responsible entities of the BT Managed Portfolios and the Netwealth Managed Account Service respectively through which you can access the Altitude SMA's.

BT Panorama and Netwealth charge an investment management fee of 0.179% pa (inc. GST) for the Altitude SMA, which is calculated as a percentage of the balance of the managed portfolio and paid to BT Panorama or Netwealth from your cash account on a monthly basis. Of this fee, 0.126% (inc. GST) for the Altitude SMA is paid to Quilla, the portfolio manager, for its services in relation to the service, and to meet the costs of the asset consulting and the investment management services associated with the portfolio. Please refer to the PDS for more detail. For example, if \$100,000 were invested in the BT Panorama or Netwealth SMA portfolios, an Investment Management fee of \$179 (inc. GST) per annum would be paid to BT Panorama or Netwealth of which \$126 (inc. GST) per annum of the Investment Management Fee would be received by Quilla Consulting Pty Ltd.

Hub24 Custodial Services Ltd (ABN 94 073 633 664, AFSL 239 122) is the operator of the Investor Directed Portfolio Service, through which you can access the Altitude and AWM SMA's and is responsible for implementing the investment instructions of the portfolio manager.

Hub24 charge an investment management fee of 0.179% pa (inc. GST) for the Altitude SMA and AWM SMA, which is calculated as a percentage of the balance of the managed portfolio and paid to Hub24 from your cash account on a monthly basis. Of this fee, 0.126% (inc. GST) for the Altitude and the AWM SMA is paid to Quilla, the portfolio manager, for its services in relation to the service, and to meet the costs of the asset consulting and the investment management services associated with the portfolio. Please refer to the PDS for more detail.

To support the SMA's, the licensee has established the Altitude Wealth Management Investment Committee to work with Quilla Consulting in respect to the investment beliefs, the objectives of the investment mandate, and the strategic asset allocation and ranges within these SMA's. The Altitude and AWM SMA's are only available to clients who are and continue to be clients of the Licensee.

Mark Tyrell provides credit advice under the Finsure Finance and Insurance Pty Ltd (Finsure), ABN 72 068 153 926, Australian Credit Licence 384704. All commissions paid in relation to the credit advice provided by Mark Tyrell is paid by Finsure to Altitude Wealth Management Pty Ltd.

Making a complaint

We endeavour to always provide you with the best advice and service. If you are not satisfied with our services then we encourage you to review our public complaints policy at <https://altitudewm.com.au/altitude-wealth-managements-complaint-policy/> and contact Altitude Wealth Management using any of the contact details on the cover page of this FSG.

Please call the Licensee or put your complaint in writing to the Licensee's office. The Licensee will endeavour to resolve your complaint within 5 business days. If you do not receive a satisfactory outcome or the Licensee does not respond to you within 30 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (AFCA) at the following address:

GPO Box 3
Melbourne VIC 3001

Ph: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

Your privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain when you are not satisfied with how we have handled your personal information. Our privacy policy is available on request and on our website at <https://altitudewm.com.au/privacy-policy-and-collection-statement/>

Compensation arrangements

The Licensee holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act 2001 (Cth).

The professional indemnity insurance covers all the financial services we are authorised to provide to you.