

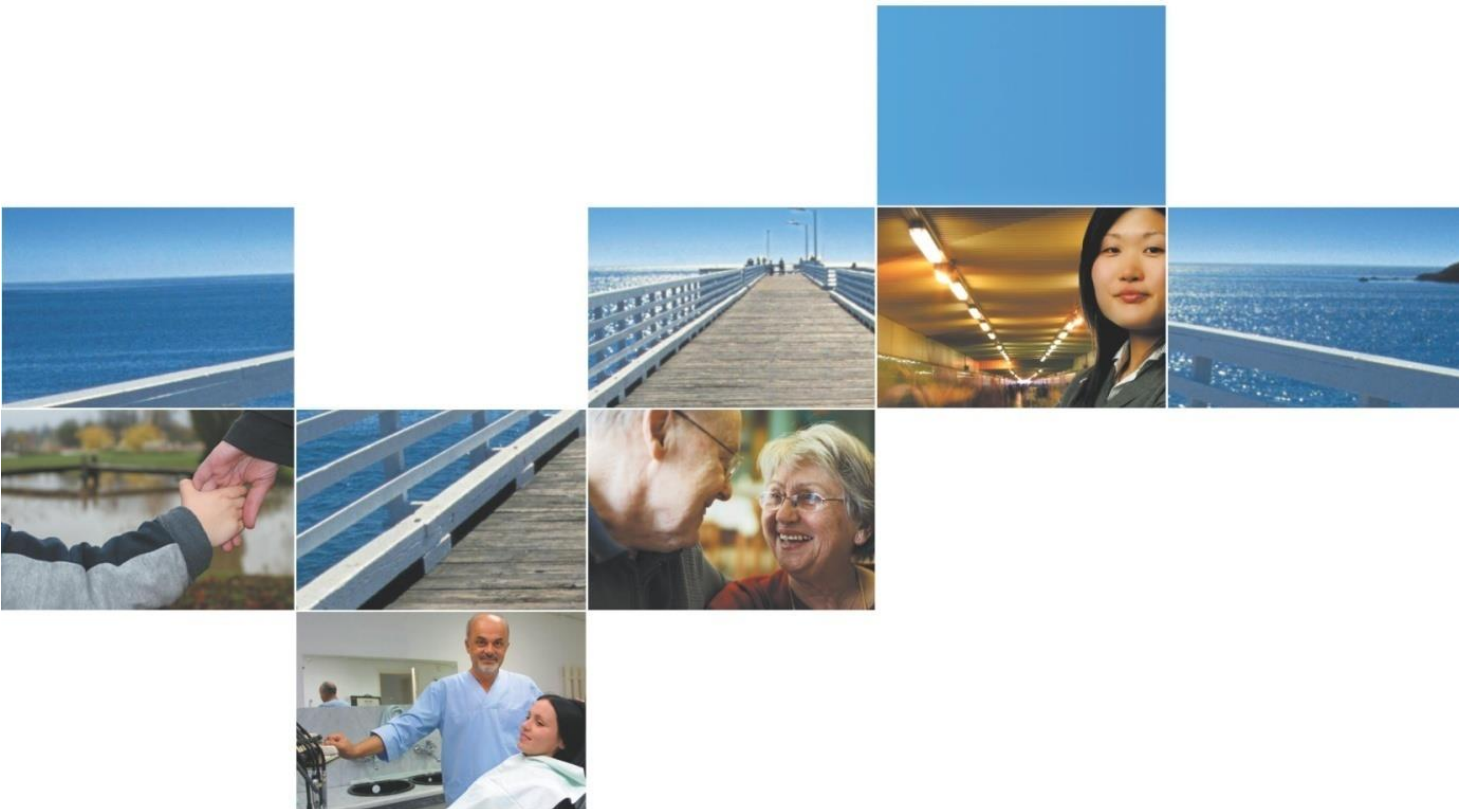


HNW
PLANNING

AUSTRALIAN FINANCIAL SERVICES LICENSEE 225216

GENERAL ADVICE FINANCIAL SERVICES GUIDE

MARIO ZANNETTOU - VERSION 3.0.0



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GENERAL ADVICE – FINANCIAL SERVICES GUIDE

What is General Advice

This General Advice – Financial Services Guide (FSG) provides you with important information about the financial services we offer, to help you to decide whether to use these services. It contains information about:

- The limitations of general advice
- Details of our associations and relationships that may influence advice
- How you can contact us
- How you can instruct us and how your personal information is managed
- How we handle complaints about our services.

Your adviser is authorised to provide General Advice. “General advice” means advice which does not take into account whether the products or information is appropriate for your personal circumstances, financial situation, objectives, or needs.

As a General Advice adviser authorised by HNW Planning Pty Ltd, your adviser will not provide you with written Statements of Advice. Your adviser may provide General Advice verbally or in the form of a letter when your adviser will say or make a warning to similar to what is written below.

While your adviser will not provide you with product advice, other persons who are employees or contractors and who are authorised to provide “personal advice financial product” may be asked to. That person or persons will have their own Financial Service Guide that will detail among other things:

- Any fees, charges, remuneration or benefit that may be paid to the adviser, to Z Wealth & Protection Pty Ltd and/or HNW Planning Pty Ltd
- Any limitations to the type of advice they can provide

Warning

The information we provide as General Advice is general or factual in nature. It does not take into account any of your personal circumstances, financial situation, objectives, or needs. You should consider whether General Advice is suitable or adequate for you prior to the purchase of any products or the implementation of any strategy.

Before you make any decision about whether to acquire a certain product or implement a strategy you should:

1. Obtain and read the relevant Product Disclosure Statement, and
2. Seek written product and strategy advice in the form of a Statement of Advice from a suitably authorised financial adviser.

Depending on the complexity of the advice you receive, you may also:

1. Take tax advice from a registered tax professional, and
2. Seek legal advice from a qualified legal professional

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BEFORE YOU RECEIVE OUR ADVICE

Who will be providing the financial service to me?

LICENSEE

HNW Planning Pty Ltd
ABN: 42 083 745 055
Australian Financial Services Licence No: 225216
Email: info@hnwplanning.com.au

LICENSEE ADDRESS

Suite 15, Fountain Corporate
2 ILYA Ave, Erina NSW 2250
Phone: 02 4365 2554
Fax: 02 4365 0503

Who is Z Wealth & Protection Pty Ltd?

Z Wealth & Protection Pty Ltd (ASIC Representative No. 1297414) is an Authorised Representative of HNW Planning Pty Ltd. The financial services that the adviser named below offers are provided through Z Wealth & Protection Pty Ltd, ABN 85 659 887 448.

CORPORATE AUTHORISED REPRESENTATIVE ADDRESS

Z Wealth & Protection Pty Ltd
Suite 4, 11 Rodeo Rd
Gregory Hills NSW 2557

Phone: 02 4610 7980
Fax:
Email: mario@zwealthgroup.com.au

Who is my adviser?

Your adviser will be Mario Zannettou, ASIC Representative No. 1262344, who is an Authorised Representative of HNW Planning Pty Ltd, engaged by Z Wealth & Protection Pty Ltd.

ADVISER ADDRESS

Mario Zannettou
Suite 4, 11 Rodeo Rd
Gregory Hills NSW 2557

Phone: 0425 404 537
Fax:
Email: mario@zwealthgroup.com.au

EDUCATION AND EXPERTISE – MARIO ZANNETTOU

Employment History

Feb 2021 - Current: Director
Zannettou Wealth Group

Sep 2015 - Current: Director
Zannettou & Co

Apr 2012 - July 2015: Manager
Fiducian Business Services

Apr 2011 - Apr 2012: Accountant
Harvey Chartered Accountants

Apr 2010 - Apr 2011: Accountant
Silver & Young

Education Details

2018 Diploma of Financial Planning
Mentor Education

2017 Cert IV Fin & Mort Broking
Mentor Education

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BEFORE YOU RECEIVE OUR ADVICE

What kinds of financial services are you authorised to provide me and what kind of products do those services relate to?

HNW Planning Pty Ltd is authorised to offer you the following services:

- Life Insurance
- Basic Deposit Products

Complementary to our licensing, HNW Planning is able to provide the following on a personal advice basis if required:

- | | |
|-------------------------------|--------------------------------|
| ■ Aged Care Strategies; | ■ Cash Flow Management; |
| ■ Wealth Creation Strategies; | ■ Superannuation Strategies; |
| ■ Debt Reduction Strategies; | ■ Retirement Planning; |
| ■ Life Insurance Advice; | ■ Estate Planning Strategies; |
| ■ Tax (Financial) Advice; | ■ Business Succession Planning |

WHAT WE DO AND HOW WE ARE PAID

Fees for using General Advice

Fees may be incurred for General Advice and will be disclosed to you verbally prior to providing the advice.

Who is responsible for the financial services provided?

HNW Planning Pty Ltd is responsible for the financial services provided to you.

Your Adviser then has contractual obligations to HNW Planning Pty Ltd and has obligations under the Corporations Act as an Advice Provider.

Adviser remuneration

Fees may be incurred for General Advice and will be disclosed to you verbally prior to providing the advice.

All fees or commissions are initially paid to HNW Planning Pty Ltd before being distributed to your adviser's Corporate Authorised Representative.

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Licensee remuneration

HNW Planning Pty Ltd receives either a flat fee or a percentage of the adviser's remuneration for the provision of services required under its Australian Financial Services Licence.

Lack of Independence

HNW Planning is not independent, impartial or unbiased in relation to the provision of personal advice because:

- In some cases, we may receive commissions for the advice we provide on life risk insurance products,
- We may recommend that you invest in a financial product where we or an associated entity receives benefits as the investment consultant and/or risk manager.

Does my adviser receive remuneration, commission, fees or other benefits in relation to providing the financial services to me? How is that calculated?

- As a General Advice adviser authorised by HNW Planning Pty Ltd, your adviser will not provide you with written Statements of Advice. Your adviser may provide General Advice verbally or in the form of a letter when they will provide you a suitable warning of the limitations of such General Advice.
- As a General advice adviser authorised by HNW Planning Pty Ltd, you adviser is sub-authorised by a Corporate Authorised Representative (CAR) of HNW Planning Pty Ltd. A percentage of revenue your adviser generates may be retained by HNW Planning Pty Ltd. HNW Planning Pty Ltd pays the CAR a proportion of its revenue based on and adjusted according to the scale of that revenue. Your adviser is separately engaged by that CAR.
- Your adviser is also a director and either directly or indirectly the sole or major shareholder of the CAR. They therefore stand to benefit by any amount paid to the CAR.

Does the licensee have any relationship with other companies, and are there possible benefits derived from these relationships?

- It is important you are aware of other relationships HNW Planning has. These are provided in full and in detail in the FSG of the "personal advice financial product" adviser which will be given to you upon any such introduction.

Do any relationships or associations exist which might influence you in providing me with the financial services?

- Other than as outlined above, neither your adviser, the CAR nor HNW Planning Pty Ltd, nor any related bodies corporate (HNW Group Holdings Pty Ltd, HNW Property Pty Ltd, HNW Super Admin Pty Ltd and Syncrm Pty Ltd) have any relationships or association with any product issuer that could be expected to influence us in the provision of the financial services.

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Outside the regulated Australian Financial Services licence framework, companies associated with your Adviser offer other services which may directly or indirectly provide financial advantage including:

- **Mortgage Business** Your adviser is associated with Zannettou Wealth Group as a mortgage broking firm. Zannettou Wealth Group carries out mortgage broking services. If you were to access their services as a result of your adviser's recommendation your adviser may be entitled to benefit financially. Any benefit they additionally were to receive would be provided to you separately, as appropriate.
- **Accounting Business** Your adviser is associated with Zannettou & Co Pty Ltd as an accounting firm. If you were to access their services as a result of your adviser's recommendation your adviser may be entitled to benefit financially. Any benefit they additionally were to receive would be provided to you separately, as appropriate.
- **SMSF Administration Business** Your adviser is associated with Zannettou & Co Pty Ltd as an accounting firm. Zannettou & Co Pty Ltd carries out SMSF administration and accounting services. If you were to access their services as a result of your adviser's recommendation your adviser may be entitled to benefit financially. Any benefit they additionally were to receive would be provided to you separately, as appropriate.
- **Other Business** Nil

Outside the regulated Australian Financial Services licence framework, companies associated with HNW Planning offer other services for which HNW Planning may be remunerated including:

- Referrals to direct property specialists
- Self-Managed Superannuation Fund Administration
- Information Technology and software services

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IF YOU HAVE ANY COMPLAINTS

Who can I complain to if I have a complaint about the provision of the financial services to me?

- HNW Planning Pty Ltd is a member of the Australian Financial Complaints Authority.
- If you have any complaint about the service provided to you, you should take the following steps:
- Contact us and tell us about your complaint. If your complaint is not satisfactorily resolved within 3 days, please contact the Compliance Manager of HNW Planning Pty Ltd or put your complaint in writing and send to HNW Planning Pty Ltd, PO Box 3305, Erina NSW 2250. We will seek to resolve your complaint quickly and fairly. If the complaint cannot be addressed to your satisfaction you have the right to complain to an external dispute resolution body.

To lodge your complaint with the external dispute resolution body, please contact:

Australian Financial Complaints Authority (AFCA)

- Telephone on 1800 931 678, Email at info@afca.org.au, website at www.afca.org.au, or
- Mail to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Stage 1 of the AFCA process is where AFCA facilitates discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the AFCA national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to make a decision “on the papers” taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator’s decision it is binding on the member.

If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia. They can be contacted at PO Box 109, Collins Street West, Melbourne Vic 8007.

The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.