

## Website Disclosure Information (WDI)

V1.0

Date: 3 December 2024

Humphrey Partners Pty Ltd ACN 132 262 581 as trustee for the Humphrey Partners Trust ABN 52 558 024 206 trading as Humphrey Partners (Corporate Authorised Representative No. 328517) of Radius Wealth Pty Ltd Australian Financial Services Licence No. 530266.

|         |   |
|---------|---|
| Address | Suite 12, 220 Boundary Street, Spring Hill Qld 4000<br>PO Box 745, Spring Hill Qld 4004 |
| Phone   | 07 3368 2727  |
| Email   | admin@humphreywealth.com.au   |
| Website | www.humphreywealth.com.au   |

Humphrey Partners and its advisers (**we** or **us**) are authorised to provide the financial services outlined in this Website Disclosure Information.

### Our Licensee

To provide financial advice, advisers must either hold an Australian Financial Services Licence (AFSL) or be authorised to offer advice by an AFSL holder. We are licensed through Radius Wealth Pty Ltd (Radius Wealth), which is entirely privately owned and operates its own AFSL. Radius Wealth ensures that the advice we offer complies with all legal and regulatory requirements, and it provides us with Professional Indemnity insurance and dispute resolution systems. Humphrey Partners pays a fixed fee for the services, systems, and insurance provided by Radius Wealth.

### Not Independent

The Licensee is not “independent”, “impartial” or “unbiased” in relation to the personal advice it provides. The Licensee is not permitted to use those or similar terms in accordance with section 923A of the *Corporations Act*.

The Licensee is not independent because it is paid commission by life insurers for life insurance policies. Please refer to the sections on Fees in this WDI for further information on commissions the Licensee may receive.

The distribution of this Website Disclosure Information is authorised by the Licensee.

### Purpose of Website Disclosure Information (WDI)

The purpose of this WDI is to inform you of our services and fees and assist you when deciding whether to use those services. This WDI includes information about:

- the financial services and products we provide;
- the advice and documents you may receive;
- your privacy and how we collect your personal information;
- what to do if you have a complaint;
- the significant relationships and associations we have;
- the remuneration and other benefits that may be received by us or other relevant persons in connection to the financial services we provide to you; and
- fees and charges for our services.

### **Financial services we provide**

The Licensee authorises us to provide financial services including financial product advice (general and personal advice) and deal in financial products including:

- cash flow and debt management
- margin lending
- retirement planning
- strategies for business owners
- superannuation
- tax effective investing
- wealth protection and estate planning
- other services – advice regarding redundancy packages; dealing with disability payout tax effectively; management of inheritances; strategies for philanthropy and charitable giving; lifestyle planning/consulting on important financial decisions.

### **How can you provide us with instructions?**

You can give us instructions in writing, by phone, email or any other means that we agree with you from time to time.

### **Documents you may receive**

In addition to this WDI, you will receive other important documents. Please refer to the following definitions for a description of the documents you are likely to receive:

#### *Statement of Advice (SOA)*

If we give personal financial advice to you, we will provide you with a SOA. We must give the SOA to you the first time we provide you with personal advice about financial products or where there has been a significant change in your circumstances.

We provide personal advice when we take your personal circumstances into account when providing the advice. Personal advice can be given on your complete financial situation or on limited areas you require advice on – we will discuss the scope of the advice before we start work.

We must give you the SOA before we provide any services to implement our recommendations. We have legal and ethical obligations to ensure that the advice and recommendations we provide to you are in your best interests.

The SOA will include the following information:

- our advice and the grounds for our recommendations;
- information about fees and commissions that may be received by us for the advice; and
- any associations, relationships or interests that may influence the advice we provide.

Where the personal financial product advice relates only to a basic deposit product, an SOA will not be provided.

#### *Advice (ROA)*

We may also record our advice through preparing a record of advice in some circumstances instead of providing you with another SOA. If you have not been provided a copy of the ROA, you may request a copy of it free of charge at any time within seven years after the advice was provided to you, by contacting us.

#### *Terms of Engagement (TOE)*

The Terms of Engagement will be tailored to your specific requirements and outlines the benefits, services and support we will provide you. It will contain terms and conditions for our fees and costs for providing and implementing our advice.

### *Product Disclosure Statement (PDS)*

If we make a recommendation on certain financial products (other than securities) or arrange the issue of a financial product, you will receive a PDS. The PDS outlines the key features, significant benefits, risks and fees associated with the financial product.

### **Fees and charges**

We will charge you a fee for personal advice and dealing services we provide to you (if applicable). All fees are **inclusive** of GST (where applicable).

#### *Fixed One-off fees*

We may charge a one-off fee for providing and implementing a discrete piece of advice or processing a transaction for you.

Our fixed fee for personal advice is generally from \$4,400, depending on the amount of work required.

#### *Hourly One-off fees*

In certain limited circumstances we may agree to charge an hourly rate based on the number of hours work done. Our hourly rate is from \$330. We will provide an estimate of the number of hours and the total fee payable before we provide the service or advice to you.

If our advice is in relation to life insurance products, we can be remunerated by commissions paid by life insurers, by an agreed fixed fee, or by a combination of both.

#### *Ongoing fees*

If you enter into an ongoing service arrangement with us, we will charge you a yearly fee based on the services you are entitled to receive.

Our annual fee is a fixed fee generally from \$4,400. It can be paid by direct invoice or in monthly instalments from your superannuation or investment cash account(s).

#### *Fee disclosure*

Details of these fees and benefits will be provided to you in an engagement letter or services agreement before we provide advice and will be included in the SOA or ROA provided to you.

Please contact us if you require any further information about how we or our advisers are remunerated.

### **Associations**

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

Chris Humphrey owns and operates Humphrey Partners **and** Radius Wealth and therefore is entitled to fees and profits of these entities.

### **Commission and other benefits**

We may receive commissions from life insurance companies.

#### *Initial commission*

We may receive commission of:

- up to 66% of the first year's premium for new policies implemented from 1 January 2020.
- up to 130% of the first year's premium for policies implemented prior to 1 January 2020.

Where you change the level of cover on a policy and your premium increases as a result, we may receive commission on the increase in the premium (e.g. if your premium was \$1,000 and it is now \$1,200, we would receive “initial” commission on the additional \$200). This commission is capped at the percentage applicable in the year that you implemented the policy – e.g. if you commenced a policy in June 2018 with 88% initial commission and you increase the cover now, we may receive up to 88% of the increase in premium (\$176).

We may also receive “initial” commission on the increase to the premium of existing policies that were implemented prior to 1 January 2018 (where that increase is a result of action by you).

#### *Ongoing commission*

We receive ongoing commission calculated as a percentage of the premium paid to the insurer.

Ongoing commission on policies entered into after 1 January 2020 is capped at a maximum of 22% of the commission. For policies established before 1 January 2020, we may receive ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

#### **Privacy**

Australian Privacy Principles apply to how we collect and use personal information. The information you provide to us for the purposes of obtaining financial product advice must only be used to:

- fully understand your financial planning needs;
- provide you with information, products or services that you might reasonably expect or request;
- manage rights under any laws applying to the services provided; and
- conduct research and marketing which includes direct marketing (although you have the right to specifically instruct us not to use your personal information for these purposes).

For details of how we collect and use your personal information, please refer to our privacy policy which is available on our website.

#### **Complaints**

We are fully committed to providing quality financial services. If you have a complaint about the services we provide to you, please follow the steps outlined below. Our dispute resolution system is free of charge. We are a member of the Australian Financial Complaints Authority (AFCA) complaints resolution scheme.

##### *Step 1*

Contact the Complaint Officer and provide the details of your complaint. Our contact details are:

Complaints Officer, Radius Wealth, Suite 12, 220 Boundary Street, Spring Hill Qld 4000 or 07 3368 2727.

We will endeavour to acknowledge receipt of your complaint within one business day (or as soon as practicable).

We will endeavour to resolve your complaint quickly and fairly, within 30 days of receipt of your initial complaint. In some circumstances, for example where the complaint involves particularly complex issues, it may take longer than 30 days to resolve a complaint. If we determine that it will take us longer than 30 days to resolve a complaint, we will write to you to explaining the delay.

We will provide a written response informing you of the final outcome of your complaint and your rights to escalate the complaint if you are not satisfied with our final decision.

##### *Step 2*

If you are not satisfied with our final response to your complaint, or we have not resolved your complaint within 30 days, you may lodge your complaint with AFCA (provided that the complaint is within AFCA’s terms of reference). AFCA is an independent complaints resolution body which is available to you free of charge.

Please note that AFCA will not initiate its process until we have had prior opportunity to respond to your complaint.

|        |  |
|--------|--|
| Online | www.afca.org.au  |
| Email  | info@afca.org.au   |
| Phone  | 1800 931 678   |
| Fax    | 03 9613 6399   |
| Mail   | Australian Financial Complaints Authority<br>GPO Box 3<br>MELBOURNE VIC 3001 |

### **Professional Association Complaints Process**

As a member of the Financial Advice Association Australia (FAAA), Chris Humphrey and Alan Keal are bound by the FAAA Professional Code. In addition to the complaints handling procedures set out previously in this WDI you may also lodge a complaint with the FAAA by contacting them at professionalism@faaa.au. FAAA complaints fact sheet can be located here: <https://faaa.au/wp-content/uploads/2023/04/FAAA-Professional-Standards-Complaints-Factsheet.pdf>.

### **Compensation Arrangements**

We hold professional indemnity insurance in respect of our financial services which complies with the *Corporations Act 2001 (Cth)*. The professional indemnity insurance covers all of the financial services you are provided, even if they were provided by a person who is no longer our Authorised Representative.

### **Adviser profiles**

#### **Chris Humphrey (Authorised Representative 328437)**

*B. Com, CPA, GDip, FP, SMSF Specialist Advisor, Registered tax (financial) adviser, Committee Member of the Boutique Financial Principals Association Inc (BFP), Member of the Self Managed Superfund Association (SMSFA), Member of the Financial Advice Association Australia (FAAA)*

Chris Humphrey was born and raised in Brisbane and holds a Bachelor of Commerce from the University of Queensland (UQ). After completing his studies, he gained valuable experience at Chartered Accounting firms, where he developed expertise in tax, accounting, and superannuation. During this time, he also became a qualified Certified Practising Accountant (CPA).

Chris spent nearly a decade overseas, working with major investment banks in the UK, Germany, and Southeast Asia, specializing in equities. While in the UK, he obtained a Graduate Diploma of Financial Planning through Finsia (now Kaplan Business School).

Chris' background in investment banking, tax, and superannuation, combined with a passion for estate planning, allows Chris to offer a unique and comprehensive approach to financial planning.

Chris is a committee member of Boutique Financial Planning (BFP), an SMSF Specialist Advisor and a co-founder of The Investment Committee.

***Alan Keal (Authorised Representative 248462)***

*Adv Dip of Financial Planning, Dip of Financial Services (Financial Planning), Member of the FAAA,  
Registered tax (financial adviser)*

Alan is a Certified Financial Planner® with more than 22 years of professional experience. His expertise encompasses a wide range of areas, including tax-effective investments, portfolio structuring, salary packaging, business planning, cash flow management, risk management, self-managed super funds, retirement income strategies, Centrelink, estate planning, and philanthropy.

**Contact Details for all Advisers**

Suite 12, 220 Boundary Street, Spring Hill Qld 4000

Phone: 07 3368 2727

Email: [admin@humphreywealth.com.au](mailto:admin@humphreywealth.com.au)