

# Client Engagement Agreement

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## **Welcome To Wealth By Design.**

By now you will have met with one of our Principal Wealth Advisers and expressed to them your reasons for seeking financial advice. You will also have had an overview of who we are and how we go about delivering agreed outcomes to our clients via the Wealth By Design Advice Process.

To further your understanding of what it is we actually do and the benefits available to you by partnering with us we are pleased to provide this précis of Wealth By Design and how we work with you in achieving your stated lifestyle goals and objectives. It is important that you understand these issues before retaining us.

This agreement outlines what you can expect of us and also the commitment we require of you as we embark on this journey together. As previously discussed we expect a real and genuine commitment from all of our clients to the Advice Process to ensure that your desired results are achieved. We want you to get the most out of your experience with us and our aim is to create with you a highly effective and lasting partnership. We will reward the trust you have placed in us by working closely with you to guide you along the pathways to your desired outcomes.

We believe that the essence of the role we play – where in so far as is practically possible – is to provide you with financial security and peace of mind. We would be honoured if you engaged us to be your partners in the planning of your financial future and the securing of your lifestyle objectives.

Please take the time to read this document thoroughly as it is the first step in the journey. If you have any questions at all please do not hesitate to contact any member of the Wealth By Design Advice Team.

Yours sincerely

Rory Mooney  
Partner

Tim Rogers  
Partner

## Who We Are

Wealth By Design was borne from the background experience and future vision of its two founding partners, Rory Mooney and Tim Rogers, with the express purpose of providing quality financial advice & outcomes to clients around the creation, protection and succession of their wealth. We believe that the core purpose of financial planning is to improve the quality of life.

Whilst continuing to build on the traditional advice offering, our mandate has been to further broaden the professional capability of our firm by combining the intellectual capability and experience of respected, well credentialed advice personnel. In addition to their financial planning qualifications our Advice Team has credentials and training in areas such as superannuation, portfolio management, risk management, economics, law, biomedical science, estate planning and salary packaging. Continuing education and skilling is a requirement of all our Team and structured training and education programs are held throughout each year.

Our Advice Team is committed to delivering tailored, strategic advice and client service with integrity and empathy. We will work cohesively to ensure that your individual goals and objectives are defined and achieved with each member of the Team available to you should you need their particular expertise.

### ***Quality Advice and Quality Processes***

The Wealth By Design Advice Team has been formally recognised as meeting 2 separate but equally important quality accredited standards for the advice they provide and the processes they employ to provide it with:

- ❖ The Quality Advice Programme initiative of the Wealth Management division of the National group of companies is an ongoing measure of the quality of advice delivered to our clients.



- ❖ Financial Planning 9000 – Quality Management for Financial Planning Practices (FP9000) incorporates all of the requirements of ISO 9001 and thereby provides an excellent framework of internationally accepted quality business management principles and practices.



In order to achieve and maintain these accreditations both the firm and its advisers are required to meet a number of essential criteria in business management and financial planning. The maintenance of these standards through an annual audit process is a key focus of the firm and the Advice Team.

## Why Do Our Clients Choose Us?

The Wealth By Design team has developed a set of values that help define the value for both our clients and for us. It was important for us to have developed these as a team so that each and every one of us takes ownership of them. These values and the core principles that support them provide the guidelines for all that we undertake for our clients.

Much of the value we create for our clients is non-quantifiable and is reflected in feelings and emotions such as:

- ❖ Financial Security
- ❖ Peace of Mind
- ❖ Feeling Informed
- ❖ Confidence in the Future
- ❖ Feeling Valued

**There for you when you need us**

Wealth By Design

COMPLEXITY OF ADVISING

Traditional Investment Advisers

<ul style="list-style-type: none"> <li>▪ Estate, Investment , Philanthropic Goal Alignment</li> <li>▪ Family Education</li> <li>▪ Risk Assessment and Mitigation</li> <li>▪ Tax and Estate Planning</li> <li>▪ Financial Planning</li> <li>▪ Performance Analytics</li> <li>▪ Partnership Accounting</li> <li>▪ Cashflow &amp; Bill Paying</li> <li>▪ Trust Administration</li> <li>▪ Risk Management</li> <li>▪ Consolidated Reporting</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Investment Policy</li> <li>▪ Asset Allocation</li> <li>▪ Manager Search and Selection</li> <li>▪ Fee Negotiation</li> <li>▪ Performance Measurement</li> <li>▪ Portfolio Reporting</li> <li>▪ Income Distributions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Investment Policy</li> <li>▪ Asset Allocation</li> <li>▪ Manager Search and Selection</li> <li>▪ Fee Negotiation</li> <li>▪ Performance Measurement</li> <li>▪ Portfolio Reporting</li> <li>▪ Income Distributions</li> </ul>

***Helping clients make smart choices by removing complexity and clutter.***

As our client's Principal Wealth Adviser we undertake much more than the traditional financial planner or investment adviser.

We aim to gain a deep understanding of you and what you value. By identifying and learning about your unique set of values, we can begin to understand what is truly important to you. This will then set the framework for the solutions we design and implement for you to achieve your goals and objectives.

We communicate with and co-ordinate the roles of other advice professionals, including the accountant, lawyer and banker. If our client does not enjoy a close working relationship with one or more of these professionals we will call on the services of those professionals with whom we have developed strategic alliances.

***Wealth By Design is a growing and dynamic professional business that is committed to fostering the personal development of its team***

This defines who we are as a firm and is vital in ensuring that we attract and retain the best quality individuals in our Team. The core values which determine how we interact with each other and our clients to deliver quality outcomes include:

- ❖ Mutual Respect
- ❖ Professionalism
- ❖ Empathy
- ❖ Commitment
- ❖ Integrity

***Community Involvement***

Wealth By Design is proud to be involved in many community activities to raise awareness and funds for charitable and other worthwhile community causes. Please refer to our website for a list of those we currently support.

## **Our Advice Process**

We specialise in tailored financial strategies and lifestyle plans for individuals and businesses who are looking to build on their success to date by planning for the future. Our clients value their time and acknowledge and value the benefits generated from professionally delivered, structured strategic advice.

### ***Step 1 Discovery — Hurdles and Objectives***

Assisting you to visualise and identify your lifestyle goals and objectives and determine any hurdles or obstacles that may be in your way - such as cashflow, health issues and work commitments – is the crucial first step in the relationship. Your involvement and input throughout is vital to the future success of the process as it sets the foundation upon which we build your strategies for the future. The Discovery process is dynamic and we must always be kept fully informed of developments and changes to your personal circumstances or thinking.

### ***Step 2 Strategy — Pathways to Outcomes***

Utilizing the specialist knowledge of our team we analyse your particular situation and identify pathways to your stated goals and objectives and highlight any potential risks that might be encountered and need to be managed. The strategies presented may incorporate a combination of key components such as Debt Structuring and Cashflow Management, Trusts and Financial Structures, Superannuation, Portfolio Management, and Risk Management. Our approach throughout is educative since we believe it is essential that you have a broad understanding of what we are proposing and the benefits. Adopted strategies will need to be malleable to allow them to be adapted over time to your changing circumstances and objectives.

### ***Step 3 Implementation — Ongoing Advice***

Our team based approach to assisting you features prominently. The entire advice team will work to ensure that all areas of the implemented advice are delivered now and in the future so that where in so far as is practically possible you can achieve your desired outcomes.

Just as professional athletes retain coaches throughout their careers, ongoing advice ensures your journey stays on course. Formal annual meetings and ad hoc discussions will be essential to measure your progress toward stated goals and lifestyle objectives.



Our Advice Process is best described as a bridge, spanning the chasm which harbours potential hurdles. The bridge provides a structured path enabling you to travel from where you are now to where you want to be in the future. It works because it provides you with a structure, a framework if you like, which works for you to achieve your individual goals and objectives while you go about the daily business of enjoying your life.

Over the course of time your needs, aspirations, goals and objectives are bound to change. Our Advice Process ensures your documented plan is flexible and that these changes can be integrated into your long term plan. There is far greater peace of mind in knowing that someone else is looking after your interests and keeping your plan on track.

Sometimes we find that despite changes to your personal circumstances no material adjustments to your strategies are required. However it is reassuring to know that conscious inaction is the only action required rather than that inaction being a result of lack of time or knowledge to deal with the current situation.

Our role in the Advice Process is to chart and manage your journey along the pathways to enable you to achieve your agreed outcomes.

## ***Our Commitments To You***

- ❖ We commit to delivering peace of mind to you and instilling a sense of confidence that you will achieve financial security.
- ❖ We are committed to acting as your principal wealth adviser, treating your assets and personal information with the same care and attention to detail that we would expect for ourselves.
- ❖ We commit to keeping you informed and responding to your requests for information or assistance within 24 hours.
- ❖ We commit to protecting the privacy of your personal information at all times and will seek your express permission at all times prior to divulging it to any necessary third parties.
- ❖ We will strive at all times to show you with our actions how much your partnership with us is valued by us.
- ❖ We commit to operating our business professionally and successfully to ensure it remains your partner for many years to come.
- ❖ We commit to treating you with respect, integrity and empathy at all times.
- ❖ We commit to providing advice solutions to you that are innovative, accomplished and ethical.
- ❖ We remain committed to earning and maintaining your complete trust.
- ❖ We commit to being open and transparent with regard to our professional advice fees and will seek to remove all conflicts of interest in our partnership.
- ❖ We don't deliver investment returns – investment markets do that. What we do commit to is managing the volatility of those returns over the long term.

## ***Your Commitments To Us***

- ❖ We expect our clients to be open & honest about all information that they provide to us and to keep us apprised of any changes to their thinking or personal circumstances as soon as they arise.
- ❖ We ask that our clients allow us to earn their trust through our actions and efforts.
- ❖ We ask our clients to challenge conventional wisdom and mass media and avoid the lure of hot share tips and 'get rich quick' schemes.
- ❖ We ask our clients to notify us immediately if they feel uncomfortable with or do not completely understand any strategy or recommendation we have made.
- ❖ We expect our clients to treat the Wealth By Design team with mutual respect. Should a conflict arise we ask that you discuss it with one of the Partners of the firm at the earliest convenience.
- ❖ We expect that any request we make of you for information is addressed in a timely manner to enable us to proceed with our work for you. Where possible we will at all times endeavour to obtain any required information without having to involve you.
- ❖ We ask our clients to enjoy their success and value the benefits – both tangible and intangible - made available to them.

## The Advice We Provide

Everything we undertake for our clients revolves around the creation, protection and succession of their wealth.

Our primary goal is to utilise those resources available to you to enable you to achieve your stated goals and objectives and so deliver the outcomes you are seeking.



## Discovery Phase Authority

I/We agree to pay a fee of \$1,495.00 to proceed with the first stage of the Wealth By Design advice process, the Discovery Phase. This will include:

- ❖ An appointment to complete a detailed Client Profile and gather necessary critical information
- ❖ Further data and information collection as required
- ❖ Identification of key lifestyle goals and objectives
- ❖ Analysis and indepth consideration of the following:
  - ❖ Current Situation
  - ❖ Issue and problem identification
  - ❖ Current and proposed cash flow – income and expenses
  - ❖ Lifetime financial modelling
  - ❖ Assumptions
  - ❖ Tax management
  - ❖ Current and proposed balance sheet – assets and liabilities
  - ❖ Centrelink eligibility (if applicable)
- ❖ An advice strategy meeting to present an overview of all proposed and alternative advice strategies and the benefits and costs associated with them

I/we understand that the strategy meeting will present the results of this analysis to me/us in a verbal format only with the aid of visual tools where appropriate and that written advice will not be provided to me/us at this stage of the advice process. If I/we elect to proceed with the Wealth By Design advice process and have a Statement of Advice produced, I/we understand that this fee will however form part of our first year professional fee and will be due and payable at the time the Statement of Advice is presented to me/us.

If I/we elect not to proceed past the Discovery Phase, I/we understand that this fee (\$1,495.00) is due and payable within 7 days of the strategy meeting.

Yours sincerely

Client 1

Client 2

Date

**Important:** Any advice offered in the Discovery Phase is offered verbally and is in no way intended to be specific in nature and therefore should not be acted on without further consultation. Before making a decision regarding the acquisition or disposal of a Financial Product you should assess whether the advice is appropriate to your objectives, needs or financial situation. Should you make this assessment yourself no responsibility is taken by Wealth By Design.

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