



## 2023 Christmas Newsletter

Season's greetings to all!

Thank you for another year of being able to work with wonderful people and achieve great things together. Thank you for your custom. The **trust** you put in us and letting us into your lives is a privileged position we hold as advisers, and we don't take that for granted!

What a year it has been for Horizons Wealth...

### Office Relocation

After 13 wonderful years in Surrey Hills, we have now settled into our new office in the Waterman Building, Caribbean Business Park, Scoresby. If you've been in to visit us, you'll know what I'm talking about when I describe it as "Silicone Valley, meets CBD, meets resort, in the burbs". It's a wonderful place to go each day and we are really enjoying the activity and the vibe of the place. One cheeky client (*I won't name names Darryl!*) asked why we had moved interstate 😊... However, being right on Eastlink Freeway, behind the BP exit after Ferntree Gully Road, it really is very accessible. We love our new home.

### Education

As you are probably already aware, with the Royal Commission findings in 2019, existing financial advisers have had their education requirements ramped up to a postgraduate qualification level. Lauren Street in 2022 and Scott Mitton in 2023 have now successfully completed the requirements. Subjects were completed over the past four years part-time after-hours while working. It's been a huge effort, and we are pleased we have completed it.

### Industry – Financial Advisers are now a 'rare breed'!

Due to the increased compliance, education, ongoing professional development and training requirements, plus professional year obligations for new entrants, our world has become more complex and challenging. The impact of this has been huge! For context, pre-Royal Commission (2019) there were more than 28,000 advisers listed on the financial adviser register (FAR). Now there are less than 16,000 registered advisers... that's a whopping ~43% reduction in advisers across Australia in just 4 years! This is the price our industry paid to become **recognised as a profession**. The team at Horizons Wealth are proud to have navigated this bumpy road. We want to **thank you for your loyalty** as we've had to drive this bumpy road by re-shaping our working lives and business structure to adjust to these challenging conditions. **Your loyalty is highly valued.**

### People

**Lauren Street** – A wonderful human, a wonderful adviser. After nearly 14 years serving clients in different roles at Horizons Wealth, Lauren has booked some **long service leave** in January 2024 to enjoy time with her family and recharge her battery. We wish her well as she takes an extended break from 20<sup>th</sup> December 2023 through to 5 February 2024. Should you require assistance during this period, please call the office for assistance.

**Sophie Bialocki** – After demonstrating a high standard of competence and maturity in her Financial Planning Assistant role, we have promoted Sophie to an Associate Adviser. On her pathway to becoming an adviser, Sophie will commence her professional year in Q1 2024. In the context of the abovementioned exodus from financial planning, Sophie is bucking the trend and looking to help increase adviser numbers. Some of you will start to see her in a more client facing capacity over the coming 12-18 months.

### Cyber Security

We have always been ahead of required cyber standards and we continue to improve on them. We are now pressing up against the top end of international standards to protect your data. We have external audits twice yearly. With the pace of change in criminal and fraudulent activity, it's a constant focus of ours to learn, train staff and protect you and your data. We take it seriously and urge you to do the same. Stay vigilant over this holiday period. Be alert for scams and the number one rule is always... **DO NOT click!** Connie Gigliuto is an amazing ambassador in this space and not many clients get to see the amazing work she does. Thank you Connie for all you do to protect clients and the business.

**Office Closure Dec/Jan** – Our office will close from Thursday 21<sup>st</sup> December 2023 and reopen Monday 8 January 2024 with a skeleton staff until Monday 15<sup>th</sup> January.

Please contact your fund manager directly if there's anything urgent during this period.

Wishing you and yours a safe and enjoyable Christmas and holiday period and we look forward to catching up with you in 2024.

Warm wishes,

Scott, Matt, Lauren, Phil, Connie, Karmen, and Sophie.

### Contact Numbers –

- OnePath: 133 665
- Colonial First State: 13 13 36
- Voyage: 1800 892 353
- IOOF: 1800 913 118
- Grow Wrap - 1800 095 825
- Challenger: 133 566

