

Financial Services and Credit Guide

Edney Ryan Wealth Management Pty Ltd



This Financial Services and Credit Guide (FSCG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee Hillross Financial Services Limited (Hillross)
- our fees and how we, your adviser and Hillross, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Hillross

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice, it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you, we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

About our Firm

Edney Ryan Wealth Management is part of the Edney Ryan Group, located in Mosman on the lower North Shore of Sydney. The Edney Ryan Group provides a boutique, integrated service in the areas Wealth Management, Chartered Accounting, Legal and Mortgage and Finance. Edney Ryan Wealth Management combines best-in-class financial management structures, reporting and research data with personal service, customised advice and full transparency.

Summary of the business

Name	Edney Ryan Wealth Management Pty Limited trading as Edney Ryan Wealth Management
Australian Business Number	35 133 739 401
Authorised representative number	368643

Our office contact details

Address	Level 2, 357 Military Road, Mosman, NSW 2088
Phone	02 9908 9888
Email	kate.obrien@edneyryan.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

Our Advice and Services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our firm may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers and Credit Advisers** on page 15.

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none">• Investments strategies (strategic asset allocation)• Budget and cash flow management• Debt management (including borrowing for personal purposes)• Salary packaging• Superannuation strategies and retirement planning• Personal insurance• Estate planning• Centrelink and other government benefits• Ongoing advice and services, including regular portfolio reviews• Aged care	<ul style="list-style-type: none">• Superannuation, including retirement savings accounts• Self-managed superannuation funds (SMSF)• Employer superannuation• Managed investments• Separately managed accounts• Investor directed portfolio services (for example, administration platforms)• Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)• Retirement income streams, including pensions and annuities• Personal and group Insurance (life cover, disability, income protection and trauma)• Life investment products including whole of life, endowment and bonds• Securities (including listed securities and debt securities)• Exchange traded funds and Listed investment companies• Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.• Various structured products, instalment warrants over managed funds and protected equity loans

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- Where an administration platform is recommended, we are also authorised to provide a Limited Managed Discretionary Account service
 - Limited selection of investment guarantees
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Hillross maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to Hillross. These have been researched by external research houses as well as our in-house research team.

Hillross periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Hillross' approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by Hillross. These services may include those issued by companies related to Hillross.

As at September 2018, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Hillross' are Westpac, ING, AFG Home Loans, Macquarie Bank, ANZ and Bank Australia.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Edney Ryan Wealth Management Pty Limited, trading as Edney Ryan Wealth Management is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

We can arrange to apply for complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services, we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Our Fees

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice; and
- Ongoing advice.

Please note that for services in relation to insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to Hillross as the licensee. They retain a percentage (as a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue for the prior year.

For more information on our services, please see our **Schedule of fees** attached or available on request.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Other benefits we may receive

The following is a list of benefits we may receive other than those explained above. These are not additional costs to you. These benefits may be monetary or things like training, events or incentives we are eligible for.

In addition to the payments we may receive for our advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, including if we qualify under the licensee's excellence program, and business performance or business costs. These benefits are paid either at the licensee's discretion or depending on meeting certain qualifying criteria including the quality of our services, business goals and ranking against other firms in Hillross. The amounts are set by the licensee from time to time (usually on an annual basis). We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

Development, management and advice (DMA) recognition

We may qualify to receive DMA or equivalent payments to recognise our growth and professionalism. The DMA payment is based on a rate and determined by our ranking relative to other Hillross firms. The relevant rate may range from 0% to 10%, depending on our ranking. It is then applied to our firm revenue and paid to us across the year.

For example, if our DMA is set at 1% and our revenue for the prior year was \$200,000, we would receive a total of \$2,000 for that year.

How our performance is ranked

Ranking of firms is determined yearly by a points system which is a broad measure of the growth and professionalism of our firm as compared to other firms in the Hillross Financial Services network. The points system is based on a combination of factors within a balanced scorecard such as the quality of our services, compliance, our business goals and our engagement with our clients through a measure called Advice Growth Index (AGI). AGI measures the value of our fee for service revenue and the change in our clients' product holdings over the measurement period.

Para-planning costs subsidy

We may be eligible for a subsidy from AMP in relation to paraplanning costs, depending on the number of paraplanning requests that we make in a particular month. If our firm submits a minimum of 5 paraplanning requests per eligible authorised representative in our firm, we receive a discount of up to 10% in relation to these costs. For example, if the total cost of 5 SOAs is \$1,000 we will receive a discount of up to \$100 (10% x \$1,000 = \$100) and pay a discounted fee of minimum \$900.

Placement fees

From time to time Hillross will receive fees from brokers or product issuers (including AMP group companies) for arranging client participation in Initial Public Offerings (IPOs) of financial products. The fee, which is generally a percentage of the fee paid to the broker, varies from offer to offer and by the level of participation by Hillross. We may share in this fee based on the level of participation by our clients.

Business buy-back option

If we leave the financial services industry, Hillross makes available a facility for its authorised representatives to transfer their clients. If this happens, Hillross may buy back the servicing rights of our clients. The facility is subject to certain conditions (such as, reason for sale, time the firm has been operating with Hillross, level of adherence to Hillross compliance requirements and achieving a satisfactory level of customer service), and provides a minimum value for our register of clients. The minimum value is based on a multiple of firm revenue. If at some future time we should look to sell our firm, Hillross may purchase the servicing rights of our clients in these circumstances.

Personal and professional development

Hillross provides personal and professional development opportunities in the form of education and professional development programs, offered annually to qualifying firms.

Summit

The Summit is a national convention available to advisers from all Hillross practices. Hillross subsidises the expenses of those who attend the convention up to a maximum value of \$1,200 per annum per firm.

Education and professional development programs

Hillross will subsidise the cost of our participation in approved education and professional development programs if we meet specific qualification criteria. The qualifying criteria is

based on a combination of factors including the quality of our services, our business goals and our ranking against other firms in Hillross. The maximum amount of this subsidy is \$12,000 per annum per firm. Advisers can allocate a percentage of their grant towards travel and accommodation to attend an approved course.

Hillross will also provide a grant to us if we meet specific qualification criteria by reimbursing the firm up to 20% of the licensee fees payable by the firm to the licensee in 2017 to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority.

Amicus program

In addition to the above, certain firms that meet additional qualification criteria will be eligible to participate in the Amicus program, an additional personal and professional development program organised by Hillross. If a firm qualifies for the Amicus program, Hillross will subsidise the cost of their participation up to a maximum value of \$15,000 per annum per firm.

Relationships and Associations

It is important that you are aware of the relationships that Hillross has with providers of financial services and products as they could be seen to influence the advice you receive.

About our licensee

Hillross Financial Services Limited

ABN 77 003 323 055

Australian Financial Services and Australian Credit Licensee

Licence No: 232705

Hillross has:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

Hillross' registered office is located at 33 Alfred Street, Sydney, NSW 2000.

About the AMP Group

Hillross is a member of the AMP group of companies. We can provide advice on products from a wide range of financial product providers, some of which are related or associated with Hillross, namely:

- National Mutual Funds Management Limited
- NMMT Limited
- N.M. Superannuation Pty Limited
- Multiport Pty Limited
- ipac asset management limited
- AMP Bank Limited
- SMSF Administration Solutions Pty Ltd
- AMP Capital Funds Management Limited
- AMP Capital Investors Limited
- AMP Superannuation Limited
- AMP Life Limited
- Cavendish Superannuation Pty Ltd
- Australian Securities Administration Limited (ASAL)
- SuperConcepts Pty Ltd

If we recommend a product issued by the AMP Group or a third-party product issuer, they will benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

Authorised representatives and/or staff employed in our business may hold shares in AMP Limited, whose share price may be favourably affected by the sale of products issued by AMP Group companies.

Hillross' relationships with other companies

AMP Services Limited (ASL) provides administration services and distribution infrastructure services to several issuers of financial products and loan products under agreements entered into prior to 1 July 2013.

In return for those services, ASL receives remuneration as set out below:

- For investment products and loan products – up to 0.33%* p.a. of funds under administration, the balance of any relevant cash account or the total loan value outstanding.

*includes GST

By way of example:

- If total funds under administration for a particular investment product is \$10 million, ASL would receive \$33,000.

Margin lenders may make payments to ASL of up to 0.55% pa (including GST) in respect of margin loans calculated on the outstanding balance of a loan. Payments are normally made monthly. As an example, for each \$10,000 of an interest only loan, the payment would be \$55 over a year. However, for other loans, the payments will vary as interest is charged and principal is repaid. Our firm does not receive any part of the payments received by ASL, although we may indirectly benefit from these arrangements through the Hillross recognition program referred to earlier in this Guide.

From time to time, ASL may facilitate access to Hillross and its authorised representatives for issuers to train or educate Hillross and its authorised representatives on their products.

Arrangements with platform providers

This section of the FSCG sets out our relationships with platform providers and how these may influence the advice we give you.

Overview

Where you invest through platform products and services (such as investor directed portfolio services or IDPS), we may receive remuneration from those platform providers. Fees, commission payments and other benefits may be calculated as a percentage of your financial interest in a product or service or on the total amount of business advised. The amount and calculation of those fees are shown in the relevant disclosure document. Some fees and commission payments we receive may relate to arrangements existing before 1 July 2013.

Specific arrangements

We have arrangements with third parties for administration and support services in relation to the products below.

PortfolioCare platform

PortfolioCare products and services are issued by companies in the AMP Group and also provide administration and support services in respect of PortfolioCare. Administration services are performed by Asgard Capital management Limited (Asgard).

If you access a product in the PortfolioCare range, then administration fees and, where applicable, trustee fees, are deducted from your account. These fees, as set out in the product disclosure statement or IDPS Guide, are paid to Hillross after deduction of expenses for administration services and other services provided as mentioned above.

Further details about the fees and costs of investing in PortfolioCare are detailed in the relevant product disclosure statement or IDPS Guide. For closed products, please review the product disclosure statement you received when first investing in the product together with any correspondence from the issuer outlining changes to those fees and costs. Note that PortfolioCare Elements (super/pension, investment) closed to new members and investors in 2016.

Definitive Wrap platform

Definitive Wrap closed in 2014.

If you have accessed a product through the Definitive platform, which is operated by Macquarie Investment Management Limited (MIML), then the administration fees are deducted from your account within that platform and paid to Hillross. MIML is paid a fee by Hillross for administering this platform.

Further details about the fees and costs of investing in the Definitive Wrap platform are detailed in the product disclosure statement or IDPS guide you received when first investing in your product or service together with any correspondence from MIML outlining changes to those fees and costs.

AMP Personalised Portfolio platform (Personalised Portfolio Service or PPS)

PPS is operated by NMMT Limited ((NMMT), which is part of the AMP Group. If you invest into PPS your administration fees are payable to NMMT. NMMT passes a portion of these fees on to other AMP group companies and associates, including Australian Securities Administration Limited for the administration services they provide.

If you invest in a model portfolio or managed fund managed by a company in the AMP Group, they may also receive investment management and performance fees based on your investment in their investment options.

Payments made to AMP group companies are generally calculated as a percentage based on the amount of money you have invested into PPS or, for any investment management and performance fees, a particular investment option.

Further details about the fees and costs of investing in PPS are detailed in the product disclosure statement for PPS.

Confidence in the Quality of our Advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact AMP Advice Complaints:
 - Phone 1800 812 388
 - Email advicecomplaints@amp.com.au
 - In Writing:

Attention: National Manager, Advice Complaints
33 Alfred Street
Sydney NSW 2000
- They will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Hillross is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Hillross, even where subsequent to these actions they have ceased to be employed by or act for Hillross.

Your Privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Hillross may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Hillross to review customers' needs and circumstances from time to time, including other companies within the AMP group (the Group);
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Group Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Group Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Hillross will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Hillross holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

For a copy of the Group's Privacy Policy visit <http://www.amp.com.au/privacy> or you can contact us.

Our Financial Advisers and Credit Advisers

About Kate O'Brien

Experience	Kate joined Edney Ryan Wealth Management in 2015, she has 20 years wealth management experience working in Asset Management and Private Banking. Kate returned to Sydney after gaining valuable experience in European private banks - Banque Internationale a Luxembourg based bank in Luxembourg and CIC Banque Transatlantique based in Paris - leading teams and advising clients. Prior to that Kate worked at Deutsche Asset Management and BT Financial Group. She is a Certified Financial Planner, a registered Trust and Estate Practitioner (TEP) and a Member of the Financial Planning Association of Australia. Kate is fluent in French and Luxembourgish.
Phone	02 9908 9888
Email	kate.obrien@edneyryan.com.au
Authorised representative number	1007833
Credit representative number	475866

Qualifications (Finance related)

Advanced Diploma of Financial Planning

Bachelor of Business

Professional memberships

FPA - Financial Planning Association

STEP - Society of Trust and Estate Practitioners

Professional designations

CFP - Certified Financial Planner (FPA)

TEP - Registered Trust and Estate Practitioner

The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Employer super
- Estate planning (I am authorised to advise on limited estate planning solutions related to your financial products)
- Exchange traded funds (ETF) and Listed investment companies (LIC)

- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Separately managed accounts
- Investor directed portfolio services

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also a Credit Representative of Hillross and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our firm:

- Salary
- Dividends

About Djida Davies

Experience	Djida joined Edney Ryan Wealth Management in 2017 as a financial adviser. She has over 10 years experience working within the AMP Group providing specialist strategies and solutions in all aspects finance including, superannuation, retirement planning, wealth management, insurance and investments.
Phone	02 9908 9888
Email	djida.davies@edneyryan.com.au
Authorised representative number	301916
Credit representative number	372077

Qualifications (Finance related)

Graduate Diploma in Financial Planning

The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Estate planning (I am authorised to advise on limited estate planning solutions related to your financial products)
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- Protected Equity Loans, Instalment Warrants and Structured Products

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also a Credit Representative of Hillross and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our firm:

- Salary

About Bhanu Loku

Experience	Bhanu joined Edney Ryan Wealth Management in 2018 as an Associate Adviser following switching to the financial planning industry in 2017. He was part of a family owned small business in import and distribution for 8 years previously and before that was in the telecommunications industry for over a decade. Bhanu has received the Advanced Diploma in Financial Planning and the Graduate Diploma in Financial Planning. He is currently completing his Masters in Financial Planning.
Phone	2099089888
Email	bhanu.loku@edneyryan.com.au
Authorised representative number	1260683
Credit representative number	504603

Qualifications (Finance related)

Diploma of Financial Planning

Advanced Diploma of Financial Planning

The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Employer super
- Estate planning (I am authorised to advise on limited estate planning solutions related to your financial products)
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Securities (including listed securities)
- Self-managed super funds (SMSF)
- Separately managed accounts
- Protected Equity Loans, Instalment Warrants and Structured Products

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also a Credit Representative of Hillross and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our firm:

- salary

Schedule of Fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial Service Fees

Wealth Management Advice Process and Fee Schedule

The wealth management process consists of four steps. The fees we charge for the wealth management process depends on the time spent and the service provided at each step. All fees stated are inclusive of GST. Our fees are payable to our dealer group, Hillross Financial Services Limited.

Step 1 - Initial Meeting

The purpose of the initial meeting is to:

- Get to know you and your objectives
- Explain who we are, what we do and how we do it
- Gather information we need so that we can understand your personal circumstances
- Discuss your current situation and your financial and lifestyle aspirations
- Discuss general strategies on wealth creation and management, investing, superannuation, retirement, estate planning etc.
- Identify others who may need to be involved in the wealth management process such as your accountant or solicitor

Fee: No fee is charged for an initial meeting.

Step 2 – Preparation of Advice (Statement of Advice)

Once we have a clear picture of your personal circumstances and your financial and lifestyle aspirations we will devise a plan that will help you to achieve your goals and objectives. This document is called a Statement of Advice (SoA). The advice will be bespoke and tailored to your particular needs and circumstances.

The SoA will include:

- A comprehensive analysis of your current financial situation
- Wealth projections and modelling
- Market research
- Construction of an investment portfolio in conjunction with independent investment consultants and specialist stockbrokers, where applicable
- Recommended strategies
- Details of fees and the cost of an ongoing service

Fee: Fees start from a minimum of \$3,500, the maximum fee can vary and is dependent on the amount of time spent preparing the advice and /or the amount of information needing to be collated.

Step 3 – Implementation of Advice

If you decide to proceed with our recommended strategies, the implementation of those strategies may include any of the following:

- Preparation, lodgement and tracking of applications, transfers, rollovers, redemptions or change of details
- Liaison with other professionals on your behalf such as fund managers, stockbrokers, mortgage brokers, accountants or solicitors
- Preparation of statutory reports e.g. Australian Taxation Office or Austrac requirements
- All administration required to implement and manage our recommended strategies
- Presentation of the advice in a face-to-face meeting

Fee: The fee for implementation advice is included in the Preparation of Advice fee

We will outline all other costs in the SoA so that you are aware of them before you commit to the implementation of the advice.

Ongoing Service Fees

Step 4 – Ongoing Wealth Management and Service

Regular monitoring and updating of your wealth management strategy is required due to changes in your circumstances, economic conditions, government legislation and other factors that may impact on the achievement of your goals and objectives. The service we provide to you will be reviewed annually with you. Your ongoing wealth management service will be tailored to your specific needs and may include:

- Access to you financial planner and client service staff throughout the year
- Phone and email support on normal everyday investment issues
- Annual wealth management plan and projections
- Face to face review meetings, usually twice a year
- Minor advice and additional SoA's which amend the original SoA (a new SoA which involves new investment strategy will be charged at the normal SoA cost)
- Notification of any research which may be of use to you which is received into our office

Fee: Fees are payable monthly from the investment / superannuation account or direct from your bank account. Fees are variable and are based on the complexity of your strategy and investment portfolio and the time spent by different staff members involved in providing your ongoing advice and service.

Any fee which is charged to you will be reported in an annual statement called a Fee Disclosure Statement. This statement will show the services we have provided to you as well as the amount you have paid us for the ongoing service.

Execution Only Service

We recognise that from time to time clients will request us to place investment without any advice. This is a transaction only service and we do not take any responsibility for the appropriateness of the investment. We will charge a fee for placing the investment.

Fee: The fee is 0.55% for share trades and is added to the trade brokerage.

Payment of Fees

The fee for the preparation of the SoA will be invoiced at the time of presentation and is payable within 7 days using any of the methods detailed on our invoice.

Ongoing service fees may be invoiced separately, at the time of providing the service, or if an investment / superannuation account is used the fees are deducted, from the account, monthly in arrears.

Once you have committed to us, for preparation of advice, you cannot withdraw the commitment if we have commenced the preparation of the advice. However, you may withdraw from the ongoing service fee at a later date if you believe you do not require our services.

Fee Increases

We reserve the right to increase our fees over time. This would be to cover increases in our costs and would not take place in the first two years. We will give you written notice of any increase in fees before they take effect.

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing my advice. All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission. The following table is a guide of commissions I may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 130% of the first year's premium. From 1 January 2018, commission on new policies will be limited to 88% of the first year's premium. *	Up to 33% of the premium each following year	In 2018, if your insurance premium was \$1,000, we would receive an initial commission of up to \$880. We would receive an ongoing commission of up