

FINANCIAL SERVICES GUIDE

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RSM Financial Services Australia Pty Ltd ABN 22
009 176 354 | Australian Financial Services
License (238 282)

1. Introduction

At RSM Financial Services Australia Pty Ltd (RSM), we understand that a variety of factors come into play when it comes to realising your personal wealth objectives. Regardless of the stage of your life, you need advice that is sound, practical, and relevant to your personal circumstances at that point in time. Our financial planning consultants advise, plan, and manage the affairs of thousands of Australians including individuals, SMEs, and large institutions. We are passionate about working closely with you so we can understand your goals and aspirations. This deep understanding allows us to anticipate changes in financial demands and take advantage of new opportunities with a financial pathway constantly tailored to your needs.

The Australian Securities and Investments Commission (ASIC) has issued RSM with an Australian Financial Services Licence (Number 238 282) and in doing so requires RSM to provide a Financial Services Guide, before we provide you with advisory services.

Our Financial Services Guide will assist you in deciding whether to use any of the services offered by RSM. It contains information about the services we offer, remuneration we receive in relation to those services, the documents you will receive from us and information on what to do if you have a complaint about our services.

2. About RSM Financial Services Australia

2.1. Who are we?

RSM is an Australian Financial Services Licensee under the Corporations Act. We are authorised to deal and advise on a range of financial products and services. Whether you have previously received financial advice or not, RSM can help you develop solutions tailored to your circumstances.

LACK OF INDEPENDENCE

It is important that you are aware of any factors that may impact the impartiality of the advice you receive. RSM is not independent, impartial, or unbiased because of the following factors:

1. RSM may receive commissions from the sale of life insurance and this commission may not be rebated to you. *See Section 4 of this document for further information.*
2. RSM may charge a fee calculated as a percentage of the funds that you have invested with us. *See Section 4 of this document for further information.*
3. RSM may receive gifts, hospitality, or benefits from certain product providers. *See Section 5 of this document for further information.*

We are wholly owned by RSM Australia Pty Ltd a member of the RSM Network which is one of the largest accounting and consulting firms in Australia. Through research and practise, our team has developed a reputation for responsible financial management.

Key information is provided in answer to the following questions. If you need more information or clarification, please ask us.

2.2. What advisory services are available to me?

RSM provides a wide range of services and acts in our client's best interest.

The services and products available from RSM include:

- Personal budget planning
- Personal wealth creation
- Estate and succession planning
- Direct investments
- Superannuation and retirement planning
- Personal risk and insurance advice
- Business insurance and risk management
- Salary packaging
- Gearing strategies
- Portfolio monitoring
- Redundancy packaging
- Self-managed (DIY) superannuation
- Social Security and Aged Care

2.3. Financial products we advise on:

- Deposit and payment products.
- Government debentures, stocks, and bonds
- Life products including annuities, life insurance, income protection, trauma, death, and total and permanent disability.
- Managed investment schemes including unit trusts, investment bonds, property trusts, growth funds, balanced funds, indexed funds, ETFs, cash management accounts and Investor Directed Portfolio Services (IDPS)
- Retirement savings account products
- Securities (direct shares)
- Standard margin lending products
- Superannuation including allocated pensions, rollovers, personal and corporate superannuation products, self-managed (DIY) funds.

In some circumstances, external advice (e.g. legal or accounting advice) may also be sought to assist in delivering these services.

Depending on your requirements, RSM can provide different levels of service, from advice on a particular strategy to the preparation of a comprehensive financial plan. Your adviser will explain the available levels of service together with the associated fee options and risks to enable you to decide the type of service you require.

Based on your circumstances, your adviser will recommend an appropriate level of ongoing service and you are able to tell your adviser how often you would like them to undertake a review of your financial situation.

Your adviser will charge a fee for undertaking the review. The amount of the fee will be agreed with you and will depend on the complexity of the review and the amount of time spent preparing the review.

The portfolio of products we advise on is sourced from a broad spectrum of options and is selected according to external research, quality, value for money, and most importantly, our clients' needs.

3. Documents you may receive.

3.1. Statement of Advice

Whenever your adviser provides you with any personal financial advice, you are entitled to receive a Statement of Advice from us. A Statement of Advice contains the advice, the basis for our

recommendation, and information about remuneration and other benefits which are applicable to the advice given.

3.2. Further Advice

If your adviser provides further advice that relates to the advice, we have provided to you in a previous Statement of Advice and we do not give that further advice to you in writing, you may request a copy of the Record of that Advice at any time up to seven (7) years from the date the adviser gave the further advice to you.

You can request the Record of Advice by contacting your adviser or RSM in writing or by telephone or by email.

3.3. Product Disclosure Statement

Where your adviser recommends a particular financial product (other than securities), you should receive a Product Disclosure Statement.

The Product Disclosure Statement contains information about the financial product including the features, benefits and risks associated with the financial product recommended, which will enable you to make an informed decision.

If you have not been provided with these documents, please consult with your adviser, or alternatively please contact RSM on (08) 9261 9200 and we shall endeavour to provide you with these documents.

3.4. Fee Disclosure Statements

If you enter an ongoing fee arrangement that exceeds 12 months, then you will receive an annual Fee Disclosure Statement, setting out the fees you have paid to us, the services we have contracted to provide to you and the services we provided to you over the period. Your Fee Disclosure Statement will also outline the fees you will be charged and the services we will provide in the coming 12 months.

RSM will also request your consent for us to continue to provide services to you.

3.5. Fee Consent Form

Where your adviser recommends a fee be deducted from a particular financial product, you will be provided with a fee consent form annually, authorising fees be deducted for a further 12 months.

4. How are we remunerated.

RSM has an open, honest fee structure, which allows you to choose the payment option that suits you. We charge a 'fee for service', which is based on the size and complexity of the work undertaken. This may be a single upfront fee or an ongoing fee. Either way all fees are discussed and agreed on before we commence preparing your financial plan.

If the advice relates to placement of insurance products, you may be able to opt to pay on a commission basis.

The actual amounts will be disclosed and agreed with you in a Letter of Engagement before any work is commenced. The Statement of Advice or Record of Advice provided to you will also outline any amounts payable to RSM. Where appropriate, you can choose a combination of both fees and commission. Either way, you have the flexibility you need.

RSM does not receive referral payments from external organisations.

4.1. Overview

As an example, the following are the minimum and maximum payment ranges (inclusive of GST) we may receive. The exact amount you will pay will be agreed with you and detailed in the Letter or Engagement before any fees are incurred.

- o We may charge you a once off fee for the preparation of your advice and delivery of a Statement of Advice. This fee will be quoted on the time RSM will spend in preparing your advice, or depending on the value of funds you invest.

Statement of Advice fees generally range from \$1,100 to \$11,000. In some instances of complex advice involving multiple advisers, structures and strategies, the fee may be higher. In this case the scope of work will be discussed and agreed with you.

- o We may charge you a once off fee for the Implementation of your advice. This fee will be quoted on the time RSM will spend in implementing our recommendation.

Implementation fees generally range from \$330 to \$11,000.

- o You may pay us an ongoing service fee annually or in instalments. This fee maybe a fixed amount, calculated as a percentage of your investment portfolio ranging between (0.11% and 1.10%) or a combination of fixed and percentage-based fees. Your ongoing service needs and fees will be discussed with you before we implement our recommendation.

Our ongoing service fees start at \$3,300 p.a. and range up to \$22,000 p.a. In some instances of complex advice involving multiple advisers, structures and strategies, the fee may be higher. In this case the scope of work will be agreed and discussed with you.

For example, if you were to engage RSM to provide a portfolio review service at \$3,300 p.a. combining both fixed fee and a percentage-based fee of 0.77% p.a. and had a \$300,000 portfolio, you would pay a percentage-based fee of \$2,310 p.a. and fixed fee of \$990 p.a. meaning RSM would receive in total \$3,300 p.a.

Your adviser will provide you with an annual Fee Disclosure Statement outlining the fees we have received in the previous 12 months.

- o If you do not require ongoing services or only have simple advice needs, you may elect to pay as you go with an hourly rate. Your adviser will be able to provide you with an estimate quote prior to the commencement of work. RSM charges an hourly rate of between \$330 and \$990 depending on the experience of your adviser.
- o For life insurance products, commissions are included in the amount you pay for the product. The rate ranges from between 0% and 66% of the initial annual premium and 0% and 33% per annum of the renewal annual premium.

For example, if you were to buy life insurance from a life insurance company with an annual premium of \$1,000, RSM would receive an upfront commission of \$660 (66%). Should you renew your policy in subsequent years, and the premium remains the same, RSM would receive an ongoing commission of \$330 p.a. (33%) for as long as you renew the policy.

- o We may receive brokerage from share brokers for share trades placed with them. This can be up to 2.2% of the value of the trade.

For example, if you bought or sold \$10,000 in direct shares, RSM would be entitled to receive a brokerage fee of up to \$220 (2.2%) for the trade.

- o We also on occasion charge a flat fee which would be disclosed either in the form of a Statement of Advice, Record of Advice, Letter of Engagement or Execution Only Letter.

4.2. Advisers' Remuneration

RSM advisers are salaried employees. As employees, they may be entitled to earn a bonus, depending on meeting revenue, compliance, and marketing targets throughout any given financial year.

5. Referral Arrangements

5.1 Internal RSM Referrals

RSM Australia Pty Ltd, RSM Australia Partners and RSM Financial Services Australia Pty Ltd are members of the RSM Australia Group.

We may refer you to other members of the RSM group who will engage and bill you for their services independently of RSM.

RSM does not pay or receive referral fees for referrals within the RSM Australia Group.

5.2 External Referrals

RSM maintains referral arrangements with a select group of third-party entities. If you are referred to an RSM adviser by one of these parties, there is a possibility that they may receive a referral fee. Referral fees may comprise a fixed or percentage-based amount but are capped at a maximum of 20% of the upfront fees charged by RSM to you.

For example, if RSM's charges amounted to \$10,000, the third party responsible for your referral could receive a fee of up to \$2,000. This fee does not impose any additional cost on your part.

All referral payments are explicitly outlined in the Statement of Advice, a document that will be provided to you for your review and reference.

RSM does not receive referral fees when we refer clients externally.

6. Conflicts of Interest

Your adviser will notify you of any conflicts of interest or if there is anything that may influence their recommendation to you.

All RSM advisers are required to maintain a register of benefits. In addition, RSM maintains a Conflicts of Interest Register. These registers are available to the public.

7. Will the advice you receive be appropriate for your personal circumstances?

Yes, however, to do so, your adviser needs to understand your personal circumstances including your individual objectives, financial situation, and needs, before they recommend any solutions to you. Of course, you have the right not to share this information with your adviser. In this case, they may not be able to advise you or, if they do, are required to warn you of the possible consequences. You should read the warnings carefully as the advice we are able to provide you may be restricted as a consequence of you exercising your right not to disclose all the information sought by your adviser.

You will be provided with comprehensive documentation in addition to this Financial Services Guide, being the Statement of Advice or Record of Advice and/or a Product Disclosure Statement which detail recommended solutions, the basis for the recommendations and the methods of adviser remuneration, as well as other key information.

8. What information is maintained in your file, and can you examine it?

Your adviser will maintain a record of your personal financial circumstances, including details of your objectives, financial situation and needs and any other information relating to your specific financial situation. They will also maintain records of any recommendations they make.

As a financial services provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as a passport and/or driver's licence. We will also retain copies of this information. We assure you that this information

will be held securely. We cannot provide you with services if you are unwilling to provide this information.

RSM is committed to ensuring the privacy and security of your personal information in accordance with the principles of the Privacy Amendment (Private Sector) Act 2001 (Privacy Act).

You have a general right to examine the relevant contents of your file and you should have been provided with our privacy statement which details our approach to privacy.

Should you wish to examine your file just ask your adviser and they will make all necessary arrangements to provide you with relevant information. Further details on our information handling policy can be obtained by contacting our Privacy Officer at RSM.

9. Can you instruct us to buy or sell your investment?

Yes. You may specify how you would like to give your adviser instructions. For example, you can give your adviser instructions by telephone, fax, email, or other means.

To expedite the financial planning process, we may ask our clients to sign documents electronically in certain circumstances. We will firstly ask for your consent, however if you change your mind at any time, please contact our office. **Please Note:** It is very important that you keep us informed of any change in your e-mail address. Please contact us as soon as possible regarding such changes.

10. Professional Indemnity Insurance

RSM has Professional Indemnity Insurance that satisfies the requirements of Section 912B of the Corporations Act 2001. This insurance cover applies where there has been the provision of Financial Services, applicable to RSM Licence No 238282 (outlined in this FSG), by employees and authorised representatives of RSM. This cover also applies where the employee or authorised representative has ceased to be an employee or authorised representative of RSM but did at the time of the relevant conduct.

11. Complaints

If you have a complaint about the services provided, you should take the following steps:

1. Contact your adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact our complaints officer on (08) 9261 9200 or put your complaint in writing and send it to us at:

RSM Financial Services Australia Pty Ltd

GPO Box R1253
PERTH WA 6844

3. RSM is a member of the Australian Financial Complaints Authority (AFCA), an independent private complaints body, funded by its corporate members. If you do not receive a satisfactory response from RSM, you should contact AFCA on the details below.

To contact AFCA:

Phone: 1800 931 678

Email: info@afca.org.au

Postal: GPO Box 3 Melbourne VIC 3001

Website: www.afca.org.au