

Financial Services Guide (FSG)

Version 1.0 4th July 2022

This Financial Services Guide (FSG) is issued by Expert Wealth Pty Ltd ABN 79 634 625 406 AFSL 538287, referred to as Expert Wealth, "we", "us", and "our".

Expert Wealth is a diversified financial services group that provides wealth management. Expert Wealth is not related to any Bank or large financial institution.

Expert Wealth began with the simple concept. The value of our help must be significantly greater than the cost.

Expert Wealth is a collective of like-minded, award winning, financial advisers who all have ownership in their clients success. Combining over 50 years of experience to create a financial services company that helps clients achieve data backed results. Collaborating with Accountants and clients direct, the Expert Wealth team better manages data, reducing fee layering, to deliver tangible results.

How do we achieve this? Proprietary systems, market leading technology and digital delivery drive down the cost of advice. Our data modelling enables insights that measure the value added, and we can prove it. If the value added is not significantly greater than the cost, there is no cost. That is our wealth promise.

Please refer to the website www.expertwealth.com.au for details of on the company.

There are two parts to this FSG. Please make sure that you read both parts before making any decision based on our advice. This document is Part one and Part two is the Adviser's Profile, which includes information about your financial adviser ("adviser"), who is one of our Authorised Representatives. Any reference to an adviser will include the deals of the adviser's company if they are part of a corporate entity. If the adviser's profile is not attached, please ask the adviser for this profile or contact Expert Wealth Head Office whose contact details are in the next section. Your adviser is authorised by us to distribute this FSG.

What is a financial services guide (FSG)

The Financial Services Guide (FSG) is an important document that is designed to help you decide whether to use the financial services offered. The main purpose of the Financial Services Guide (FSG) is to give you an overview of the financial services that are being offered and it provides you with the following information:

- About us;
- What kinds of financial services we are authorised to provide to you;
- The process we follow to provide financial services;
- How we, our Authorised Representatives (and any other relevant persons) are remunerated;
- Are there any of our associations or relationships that might influence the financial services we offer?
- How we collect, use and disclose the information you provide to us
- Our complaints handling procedures and external dispute resolution procedures including how you can access them.

The terms Representative, Authorised Representative, Corporate Authorised Representative, and Advice Provider means that a person, or entity, is authorised to represent a business that holds an Australian Financial Services (AFS) licence. Expert Wealth is the holder of an AFS Licence and is therefore responsible for the financial services provided, including the distribution of this Financial Services Guide (FSG).

As there are many different titles in the marketplace describing such authorised representatives and advice providers throughout this document we are describing them as Adviser(s) or Your Adviser(s).

What kinds of financial services we are authorised to provide to you and what kinds of financial products do these services relate to?

Expert Wealth is authorised to provide product advice on and to deal in the following strategies and classes of products:

Strategies

- Tax planning (in consultation with your tax adviser)
- Estate planning
- Business succession planning including life risk insurance
- Life Insurance and risk management
- Pre and post retirement planning
- Retirement income
- Social security advice
- Investments
- Self-managed superannuation funds (SMSF)
- Wealth accumulation
- Wealth creation
- Gearing
- Standard Margin lending
- Superannuation and rollover advice
- Asset allocation and management advice
- Ongoing advice and review services

Product Classes

- Deposit and payment products limited to; basic deposit products and deposit products other than basic deposit products.
- Debentures, stocks or bonds issued or proposed to be issued by a government.
- Life Products including: Investment Life Insurance Products, and Life Risk Insurance Products.
- Interests in managed investment schemes including: Investor directed portfolio services.
- Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997).
- Securities.
- Standard Margin Lending Facility.
- Superannuation.

Your Adviser may only be authorised to provide advice in some of the above areas. Please refer to the Adviser Profile (Part 2 of this FSG) which sets out those areas your Adviser is authorised to provide you with advice and recommendations.

Please note that only products approved by Expert Wealth may be recommended by the adviser.

If you hold a specific product which is under a class of product covered by the Expert Wealth licensee, your adviser may review and advise you on this product even though it is not on our APL. However, your Adviser will not be able to deal in, write or arrange further business on this product if it is not on our:

- APL;
- is a product on which they are not authorised to provide personal advice. The Adviser Profile (Part two of this FSG) outlines the classes of financial products on which they can provide advice.

Your adviser may also conduct separate business activities such as accounting, mortgage advice and other services not provided under our licence. We are only responsible for the financial products and services described in this FSG and on our APL. From 1 July 2014, new regulation requires your financial adviser to declare whether they are a registered (tax) adviser and the tax (financial) advice service they are authorised to provide.

Lack of Independence

Expert Wealth receives commission payment on Life Insurance Products. This allows us to provide upfront insurance advice without charging you, the client, directly but rather receiving remuneration from product issuers. By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask your adviser.

Expert Wealth chose to offer a commission in lieu of upfront advice fees after discussions with our insurance only clients. A business decision was made considering many factors, including that clients would not be charged upfront advice fees for insurance they may not be able to receive due to health/medical conditions.

The process we follow to provide financial services

Your adviser acts as our Authorised Representative when providing personal advice to you and therefore we are responsible for any advice given. Your adviser is under an obligation to act in your best interests in relation to any personal advice provided to you (known as the 'best interest duty').

Your adviser is authorised by us to give you personal advice, but in order for them to do so, you need to provide them with information about your needs, goals and objectives. If you choose not to provide your adviser with this information, any advice they provide may not be appropriate to your needs.

Providing your adviser with instructions on how to buy or sell financial products.

You may specify how you would like to give your adviser instructions, for example, in writing, by telephone, fax or other means. However, in some instances your adviser will require your instructions to be in writing. For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial adviser to act as your attorney or authorised signatory
- nominate any financial adviser to receive your statements without you also receiving a copy, or
- give your adviser unclear or misleading instructions or false information.

Other documents that you may receive in addition to the FSG and Adviser Profile, your financial adviser may provide you with the following documents:

- A Statement of Advice (SoA) or Record of Advice (RoA).

Before your adviser provides you with any personal financial product advice (personal advice), they will collect information about you, your objectives, financial situation and needs. The SoA will set out the advice and the basis upon which it is given. You may then decide whether or not to act on it. It will also set out information about our remuneration and your adviser's remuneration and disclose any associations or relationships which might reasonably be expected to influence them when providing the advice. Any subsequent personal advice that is provided to you may, if it is in relation that has already been provided to you, be documented in an ROA, provided there has not been a significant change in your personal circumstances or the basis upon which the initial advice was provided. Copies of all advice documents will be retained on your client file and you may request a copy by contacting your adviser.

- A Product Disclosure Statement (PDS).

If a particular financial product (other than securities) is recommended by your adviser you must also be provided with a PDS issued by the product issuer. The PDS contains information about the benefits, risks and other features of the product, which will enable you to make an informed decision about whether to purchase the product.

How we, our advisers (and other relevant persons) are remunerated

Both we, and your adviser receive remuneration from:

- service and advice fees paid by you (fee for service)
- commissions from insurance providers
- other benefits.

All Fees and Remunerations must be paid to us, the Financial Services Licensee. We will then forward on to your adviser their share of the fee or remuneration.

No Fee or Remuneration is allowed to be paid to your Adviser directly or by way of direct debt to your adviser's account.

Your adviser will discuss and explain our fee structure with you before we provide you with any financial advisory services. The types of fees you can be charged are listed below. Also, you may be charged a combination, or part of, any of these fees:

- **Fee for advice**
your adviser may charge fees for the preparation and implementation of the advice. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal financial advice for you.
- **Ongoing advice fee/Fixed Term fee**
your adviser may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be either a set amount or based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio, e.g. an hourly rate. Your adviser will discuss these fees with you prior to giving you the advice.
- **General Advice / Execution Only instructions**
Where "General Advice" or an "Execution Only" instruction is provided, you may request particulars of remuneration payable to us and to your adviser, directly from your adviser. Please refer to the Adviser Profile attached for information about any portion of these fees that we may retain and please ask your adviser, or us, if you require further information about any of the fees and charges that you pay.

Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods. Where it is debited from your investments, it is normally referred to as the Adviser Service Fee. In most instances, you will be able to select the method of payment that suits you best. Your Adviser will discuss and agree the method of payment with you before providing you with services. The specific fees and services that you will pay for will be set out in your SoA or other advice documents, your annual fee disclosure statement or client service agreement.

Your current options:

- You may choose to be charged a financial planning advice fee that is based on the time spent preparing your SoA (or other advice document) and is dependent on the complexity of the advice; or
- You may enter into a service agreement with your adviser that covers items such as access to your Expert Wealth financial adviser, strategic review, portfolio reviews and liaising with your other professionals. You and your adviser should discuss the services to be included and the fee that you will pay. Alternatively, it will be set out in the service agreement provided by your adviser either before, or at the time, you are presented with your SoA.

Remunerations and other payments paid by product providers

If you implement a financial product through us, we may receive payments in the form of initial remuneration and/or ongoing remuneration from the financial product providers. These remunerations are included in the fees and premiums you pay for the product. This is not an additional cost to you.

Referral arrangements

Expert Wealth Pty Ltd may have referral arrangements with other professional service providers. If a client is referred to us, we may pay the referrer a fee or other benefit. We will record the details of any referral fees in the Statement of Advice we prepare for you. If we refer a client to another service provider they may pay us a referrer fee. We will only refer you to third party professionals, where we believe it is in your best interest to do so.

For example we may pay your Accountant 20% of the upfront insurance commission for conferring with your Adviser to facilitate your insurance. Our Accounting partners may accept this in lieu of charging additional accounting fees.

How we collect, use and disclose information

Your adviser will retain the following personal information on your client file:

1. A record of what you tell your adviser about your objectives, financial situation and needs to enable your adviser to give you personal advice.
2. A copy of all personal advice provided to you. This includes the Statement of Advice or Record of Advice (SoA or RoA) provided to you when you initially received personal advice, as well as any subsequent advice. And
3. Other records relating to the provision of financial services and advice given to you. Ask your adviser if you would like to examine your client file. You can request a copy of any advice document either by phone or in writing. Please allow at least seven working days to process your request.

If your adviser leaves our licence and starts providing financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place and you will be given the opportunity to remain with one of our Expert Wealth advisers if you prefer to do so.

Anti-Money Laundering and Counter Terrorism

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act 2006 (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents to meet the ID requirements which are determined by the relevant regulator AUSTRAC. We will also retain copies of this information. In connection with providing our services to you, we may disclose information about you to your Authorised Representatives and to other professionals, such as insurance providers, superannuation trustees, product issuers, auditors and our service providers.

We are unlikely to disclose your personal information to overseas recipients. However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with the Australian privacy law. Should your adviser utilise an overseas service provider, these arrangements will be detailed in their Adviser Profile.

Your Privacy

Your personal information will be handled in accordance with our Privacy Policy which outlines how we collect, use, store and disclose your personal information. For more information, including how to access or correct your personal information, or how to complain about a breach of the Australian Privacy Principles, please read our Privacy Policy which can be accessed on our website (www.expertwealth.com.au) or by contacting us on 02 9061 7172 or by writing to team@expertwealth.com.au

Our complaints handling process

Expert Wealth and its representatives endeavour to provide you with appropriate advice and service at all times. If you are not satisfied with our services, then we encourage you to contact your financial adviser. Your adviser's individual details will be displayed on your Statement of Advice that you received as part of the advice process and in Part 2 of this FSG.

If after speaking your financial adviser, your complaint is not resolved within three business days, please contact the Complaints Manager:

Expert Wealth

Phone: 02 9401 0607 between 9 am to 5 pm Monday to Friday (AEST)

Email: team@expertwealth.com.au

We aim to investigate and resolve your complaint within 45 days. If after 45 days, we cannot reach a satisfactory resolution you can refer the matter to the Australian Financial Complaints Authority (AFCA).

Phone: 1800 931 678

Email: info@afca.org.au

Mail: GPO Box 3 Melbourne VIC 3001

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

Professional Indemnity (PI) Insurance Cover

Our professional indemnity insurance covers us and our authorised representatives for the services provided under our Australian Financial Service Licence. This includes claims relating to the conduct of staff and representatives who no longer work for us, but did so at the time of relevant conduct. Our policy meets the requirements of the Corporations Act 2001 (Cth).

PART 2 – Adviser Profiles

Introduction

This Adviser Profile is Part 2 of our Financial Services Guide (FSG) and provides you with further information about your Authorised Representative of Expert Wealth. The Adviser Profile must be read in conjunction with Part 1 of the FSG and if Part 1.

Paris Bisley Authorised representative number: 410462

Qualifications: Bachelor of Business (International Trade), Diploma of Financial Services (Financial Planning), Professional Certificate SMSF.

Paris Bisley began his career in financial services over a decade ago, working for an Industry Super Fund before taking up a role at Australia's largest funds manager. It was this experience that gave Paris the confidence to begin his own, award winning, client centric financial planning business. The opportunity arose to partner with William Hurst and create a data driven, new age financial planning business that began with the simple premise; "the value added must be significantly greater than the cost." Partnering with Accountants and a client direct offering that utilises proprietary data modelling and technological delivery systems, allows Expert Wealth to drive down costs to clients and deliver results proven strategies.

Paris is authorised in the following products and services:

- Deposit and Payment Products – Basic Deposit Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance and Life Risk Insurance Products
- Managed Investment Schemes including IDPS
- Retirement Savings Accounts
- Standard Margin Lending Facilities
- Superannuation
- Self-Managed Superannuation Funds

Schedule of fees

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

- Plan preparation and implementation fees. These are the fees you pay when you have agreed to receive our advice and will be between \$0.00 and \$3,950.00, inclusive of GST, depending on complexity and scope of advice.
- Ongoing service/Fixed Term Agreement service fees. We charge an annual retainer which ranges from \$1,850 - \$2,850 plus 0.55% on assets under advice. These fees will be agreed with you in our Ongoing service/Fixed Term Agreement.

How your adviser is paid for the services provided

All fees, remuneration and brokerage payments received for the financial services provided are paid to Expert Wealth which retains a percentage of these payments and forwards the balance to Expert Edge Pty Ltd which then pays Paris a combination of salary and other benefits for the provision of financial services. Please contact us if you require any further information about how we or our advisers are remunerated.

Contact details:

Phone: 02 9002 0202

Email: paris@expertwealth.com.au

William Hurst Authorised representative number: 404043

Qualifications: Masters Financial Planning, Diploma of Financial Services (Financial Planning), Certificate IV in Finance and Broking, Professional Certificate SMSF

With over a decade of experience in the industry, William Hurst began working for a global financial services company before commencing a position at Australia's largest funds manager. Will then took the opportunity to travel before being handpicked for a role at one of London's premier Accounting firms. Upon the homecoming to Australia, Will commenced a position as a senior adviser at a leading firm, before starting his own Financial Planning business. The opportunity to partner with a previous colleague, Paris Bisley and create a data driven new age financial planning business that began with the simple premise; "the value added must be significantly greater than the cost." Partnering with Accountants and a client direct offering that utilises proprietary data modelling has allowed Expert Wealth to drive down costs to clients and deliver results proven strategies.

William is authorised in the following products and services:

- Deposit and Payment Products – Basic Deposit Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance and Life Risk Insurance Products
- Managed Investment Schemes including IDPS
- Retirement Savings Accounts
- Standard Margin Lending Facilities
- Superannuation
- Self-Managed Superannuation Funds
- Securities

Schedule of fees

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

- Plan preparation and implementation fees. These are the fees you pay when you have agreed to receive our advice and will be between \$0.00 and \$3,950.00, inclusive of GST, depending on complexity and scope of advice.
- Ongoing service/Fixed Term Agreement service fees. We charge an annual retainer which ranges from \$1,850 - \$2,850 plus 0.55% on assets under advice. These fees will be agreed with you in our Ongoing service/Fixed Term Agreement.

How your adviser is paid for the services provided

All fees, remuneration and brokerage payments received for the financial services provided are paid to Expert Wealth which retains a percentage of these payments and forwards the balance to Expert Edge Pty Ltd which then pays William a combination of salary and other benefits for the provision of financial services. Please contact us if you require any further information about how we or our advisers are remunerated.

Contact details:

Phone: 02 9401 0607

Email: will@expertwealth.com.au

Troy Gudgeon Authorised representative number: 418111

Qualifications: Graduate Diploma of Financial Planning, Advanced Diploma of Financial Planning, Diploma of Financial Planning

Troy is passionate about working with clients, helping them achieve their financial goals now and in retirement. He achieves this by working directly with clients to fully understand their needs and goals and tailoring advice specific to their circumstances. Troy works with a range of clients all at different stages in life cycles to help them make informed decisions and empower them to achieve the lifestyle they want.

Troy will help guide younger clients set clear goals and financial targets, managing their cash flow and adopting sound wealth accumulation habits early in their working years. For those in the middle stages with children and mortgages, He can help plan and implement strategies focused on debt management, tax-effective investing, getting super positioned correctly and putting in place plans to protect families from financial shock in the event of untimely death, disability or illness. For those in or near retirement phase Troy can proactively focus on finding the most effective strategy to ensure savings will last so that they can enjoy their retirement.

Troy takes great satisfaction and pride in knowing all of his clients have peace of mind and are willing to refer their friends and family.

Troy is authorised in the following products and services:

- Deposit and Payment Products – Basic Deposit Products
- Investment Life Insurance and Life Risk Insurance Products
- Managed Investment Schemes including IDPS
- Retirement Savings Accounts
- Securities
- Standard Margin Lending Facilities
- Superannuation

Schedule of fees

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

- Plan preparation and implementation fees. These are the fees you pay when you have agreed to receive our advice and will be between \$0.00 and \$3,950.00, inclusive of GST, depending on complexity and scope of advice.
- Ongoing service/Fixed Term Agreement service fees. We charge an annual retainer which ranges from \$1,850 - \$2,850 plus 0.55% on assets under advice. These fees will be agreed with you in our Ongoing service/Fixed Term Agreement.

How your adviser is paid for the services provided

All fees, remuneration and brokerage payments received for the financial services provided are paid to Expert Wealth which retains a percentage of these payments and forwards the balance to Teams Financial Pty Ltd which then pays Troy a combination of salary and other benefits for the provision of financial services. Please contact us if you require any further information about how we or our advisers are remunerated.

Contact details:

Phone: 02 7228 0406

Email: troy@expertwealth.com.au

Danielle Roovers Authorised representative number: 263291

Qualifications: Advanced Diploma of Financial Planning, Self-Managed Super Fund (SMSF) Professional Certificate, Diploma Financial Services

Professional Memberships: Association of Financial Advisers (AFA)

Industry awards: Professional Standards Finalist 2018, Best New Adviser Winner 2017, Best New Adviser Finalist 2016, Financial Adviser of the year – Insurance 2014, Nominated Female Excellence in Advice Award 2012

Danielle is a Financial Adviser, her career commenced in the financial services industry in 1996. Danielle specialises in helping clients arrange their affairs so that their assets are maintained and protected in a tax effective manner.

Over the last 25 years Danielle has assisted clients in arranging their affairs. Assessing clients' individual needs and where appropriate using Superannuation as a tax effective estate planning tool. She ensures the appropriate beneficiaries receive tax effective lump sums and/or tax-free pension income streams.

Danielle aims to provide to provide "Peace of Mind" that only comes from knowing your financial future is adequately protected.

Danielle is authorised in the following products and services:

- Deposit and Payment Products – Basic Deposit Products
- Investment Life Insurance and Life Risk Insurance Products
- Managed Investment Schemes including IDPS
- Retirement Savings Accounts
- Standard Margin Lending Facilities
- Superannuation
- Self-Managed Super Funds

Schedule of fees

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

- Plan preparation and implementation fees. These are the fees you pay when you have agreed to receive our advice and will be between \$0.00 and \$3,950.00, inclusive of GST, depending on complexity and scope of advice.
- Ongoing service/Fixed Term Agreement service fees. We charge an annual retainer which ranges from \$1,850 - \$2,850 plus 0.55% on assets under advice. These fees will be agreed with you in our Ongoing service/Fixed Term Agreement.

How your adviser is paid for the services provided

All fees, remuneration and brokerage payments received for the financial services provided are paid to Expert Wealth which retains a percentage of these payments and forwards the balance to DR & Associates Pty Ltd which then pays Danielle a combination of salary and other benefits for the provision of financial services. Please contact us if you require any further information about how we or our advisers are remunerated.

Contact details:

Phone: 07 3667 7669

Email: danielle@expertwealth.com.au