

# FINANCIAL SERVICES GUIDE

Authorised for distribution by Equity Trustees Wealth Services Limited  
ABN 33 006 132 332 Australian Financial Services Licence No. 234528

## INTRODUCTION

This Financial Services Guide ('FSG') contains information that will help you decide whether to use the financial services we offer and sets out the following:

- Who we are and how we can be contacted
- What services we are authorised to provide you under our Australian Financial Services Licence (AFSL)
- How we, our related bodies corporate and any other relevant parties are remunerated
- How we manage your private information, and
- How you can lodge a complaint relating to us or the services we provide.

## ABOUT US

We are a wholly owned subsidiary of EQT Holdings Limited ABN 22 607 797 615 (Equity Trustees). Equity Trustees was established in 1888 by an Act of the Victorian Parliament to provide trustee and executor services, offering traditional trustee and estate management duties. Equity Trustees has developed into a financial services provider offering a broad range of products and services to a diverse client base.

### LACK OF INDEPENDENCE: SUPERANNUATION & MANAGED INVESTMENT SCHEMES

In providing you with personal financial product advice, our Private Client Advisers may recommend to you superannuation products issued by regulated superannuation funds, or managed investment schemes, in which we or one of our related bodies corporate may act, and earn fees from you, as:

- Trustee of the regulated superannuation fund, or
- Responsible Entity and/or Investment Manager of the managed investment scheme.

Your Private Client Adviser has access to a wide range of financial products and services provided by both internal (that is, Equity Trustees) and external service providers, which have been researched and approved by Equity Trustees. While our Private Client Advisers' product recommendations are considered to be in your best interests and appropriate for your financial situation, personal needs and objectives, we acknowledge that some product recommendations are not independent, impartial or unbiased in a legal sense due to our role, or the role of one of our related bodies corporate, as trustee of a regulated superannuation fund or Responsible Entity/Investment Manager of a managed investment scheme.

For this reason, in the Statement of Advice outlining our personal financial product advice to you, we will fully disclose whether any of our product recommendations involve one or more of our related bodies corporate acting as either trustee of a regulated superannuation fund issuing a recommended superannuation product, or Responsible Entity/Investment Manager of a recommended managed investment scheme.



## CONTACT US

You can contact us in the following ways:

### MAIL

Equity Trustees Wealth Services Limited  
GPO Box 2307  
Melbourne VIC 3001

### PHONE

1300 133 472

### FACSIMILE

+61 3 8623 5200

### EMAIL

[equity@equity.com.au](mailto:equity@equity.com.au)

### WEBSITE

[www.eqt.com.au/contactus](http://www.eqt.com.au/contactus)

## PRODUCTS AND SERVICES

Under our AFSL we are authorised to provide you with personal financial product advice on, as well as to apply for, acquire, vary or dispose of on your behalf, the following classes of financial products:

- Deposit products
- Non-cash payment facilities
- Investment, life and general insurance products
- Government debentures, stocks or bonds
- Managed investment schemes, including Investor Directed Portfolio Services (IDPS) and Managed Discretionary Account (MDA) services
- Derivatives
- Superannuation, and
- Securities.

In addition to providing personal financial product advice, we are authorised under our AFSL to operate registered schemes and provide the following traditional trustee company services:

- Performing estate management functions, such as acting as trustee of a trust, as executor or administrator of a deceased estate or as an attorney
- Preparing a will, trust instrument, power of attorney or agency arrangement
- Applying for probate of a will, grant of letters of administration or electing to administer a deceased estate, and
- Establishing and operating common funds and registered funds.



# PERSONAL ADVICE

Our Private Client Advisers offer a personal financial advice service on both a face-to-face, online meetings and phone basis. Through this service, we provide you with a scoped personal financial advice service after considering your financial situation, personal needs and objectives. This type of advice will be provided for an agreed fee and you will receive a Statement of Advice at the completion of this service.

## WHAT IS PERSONAL FINANCIAL ADVICE?

Personal financial advice considers one or more of your personal financial objectives, financial situation and needs.

Your Private Client Adviser:

- Is authorised as an Employee Representative under our AFSL to provide you with personal advice, and
- Has met the educational and continuous professional development requirements to be a registered Financial Adviser and will be listed on ASIC's public Financial Adviser Register (FAR).

Your Private Client Adviser can provide advice on areas including:

- Wealth creation
  - Investment structures and management including investing directly via Australian shares
  - Superannuation/retirement planning
  - Self-Managed Superannuation Funds
  - Cash flow/debt management, and
  - Centrelink/Department of Veteran Affairs and other social security benefits.
- Wealth protection
  - Estate planning considerations in conjunction with estate planning lawyers
  - Personal insurance, and
  - Succession planning.

Your Private Client Adviser has access to a wide range of financial products and services which have been researched and approved by Equity Trustees. Your Private Client Adviser will also provide advice and updates on any legislative, regulatory, or economic changes which may impact your financial circumstances, investment structures or investment objectives.

In providing our tailored wealth strategy and product recommendations to you based on your specific objectives, financial situation and needs, your Private Client Adviser will explain the benefits and any significant risks of our advice, so you are empowered to make an informed decision regarding your financial future.

## PRIVACY

Personal information that you provide to us in respect of receiving a financial service or product is subject to the Privacy Act. Your personal information is handled in accordance with our Privacy Policy in order to protect your information.

Please view our Privacy Statement on our website at [www.eqt.com.au/global/privacystatement](http://www.eqt.com.au/global/privacystatement).

## PROVIDING INSTRUCTIONS TO US

You can provide us with instructions by telephone, mail, or fax. Email instructions will only be taken as accepted if you receive a reply email from us acknowledging receipt. However, there may be certain products and services that have their own rules around how to provide instructions or execute transactions. Please refer to the relevant Product Disclosure Statement or other offer document.



# DOCUMENTS YOU MAY RECEIVE

## STATEMENT OF ADVICE

If we provide you with personal financial product advice, we will give you a Statement of Advice. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, costs and any associations which may have influenced the advice. The basis of our advice is based on our understanding of your objectives, financial situation and needs.

You have the right not to provide us with certain personal information. However if you choose to withhold information, or the information you provide is inaccurate or incomplete, our advice may not be appropriate for you. Informing us of any changes to your situation is important, because we may need to change our personal financial advice to cater for such changes and ensure our advice to you remains appropriate.

Please read any warnings contained in the relevant Statement of Advice we give you regarding any limitations of our advice.

## PRODUCT DISCLOSURE STATEMENT, IDPS GUIDE OR OTHER OFFER DOCUMENT

These documents contain general information about the product including:

- The terms and conditions for the product
- Any significant risks associated with holding the product
- Information about the costs of the product, and
- Details of fees and charges the product provider receives for issuing the product.

You may receive a Product Disclosure Statement (PDS) when we issue you with a product, offers to issue a product to you, or recommend a product to you as part of our personal financial advice.

## RECORD OF ADVICE

If you have previously received a Statement of Advice from us, any further personal financial advice we give may be recorded via a Record of Advice, provided you have not had a significant change in your circumstances, or the basis for the advice has not changed significantly. The Record of Advice will detail the further advice and the basis of those recommendations. In the event we provide further advice to you, and your circumstances or the basis for the advice has changed significantly, we are obliged to provide you with another Statement of Advice.

## FEE DISCLOSURE STATEMENT

If we provide you with personal financial advice and you enter into an ongoing fee arrangement with us where you receive ongoing advice services for a period greater than 12 months, we are obliged to give you a Fee Disclosure Statement on an annual basis.

If you are entitled to receive a Fee Disclosure Statement, it will contain information about the previous 12 months of your ongoing fee arrangement and will set out information about:

- Fees paid by you
- Services provided to you, and
- Services that you were entitled to receive.

## FEE SCHEDULE FOR TRADITIONAL TRUSTEE COMPANY SERVICES

Traditional trustee services include us acting as trustee, executor, attorney or financial administrator. Unless a separate fee arrangement has been agreed to, we are obliged to make available an up-to-date schedule of the fees that we generally charge for the provision of traditional trustee company services. This Fee Schedule can be viewed on our website at <https://www.egt.com.au/about-us/fees-and-financial-services-guides> or a hardcopy can be provided to you on request.



# HOW ARE WE PAID FOR THE SERVICES WE PROVIDE?

The actual fee charged to you will depend on the nature of the personal advice or services we provide. For example, we may charge a fixed fee for personal financial advice services provided, or a percentage-based fee charged on the funds under management. Before proceeding with our advice and services, we will discuss and agree our fees with you.

The following section outlines the types of fees that may apply and should be used as a guide only. We will discuss your individual needs and agree our fees with you prior to the commencement of the service. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals, and the scope of the advice.

All fees are inclusive of GST unless otherwise stated. Fees relating to insurance will be treated separately. All fees will be outlined in your Statement of Advice or Record of Advice.

## FIXED PERSONAL FINANCIAL ADVICE FEES

The fixed fees that may apply in relation to personal financial advice which is one-off in nature or ongoing under our Portfolio Manager Services Agreement are as follows:

SERVICE	FIXED FEE AMOUNT
Comprehensive Financial Planning Advice	Between \$2,200 and \$16,500
Aged Care Financial Advice	Between \$1,650 and \$5,500

The fee is agreed prior to the commencement of the service and depends on the complexity of advice and the nature of investments under advice.

## ADDITIONAL PERSONAL FINANCIAL ADVICE SERVICE FEES

The fixed fees above are based on time, resources and complexity of the advice. Depending on your requirements in some cases we may charge you an hourly fee. This additional fee is agreed prior to the commencement of any further service beyond that included within the fixed fee above:

ADDITIONAL SERVICE	FEE AMOUNT
Hourly Rate	Between \$275 to \$550 per hour

## ONGOING PERSONAL FINANCIAL ADVICE SERVICE FEES

Alternatively, for ongoing Advisory Services under our Portfolio Manager Services Agreement, we may deduct the following fee from the balance of your funds under management:

ONGOING SERVICE	FEE AMOUNT
Ongoing Advisory Services	0.935% per annum, subject to a minimum annual fee of \$2,200

## CUSTODY SERVICE FEES

Our Custody Service comprises holding the assets forming your investment portfolio, maintaining a cash management fund on your behalf and co-ordinating the collection of income relating to your Portfolio. The service also includes investment portfolio reporting and we may charge you the following:

ONGOING SERVICE	FEE AMOUNT
Custody Service	0.33% per annum, subject to a minimum annual fee of \$2,200



## TOTAL CARE SERVICE FEES

Our Total Care Service includes day-to-day management of your financial affairs, such as making payments to cover bills and accounts. It may also include management of any correspondence relating to your financial and legal needs and we may charge you the following:

ONGOING SERVICE	FEE AMOUNT
Total Care Service	0.33% per annum, subject to a minimum annual fee of \$4,400

## TAX SERVICE FEES

We may also charge a tax fee for:

- Preparation and annual lodgement of tax returns and BAS Statements, or
- Reconstruction of Capital Gains Tax records.

Please refer to our Tax Fee Schedule published on our website at [www.egt.com.au/about-us/fees-and-financial-services-guides](http://www.egt.com.au/about-us/fees-and-financial-services-guides). The Tax Fee is agreed prior to the commencement of the service and the fee charged depends on the complexity of advice and the nature of investments under advice.

## OTHER FEES THAT WE MAY CHARGE

We, or our related bodies corporate, also receive fees in relation to the various managed investment schemes for which we are Responsible Entity and/or Investment Manager, as well as the regulated superannuation funds for which our related bodies corporate are trustee. Where we or a related body corporate are acting as either Responsible Entity, Investment Manager or trustee, we or a related body corporate will receive fees for doing so. These product-related fees payable by you:

- Will be charged if such services are provided and will generally cover the cost of these services
- Will be contained in the relevant Product Disclosure Statement or offer document provided to you, and
- Are in addition to the Advice, Custody and Total Care Services' fees detailed above.

We strongly recommend that you thoroughly review and understand these documents before investing in these products.

# COMMISSIONS, FEES OR OTHER BENEFITS OUR PRIVATE CLIENT ADVISERS RECEIVE

Your Private Client Adviser is a salaried employee of Equity Trustees. Our Private Client Advisers may also receive annual bonuses based on company-wide results, as well as the following performance targets which are specific to Private Client Advisers:

- Annual client satisfaction results
- Addressing incidents and complaints
- Meeting ongoing educational and compliance training requirements
- Contributing to a positive business and risk culture, and
- Achieving satisfactory results from an annual Advice file review conducted by an independent external party.

Your Private Client Adviser may also receive an alternative form of remuneration. If this happens, and the value of this remuneration is equal to or exceeds \$300 in value, it will be recorded in a public register. This register is available to you for inspection within seven (7) days of your request.



## THIRD PARTY ARRANGEMENTS

We may from time to time engage a third party to provide financial services on our behalf. In most cases the third party will be required to hold its own AFSL, however where this is not the case, the third party will provide the financial services as our authorised representative. Authorised representatives may either be individuals or bodies corporate.

We may also pay third parties for referring customers to us. This payment could be made up of one or more of the following:

- Single one-off payment or benefit for the referral
- Percentage of the total amount initially invested as a result of the referral, or
- Percentage of the ongoing value of the amount initially invested as a result of the referral.

Under an Agreement with Baillieu Holst Ltd, we may refer clients from time to time to invest in Baillieu Holst's Self-Managed Super Fund (SMSF) Solution. The SMSF Solution includes end-to-end management of a new or previously established SMSF. While we would continue to provide personal financial advice (including investment advice) to you in relation to the SMSF, Baillieu Holst would arrange SMSF set-up, portfolio administration, execution of transactions, ongoing servicing, and tax and audit compliance.

We do not receive any remuneration from Baillieu Holst for the referrals we make to them.

## MAKING A COMPLAINT

If you have a complaint about any of our products or services, we have established complaints resolution procedures to deal with and resolve your complaint. For the fastest possible resolution to your complaint, gather all the facts and documents about the complaint, think about the questions you want answered and decide what you want us to do.

The next step is to contact the department that handled the matter and explain the problem. If your complaint has not been resolved to your satisfaction, please contact our Complaints Officer.

### COMPLAINTS OFFICER

**Equity Trustees Wealth Services Limited**  
Level 1, 575 Bourke Street, Melbourne 3000  
GPO Box 2307, Melbourne Vic 3001  
Phone 1300 133 472  
Facsimile +61 3 8623 5200  
Email [compliance@eqt.com.au](mailto:compliance@eqt.com.au)  
Web [www.eqt.com.au/complaints-and-resolution-information](http://www.eqt.com.au/complaints-and-resolution-information)

Within 30 days (or 45 days for complaints relating to traditional trustee company services, unless legal proceedings have commenced or we have applied for an opinion, advice or direction from a Court), if you are not satisfied with our written response, or have not received a written response from us, you can contact the Australian Financial Complaints Authority (AFCA) and request that they investigate the complaint on your behalf.

### AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY

GPO Box 3, Melbourne VIC 3001  
Phone 1800 367 287 (free call)  
Email [info@afca.org.au](mailto:info@afca.org.au)  
Web [www.afca.org.au](http://www.afca.org.au)

The Australian Securities and Investments Commission's (ASIC) website contains information on complaints about companies and people and describes the types of complaints handled by ASIC. To obtain further information access the ASIC information resources through the details below.

### AUSTRALIAN SECURITIES AND INVESTMENTS COMMISSION

Phone 1300 300 630  
Email [infoline@asic.gov.au](mailto:infoline@asic.gov.au)  
Website [www.asic.gov.au](http://www.asic.gov.au)



# COMPENSATION AND INSURANCE ARRANGEMENTS

We have Professional Indemnity Insurance in place as a member of the Equity Trustees group of companies.

The insurance covers loss or damage suffered by retail clients due to breaches of obligations under Chapter 7 of the *Corporations Act* by us and our representatives in respect to the provision of financial services. This includes losses caused by negligent, fraudulent or dishonest conduct.

The insurance will also cover claims in relation to the conduct of former representatives/employees who no longer work for us (but who did at the time of the relevant conduct).