

Financial Services Guide

Before seeking our advice, you probably have a number of questions you would like to ask about Bellwether Financial Group Pty Ltd. You have the right to ask us about our charges, the type of advice we will give you and what you can do if you have a complaint about our services. Key information is set out in answer to the questions below. If you need more information or clarification, please ask us.

This Financial Services Guide is issued with the authority of Bellwether Financial Group Pty Ltd.

You should also be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice. On an ongoing basis, if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided, a Record of Advice (ROA) will be provided instead of an SOA. You have the right to request a copy of your ROA at any time.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

BEFORE YOU GET OUR ADVICE

Who are the advisers?

Our advisory team are experienced professionals, led by the Directors Martin Watson and Pat Sullivan. For additional information please refer to the Adviser Profiles which can be located on our website.

Who will be providing the advisory services to me?

All our advisors are representatives of Bellwether Financial Group Pty Ltd AFSL No. 479993 and it is responsible for the advice provided by its representatives.

All representatives of Bellwether Financial Group Pty Ltd receive remuneration in the form of salary and the business owners may also participate in profit share. All advisory personnel may also receive bonuses, this is based on both financial and non-financial performance targets being achieved. These targets are not related to the use of any particular platform or product.

What advisory services are available to me?

- Deposit and Payment Products – Basic Deposit
- Deposit and Payment Products – Non-basic Deposit
- Government Debentures, Stocks and Bonds
- Life Products – Investment Life Insurance Products
- Life Products – Life Risk Insurance Products

- Managed Investment Schemes including IDPS
- Retirement Saving Account Products
- Securities
- Superannuation
- Standard Margin lending products

When providing you with these advisory services, we act on your behalf.

Product recommendations are only made after considering their suitability for your individual investment objectives, financial situation and needs. Under the Corporations Act 2001 the advice provider is obligated to act in your best interest and this requires the advice provider to collect all required information about your financial situation and needs and objectives, make inquiries into the information provided, and investigate appropriate products and strategies that will meet your needs and objectives. From time to time were the advice provider cannot recommend any appropriate products or were the advice provider feels your best interest will not be served by him/her, the advice provider has a right to refuse provision of advice or services.

Bellwether Financial Group Pty Ltd, Martin Watson and Patrick Sullivan are registered Tax (financial) Advisers with the Tax Practitioners Board. This registration allows for the provision of tax advice specific to the financial advice provided only. Further tax advice or tax implications outside of the financial adviser should be sought by a fully registered tax agent or professional accountant.

We can provide regular reviews of your portfolio. If you choose to use this service, you will pay a fee that is tailored to your individual preference and circumstances.

How will I pay for the service?

There are various ways that you may pay for the service we provide, including:

- **Professional fees** – where you pay a fee to Bellwether Financial Group Pty Ltd for all the services that we provide, this may be charged by direct invoice, deductions from your investment products or a combination of both;
- **Brokerage/commissions** – where the investment product provider pays Bellwether Financial Group Pty Ltd upon your initial investment and/or ongoing regularly throughout the life of your investment; or
- **A combination of both** – this is dependent on the type of service and ongoing arrangements agreed to.

Your fees will be discussed between you and your adviser before any recommendations are made and services provided to you. All fees will also be disclosed to you in the provided advice documents, initially the Statement of Advice and on an ongoing basis via a Record of Advice.

Hourly Rates

Hourly rates are usually applied for the initial formulation of financial advice. Our rates are as follows:

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|----------------------------|----------------|
| Director/Financial Adviser | \$330 per hour |
| Financial Planner | \$220 per hour |
| Adviser Assistant | \$165 per hour |
| Administrative Assistant | \$110 per hour |

Professional Advice Fee

A typical cost for an initial advice would range from \$3,300 for a simple Statement of Advice up to \$22,000 for a more detailed and sophisticated Statement of Advice. The price is dependent on the complexity of your situation and needs. An indicative price will be provided prior to the preparation of any advice, both initial or where required ongoing e.g. significant change in circumstances.

Implementation Fees & Charges

If you choose to have us implement your financial strategy/s the fee will depend on the work involved subject to a minimum of \$2,200.

These fees may be paid under an invoice arrangement or deducted from investments product or a combination of both.

Ongoing Fees and Charges

The ongoing fees and charges can be made up of a combination of any or all of the following:

- Service Package of between \$2,200 and \$6,600 per annum
- Ongoing Portfolio Management fee of up to 1.10% per annum of funds under advice.

Portfolio Management Fee

We have an established investment committee that takes an oversight role in relation to the development of our authorised product list and model portfolios. The recommendations of this committee will establish our protocols with regards to any transactions ie the purchase or sale of underlying holdings. The transaction will be facilitated at no fee to you.

Personal Insurance

Unless we advise otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations).

The commission is a percentage of the insurers' base premium (that is the premium excluding stamp duty and any other government charges). The commission ranges between 0 – 110% in the first year and 0% and 35% per annum in subsequent years. The commission paid to us is utilised to cover our ongoing administration costs in relation to the insurances we recommend.

The commission is paid by the product issuer and is not an additional charge to you.

Claims Handling Fee

If you wish us to handle any claim on your behalf, the fee will depend on the work involved subject to a minimum of \$1,100.

Centrelink Assistance

If you wish us to assist you with any Centrelink matters, the fee will depend on the work involved subject to a minimum of \$1,100.

Transparency

We operate on a full disclosure policy for any fees received by the Licensee and Representatives. You will receive a Statement of Advice (SOA) detailing remuneration received by Bellwether Financial Group Pty Ltd and its representatives prior to making a decision on recommendations in the SOA. On an ongoing basis, remuneration disclosure will be provided via a Record of Advice.

If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually setting out the fees you have paid to us, the services that we contracted to provide and what services we did provide to you over that period.

A service agreement will be provided to you at the time of engagement clearly defining the services to be provided and the associated fee.

Every two years we will send you a renewal notice requesting your consent for us to continue to provide services to you. We must have your consent within 30 days of that notice in order for us by law to continue to provide services to you

You have a right to request further information in relation to the remuneration received by Bellwether Financial Group Pty Ltd and its representatives.

Bellwether Financial Group may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences, marketing material or training days.

Bellwether Financial Group has entered into a Strategic Alliance Agreement with National Wealth Management Services Limited. The nature of this agreement allows National Wealth Management Services Limited to access the licensee and its representative for feedback on products, market trends, technical and product training. Bellwether Financial Group has received a lump sum payment for the 2017/2018 calendar years for this access. This arrangement does not influence any recommendations provided to clients.

Referral Fees

A third party referrer may receive a referral or commission for introducing you to Bellwether Financial Group Pty Ltd. This will not result in any additional cost to you and any payments will be fully disclosed in your Statement of Advice.

Other Arrangements

Bellwether Financial Group Pty Ltd is not owned by any Fund Manager or institution and there are no relationships that will influence the advice that you receive from them.

Your adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in the SOA or ROA.

Non-cash benefits with a cash value of greater than \$300 are not permitted. Details of benefits between \$100 and \$300 will be maintained on a register

What about your privacy?

Bellwether Financial Group Pty Ltd is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our Privacy Statement will be provided to you at your initial meeting and future copies may be obtained from our website www.bellwetherfg.com.au

WHEN YOU GET OUR ADVICE

Do I get detailed information about actual commissions and other benefits my adviser gets from making the recommendations?

Yes. You have the right to know about details of commissions and other benefits your adviser receives for recommending investments. All commissions, fees and other benefits received by the adviser as a result of providing advice are clearly detailed in writing. A Statement of Advice will also be given to you in writing at the time the advice is given.

Will you give me advice that is suitable to my investment needs and financial circumstances?

Yes. However, to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments and strategies that we recommend to you. If we do not do so, you should ask us for further clarification.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, we will make arrangements for you to do so.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Act to verify your identity and the source of any funds.

This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely.

Can I tell you how I wish to instruct you to buy or sell my investment?

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

But in all cases we must receive a written confirmation of these instructions.

Compensation Arrangements / Professional Indemnity

Bellwether Financial Group Pty Ltd confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity Insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provide indemnity up to the Sum insured for Bellwether Financial Group Pty Ltd and our Directors / advisers/ planners / employees in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will continue to provide such coverage for any Directors / advisers/ planners / employees who has ceased work with Bellwether Financial Group Pty Ltd for work done whilst engaged with us.

IF YOU HAVE ANY COMPLAINTS

Who can I speak to if I have a complaint about the advisory service?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

Contact your adviser and tell your adviser about your complaint.

- If your complaint is not satisfactorily resolved within 7 days please contact Bellwether Financial Group Pty Ltd on (08) 9225 4462 or put your complaint in writing and send it to us at PO Box Z5393 St Georges Tce Perth 6831 or email management@bellwetherfg.com.au. We will try and resolve your complaint quickly and fairly.
- If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

- If your concerns involve unethical conduct, you may wish to consider raising these concerns with the Financial Planning Association of Australia (FPA). They can be contacted on 1300 337 301 or at PO Box 109 Collins Street West, MELBOURNE VIC 8007.