

As a valued (or prospective) client of FB Wealth Management 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 ever have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship prior to us providing you with a financial service. The matters covered by the FSG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest and details of our internal and external dispute resolution procedures and how you can access them. Key information is set out as questions and answers below.

It is intended that this FSG should assist you in determining whether to use any of the services described below. As provision of an FSG is a legal requirement, and it has prescribed content, some parts may seem irrelevant to your particular situation and may therefore be confusing. For this reason, we would encourage you to ask questions of us in relation to any issue raised by this document, particularly in the area of fees.

1. Before you receive our advice

Who will be providing the financial service to me?

FB Wealth Management Pty Ltd is privately owned and hold our own Financial Services Licence No. 244360. Our firm is an FPA Professional Practice, which means we comply with the highest ethical and professional standards set by the Financial Planning Association of Australia (FPA). We are a founding member of the Boutique Financial Planners Group.

The head office is located at: Level 2, 135 Wickham Terrace, Brisbane QLD 4000.

Who is my adviser?

Your adviser is a salaried employee of FB Wealth Management Pty Ltd. Our advisers are:

Rob Ferguson

A Director of the firm, Rob has been a financial planner since 1988 and has extensive experience and qualifications in this field. He has previously worked in Government, including overseas experience, and with a leading Chartered Accounting firm, before establishing his own practice in 1992. Rob is a Certified Financial Planner (CFP®), a Certified Practising Accountant and a Fellow of the Financial Services Institute of Australasia.

Tim Ferguson

Tim has been a financial adviser since 1999 and a Director of the firm since 2001. While experienced in all areas of financial advice, Tim is highly regarded as a specialist in the area of risk insurance and manages the FB Wealth Management risk division. Tim possesses a Bachelor of Education and an Advanced Diploma of Financial Services (Financial Planning) and has been strongly involved in efforts of professional industry organisations to improve the relevance of insurance for all Australians.

Martin Silec

Martin, a Director of FB Wealth Management, is a qualified Chartered Accountant and Certified Financial Planner (CFP®), as well as holding a Bachelor of Business in Banking and Finance. He has extensive superannuation and investment experience, with particular expertise in the field of Self-Managed Superannuation Funds. In 2013 Martin was also granted the CA Financial Planning Specialist designation from the Institute of Chartered Accountants.

Liam Ferguson

Liam has been a financial planner since 2008. He is experienced in dealing with clients across a number of demographics, from young people looking to establish themselves, through to people preparing for or taking the immediate step into retirement. He has worked with clients across various structures including superannuation, trusts and companies. Liam brings together the complexities of people’s financial lives to provide clients with a clear plan and an understanding of how their plan fits in with their goals and objectives. Liam holds a Bachelor of Commerce, an Advanced Diploma of Financial Services (Financial Planning) and is a Certified Financial Planner (CFP®).

Qian Chen

Qian joined FB Wealth Management in 2016 with a strong background in corporate accounting and experience working in the financial planning sector. She holds a Master of Commerce from the University of Queensland and a Diploma of Financial Services (Financial Planning). Qian is a member of CPA Australia and the Financial Planning Association of Australia.

What kind of financial services are you authorised to provide me and what kinds of products do those services relate to?

Our services are primarily aimed at the provision of on-going advice in financial planning, including advice on planning and establishing strategies appropriate to your circumstances. This involves analysing your total financial requirements in the areas of savings, investment, superannuation, borrowing, risk insurance and estate considerations.

In the course of this analysis it is possible that investment recommendations will be made. For these recommendations, advisers are authorised by FB Wealth Management Pty Ltd to offer you the following products: Managed Investment Schemes, including IDPS, Securities, Superannuation, Retirement Savings Accounts, Life Products – Investment and Risk, Government Debentures Stocks or Bonds, Basic Deposit/Non- basic Deposit Products, Standard Margin Lending facilities.

When recommendations are made, we may issue a Statement of Advice and also provide you with a copy of the relevant Product Disclosure Statement(s) ("PDS"), where applicable. The PDS will contain detailed information about the particular product to enable you to make an informed decision in relation to the acquisition of that product.

Who do you act for when you provide financial services to me?

Advisers will be acting on behalf of FB Wealth Management Pty Ltd. FB Wealth Management Pty Ltd is therefore responsible to you for any financial advice provided.

How will I pay for the service?

We are a fee for service practice, with fees discussed and agreed in advance with our clients.

However, our insurance services may be provided on a commission basis. Our reasons are explained in the remuneration section.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?

In matters concerning financial planning, our fees are discussed and agreed upon prior to undertaking any work on behalf of clients. All remuneration will be disclosed in dollar terms in the Statement of Advice that we will give you before proceeding with any recommendations. Commission may be payable upon placement of risk insurance products.

NB We are required by law to list all possible fees and methods of charging. However not every fee would be applicable in each situation. We discuss and agree individual fees with all clients.

Financial Planning Services

Initial Advice

- a. Planning on behalf of our clients is thorough and tailored to an individual's situation. Fees for initial planning reflects the time required in preparation, planning and reporting, and varies according to complexity. In all cases, we discuss and agree upon scope and likely fees prior to commencement of our engagement.
- b. If plan implementation is required, with placement of investments, plus preparation and lodgement of documentation, further fees may be payable, but only by mutual agreement. We will let you know what the fee will be in your Statement of Advice.

On-going Advice

- a. On-going service is very important and our clients pay agreed fees. This fee varies according to complexity of a client's situation and the size of the portfolio for which we may be responsible.
- b. On-going fees will depend on what on-going services are provided, and may be either an agreed fixed fee or a percentage of your fund balance, or a combination of both fixed and percentage fees.
- c. Full fee details will be provided to you in your Statement of Advice or Record of Advice.

Insurance Services

Within the practice, we have a dedicated insurance service, which offers vital protection for many of our younger clients' financial plans.

We may receive the following commissions in respect of Life Insurance products. The commission we receive is dependent on the amount of premium and the product provider.

- a. Initial Commission: between 25% and 77%
- b. Ongoing commission: between 0% and 31%

For example, if your first year's premium is \$500, and we receive 77% initial commission, we will be paid \$385. If the premium for the second and subsequent years was \$500, and we received 22% ongoing commission, we will be paid \$110 per year. Please note there are various commission structures available and the above calculations are examples of possible structures.

It is our view that a fee basis is not usually appropriate in respect of insurance products. In some instances, clients accept recommendations only to have cover refused by the underwriters due to health considerations. We believe it would generally be inappropriate to submit fees when an application has been unsuccessful. A commission basis is the most equitable means of remuneration as it is in the nature of a success fee.

In certain circumstances, such as consultation or policy ownership changes, a fee may be applicable. In such cases an agreed fee or hourly rate would be discussed in advance.

Insurance Claims

FB Wealth Management will always initiate claims on behalf of clients (with client permission) and the first two hours of facilitation will be free of charge. For any time spent on the claim thereafter, we will charge an hourly rate for our involvement. Alternatively, clients may choose to deal with the insurer directly through a dedicated claims manager and we would assist in making initial contact.

Do any relationships or associations exist which might influence you in providing me with the financial services?

FB Wealth Management Pty Ltd is a privately owned company and has no association with any banks, life companies or other financial institutions. There are no relationships which may influence the quality of our advice.

2. When you get your advice

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

Yes, but to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or service 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 our not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

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

3. If you have any complaints

Who can I contact if I have a complaint about the provision of the financial services to me?

If you have any complaint about the service provided to you, you should take the following steps.

- a. Contact us and tell us about your complaint.
- b. If your complaint is not satisfactorily resolved within three days, please contact Rob Ferguson or put your complaint in writing and send it to us at the address noted at the beginning of this FSG. 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

4. Professional Indemnity Insurance

Professional Indemnity insurance indemnifies professional people for their legal liability to their clients and others relying on their advice and/or services. It provides indemnity cover in the event that a client suffers loss, material, financial or physical, that is directly attributable to negligent acts of the professional.

FB Wealth Management Pty Ltd holds a Professional Indemnity Insurance Policy in accordance with the legislative requirements of s 912B of the Corporations Act 2001 (as amended) to cover its professional financial planning, advisory and insurance broking activities. It includes cover for claims in relation to the conduct of current advisers as well as that of advisers who are no longer authorised by FB Wealth Management P/L (but who were at the time of any relevant claim).

Any client or intending client may ask us to provide them with a copy of the Policy, at no charge.

5. Privacy Disclosure Statement

In order to comply with the requirements of the Privacy Act, we are required to advise you that this firm may hold personal information about you. This personal profile includes details of your objectives, financial situation and needs, together with a record or any recommendations made to you.

The information is collected by us for the purpose of providing you with financial services including:

- a. the preparation of your financial plan;
- b. the provision of financial planning advice to you;
- c. making securities and investment recommendations;
- d. reviewing your financial plan;
- e. reviewing securities and investment recommendations;
- f. other purposes which we consider necessary for your financial well-being.

We are required, pursuant to the Corporations Act, certain regulations issued by the Australian Securities and Investments Commission and the Rules of Professional Conduct of the Financial Planning Association (of which the advisers of FB Wealth Management Pty Ltd are all members) to collect information about you for the purpose of providing you with the services referred to above. If you do not provide us with the information requested by us, we may not be able to provide you with the services you require of us.

We will from time to time disclose information about you to representatives of this firm and to other professionals, insurance providers, superannuation trustees and product issuers in connection with the purposes detailed above. In the event we consider it necessary to use or disclose information about you for purposes other than those detailed above, or related purposes, we will seek your consent.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. You are entitled to obtain access to the information which we hold about you and, if you wish to examine your file, you should contact your adviser on 07 3831 4633 and we will make arrangements for you to do so.

A copy of FB Wealth Management's Australian Privacy Principles Code is available upon request to your adviser or by email request to info@fbwealth.com.au.

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