

Financial Services Guide

Purpose of this Financial Services Guide (FSG)

The purpose of this FSG is to assist you in deciding whether to use any of the financial services we offer. After reading this FSG, you will know:

- Who we are and how to contact us
- What financial services and products we may provide to you
- How we (and any other relevant persons) may be remunerated
- Whether any relevant associations or relationships exist that may influence our advice
- How we maintain your personal information
- How to access our internal and external complaints handling arrangements
- Details on how to get advice and give instructions
- What we can do and what we expect from you

About Bridgewood Private Wealth and your Adviser

Bridgewood Private Wealth Pty Ltd (ABN 29 093 919 487) ("Bridgewood") is an Australian Financial Services Licensee, Licence No 389100.

Bridgewood's Head Office is located at Level 6, 484 St Kilda Road, Melbourne, VIC, 3004
Ph: (03) 9856 4999, Fax: (03) 9867 1550 and email info@bridgewoodprivatewealth.com.au

Bridgewood appoints Representatives (employees of Bridgewood) and Authorised Representatives (people not directly employed by Bridgewood but operating under Bridgewood's AFSL) to act on its behalf for the provision of authorised financial services. Your Adviser is either a Representative or an Authorised Representative of Bridgewood. Bridgewood is therefore responsible for the financial services provided by it and its Representatives and Authorised Representatives. Bridgewood has authorised your adviser to distribute this FSG.

Details of your Adviser are at the rear of this document.

You are entitled to receive a 'Statement of Advice' on the first occasion that we provide you with personal advice. This document will:

- Explain the advice and the basis of the advice,
- Provide information about our remuneration (including commissions), and
- Disclose any associations or relationships that could potentially influence us in providing the advice.

After providing you with our Statement of Advice, any further ongoing personal advice that we may provide will be documented in a further 'Statement of Advice' or a 'Record of Advice' depending on the nature of the advice.

Copies of all advice documents will be retained on your client file and if you have not already been provided with one you may ask for a copy of these documents at any time.

We will also provide you with, or explain how to access, a Product Disclosure Statement ('PDS') issued by the product issuer for any financial product we recommend. The PDS contains information about the costs, benefits, risks and other features of the recommended financial product. You should read this information to enable you to make an informed decision prior to purchasing the recommended financial product.

What financial services are we authorised to provide and how will these be provided to you?

Bridgewood can offer financial services and advice that covers the following areas:

- Wealth Creation
- Retirement Planning
- Risk management and Protection of Assets
- Retrenchment and Redundancy advice
- Centrelink entitlements
- Superannuation, Self Managed Superannuation Funds and Retirement Savings Account products
- Securities (i.e. direct shares)
- Managed Investments (including an Investor Directed Portfolio Service (IDPS))
- Margin lending facilities (standard)
- Government Debentures, Stocks or Bonds
- Deposit Products
- Life Insurance products including investment life and life risk
- Salary Packaging
- Income Protection
- Estate Planning

Our Representatives can only provide advice on financial products within these classes where they appear on the Bridgewood "Approved Product List." The Approved Product List includes a large range of investment and insurance products for which the appropriate research and analysis has been undertaken.

A Representative of Bridgewood cannot advise you on, or influence you in favour of, a financial product which:

- is not on the approved product list; or
- is a managed discretionary account, or any arrangement where your Adviser can make changes to your portfolio before obtaining your consent; or
- is a product they are not authorised to provide advice on.

Your adviser may conduct a business separate from being a Bridgewood adviser, and we are only responsible for the financial products and services described in this FSG and included on our approved product list.

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

Yes. Specific dollar and percentage amounts received by Bridgewood and its representatives and authorised representatives will be clearly disclosed in all Statements of Advice and Records of Advice provided.

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

Yes. You may specify how you would like to give us instructions, i.e. by telephone, fax or email. However, in all instances we will require your consent before we will complete a transaction.

How are we paid and how will you pay for the service?

Bridgewood provides most of its services on a fee for service basis (i.e. we charge a pre-disclosed fee for work performed). These fees will be clearly quoted to you before we perform any work. In terms of ongoing service we offer 4 different levels of service which are explained below.

Consulting Service

For one-off assignments we offer a consulting service. This service is designed to help people who need advice dealing with a specific problem, challenge or opportunity and are looking for an informed opinion or recommendation.

Cost - This service is charged by negotiation based on an hourly rate of \$200 (plus GST).

Standard Service Package

We recognize that our clients all have different needs and different resources. This service package is designed for clients who want to be able to contact us if they need to, but do want their portfolio reviewed at least annually. The package includes:

- Legislative and economic updates
- Update emails
- Annual portfolio review

Cost - The cost of this service is typically charged by way of a percentage based fee on your portfolio value. This fee ranges from 0.5% - 1% pa subject to a minimum fee of \$500 pa.

Advanced Service Package

This service package is designed for clients who need more than just basic advice. They need regular contact and would typically have a portfolio value exceeding \$200,000. This package includes:

- Ongoing contact
- Legislative and economic updates
- Update emails
- Bi-annual interim portfolio review
- Comprehensive annual review
- Access to your adviser at no additional cost

Cost - Confirmed by your adviser and may comprise of a fixed dollar based fee or percentage based fee as above. The minimum cost of this service is \$1,500 (plus GST).

Premium Service Package

This service package is designed for clients who need a full range of services or require frequent investment/portfolio advice. This service would suit clients with a portfolio exceeding \$500,000. This package includes:

- Ongoing contact
- Legislative and economic updates
- Update emails
- Quarterly or bi-annual interim portfolio reviews
- Comprehensive annual review
- Estate planning and risk management services
- Invitations to invest in private market transactions
- Access to your adviser at no additional cost

Cost - Confirmed by your adviser and may comprise of a fixed dollar based fee or percentage based fee as above. The minimum cost of this service is \$4,000 (plus GST).

Commissions

You may have an agreement entered into prior to 1 July 2013, to pay fees out of the product in which you invest

The product provider may pay Bridgewood out of:

- a) a contribution (entry) fee which will be deducted by the product provider from your initial investment amount when you proceed with a transaction and also usually any subsequent amount you invest in the product; and/or
- b) management costs which will be deducted by the product provider from your account on an ongoing basis (e.g. monthly, quarterly or annually); and/or
- c) a Financial Planner Service Fee that you agree to with your Financial Planner for ongoing advice and service in relation to your investment in certain products.

The contribution (entry) fees and management costs are normally calculated as a percentage of the relevant amount you have invested in the product. Most of these fees are paid direct to Bridgewood. Bridgewood then pays a portion to the relevant authorised representative.

Note: with the exception of risk management products commissions under the new Future of Financial Advice rules (FOFA) are no longer payable on products.

How are commissions calculated for life insurance (risk) financial products?

Bridgewood may receive an upfront commission from the product issuer where you decide to buy a risk management product your adviser recommends to you. This upfront commission may vary from 100% to 125% of the initial premium amount. For example, if your term life premium cost is \$1,000 for a product and the life office pays Bridgewood 100%, Bridgewood will receive an upfront commission of \$1,000 (less the amount payable on stamp duty and policy fees). In addition to the upfront commission payment, Bridgewood may also receive an ongoing commission which typically varies from 10% to 30% per annum based on the renewal of your premium for as long as you hold the product.

For information about the fees applicable to risk management products recommended, please ask your financial planner, refer to the relevant PDS, or your advice document.

Alternative Forms of Remuneration

Bridgewood has a formal relationship with Patersons Securities. Patersons provide Bridgewood with access to direct share research. Bridgewood may receive a share in any brokerage charged by Patersons Securities on trades performed for clients that Bridgewood has referred to Patersons.

From time to time, the employees of Bridgewood may be invited to social and sporting events and receive the occasional gift such as a bottle of wine or hampers on special occasions. These invitations or gifts do not influence the financial product recommendations provided by our advisers to you. The approximate value of these benefits is not expected to exceed \$2,000 during any financial year. Details of any alternative forms of remuneration are available on a specially maintained Register which is available for your viewing. Your adviser also keeps a Register detailing any benefit he/she may receive.

Do any relationships or associations exist which may influence the financial advice we provide?

A third party provider (e.g. an accountant) may receive a commission for referring you to the Adviser. We currently have formal relationships with Financial Alliance Pty Ltd, Anderson Partners, Devlin & Co, Cranage Partners, Marburg Financial Consulting, McKay Financial Planning Pty Ltd and several representatives of Patersons Securities Ltd.

How do we maintain information about you?

National Privacy Principles apply to the collection of personal or sensitive information. In effect, this means that information provided by you in the course of receiving financial planning services must be used only for the following purposes:

- to provide you with information, products or services that you might reasonably expect or request;
- to fully understand or anticipate your needs during our relationship;
- to manage rights and obligations under any laws applying to the services provided; or
- to conduct research, or planning and marketing, which includes direct marketing, although you do have the right to specifically instruct that your details aren't used for these purposes.

The type of information which will usually be requested will include significant details about your financial, taxation, health, employment and estate planning matters. This may include details relating to your partner or family members.

You are entitled to request access to your file for the purpose of reviewing and correcting the information held. However, you cannot access information where it would have an

unreasonable impact upon the privacy of another person, or if the information is relevant to legal obligations or legal proceedings.

With your permission we may need to, from time to time, disclose information about you to other professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you.

You are entitled to obtain access to the information which we hold about you by contacting our office on (03) 9856 4999 or by writing to, Bridgewood Private Wealth Pty Ltd PO Box 7366, Melbourne 3004.

For more information regarding our collection, use, storage and disclosure of your personal information, our Privacy Policy can be accessed on our web site www.bridgewoodprivatewealth.com.au

How can you access Bridgewood's complaints handling arrangements?

Bridgewood is a member of the Financial Ombudsman Service (FOS).

If you have a complaint regarding the provision of financial services to you, you should take the following action:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within 5 business days, please put your complaint in writing and send it to us at Level 6, 484 St Kilda Road, Melbourne, Vic, 3004. We will try and resolve your complaint quickly and fairly.
3. Whilst every endeavour will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is dealt with, you can then elect to refer the matter, free of charge, to the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808. You can also write to them at: Financial Ombudsman Service GPO Box 3, Melbourne VIC 3001

If your concerns involve your Adviser's conduct, you may wish to raise this with the Financial Planning Association of Australia (FPA) subject to that Adviser being a member of that body. You can write to them at: Financial Planning Association Limited PO Box 109 Collins Street West, Melbourne VIC 8007.

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website www.asic.gov.au

Professional Indemnity Insurance

Bridgewood 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, provides indemnity up to the sum insured for Bridgewood and our authorised representatives/employees in respect of our authorisations and obligations under our AFS License. This insurance will continue to provide such coverage for any authorised representative/employee who has ceased work with Bridgewood for work done whilst engaged with us. We understand it is adequate to meet our requirements as a financial services licensee.

Adviser Details

Jake Mounsey

Position:	Director, Shareholder and Representative of Bridgewood Private Wealth Pty Ltd
Experience:	Over 15 years experience as a Financial Adviser working within a boutique financial planning business.
Qualifications:	Bachelor of Business (Banking and Finance), Monash University Diploma of Financial Planning, Deakin University Certified Financial Planner (CFP), FPA Diploma of Finance and Mortgage Broking Management
Professional Memberships:	Affiliate Member of the Financial Planning Associate (FPA) Accredited Mortgage Consultant with Mortgage & Finance Association of Australia (MFAA)

Nicholas McKay

Position:	Director, Shareholder and Representative of Bridgewood Private Wealth Pty Ltd
Experience:	Over 15 years experience as a Financial Adviser working within a boutique financial planning business.
Qualifications:	Bachelor of Business (Marketing), RMIT Diploma of Financial Planning, Deakin Graduate Diploma of Property, RMIT
Professional Memberships:	Australian Property Institute

Kevin McKay

Position: Representative of Bridgewood Private Wealth Pty Ltd

Experience: Qualified Accountant through CPA Australia for 46 years. A Financial Planner in a privately owned business for 30 years.

Qualifications: Qualified (degree equivalent) through Australian Society of Accountants (now CPA Australia)

Professional Memberships: Fellow, CPA Australia (Member since 1967)

Patrick Garrett

Position: Representative of Bridgewood Private Wealth Pty Ltd

Experience: Over 5 years experience working with Bridgewood Private Wealth.

Qualifications: Bachelor of Commerce (Accounting), Swinburne University
Diploma of Financial Planning, Kaplan Professional Education
Diploma of Finance and Mortgage Broking Management

Professional Memberships: Accredited Mortgage Consultant with Mortgage & Finance Association of Australia (MFAA)