

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 may appoint 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.

The fee that you will be charged will depend upon the complexity of the advice that you request and taking into account the time required to gather and consider information about you, determine your financial needs, perform research, prepare your Statement of Advice, explain the advice to you and assist you in implementing any recommendations.

The cost of a Statement of Advice will usually be between \$500 and \$5,000 (exclusive of GST).

We also offer ongoing advice services. These services are offered on a retainer basis whereby we allocate sufficient time to manage what we believe is necessary to fulfil our obligations and meet your needs. We acknowledge that clients often want to contact us about a variety of issues. Sometimes they might seem like trivial issues but they are issues that are causing concern and clients just want to talk to someone about them. Other times it might be more major life events. Either way, our experience is that clients want to be able to pick up the phone or meet with us at various frequencies. Often this will mean a regular formal review but quite often may include a series of more timely exchanges.

Whilst upfront advice costs can be handled via a time cost basis (ie an hourly rate) it is our experience that ongoing financial (including investment strategic and investment) advice requires ongoing oversight; starting and stopping the clock does not yield the best outcome in our experience. We therefore charge an ongoing fee to have ongoing access to your adviser (or other Bridgewood employee depending on the circumstances) on demand or as required. The ongoing fee will depend upon the complexity of the advice being provided and taking into account the likely time involved. The ongoing fee may be a flat dollar amount or a percentage of assets managed (typically 0.7%-1.0% pa plus GST of assets managed by Bridgewood). These ongoing fees will be clearly quoted to you before you engage us on an ongoing basis.

Commissions for Life Risk Insurance Products

Bridgewood may receive an upfront and ongoing commission from the product issuer where you decide to buy a risk management product your adviser recommends to you. The upfront commission is paid in the first year by the product issuer. Ongoing commissions are payments paid by product issuers to Bridgewood in the years after the first year.

If the upfront commission is higher than the ongoing commissions, the maximum commission that Bridgewood may receive is set out in the table below.

| Date a new product is issued | Initial commission (% of annual policy cost or increase incl. GST) | Ongoing commission pa (% of annual policy cost or increase incl. GST) |
|--|--|--|
| Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018 | 0 - 121% | 0 - 33% |
| 1 January 2018 - 31 December 2018* | 0 - 88% | 0 - 22% |
| 1 January 2019 - 31 December 2019* | 0 - 77% | 0 - 22% |
| From 1 January 2020* | 0 - 66% | 0 - 22% |

* Bridgewood may receive the pre 1 January 2019 commission rates above from the product issuer if:

- your policy was issued before 1 January 2018 and you exercise an option to establish new or additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

For example, you have an existing policy with us, issued in 2017, and in 2018 you decide to increase the cover on that policy with a corresponding increase in policy cost of \$100 pa. Bridgewood may receive up to \$121 (121% incl. GST) as upfront commission on that increase. The ongoing commission payable to Bridgewood in respect of this increased policy cost may be up to \$33 (33% incl. GST).

Or, we recommend an insurance product to you and it is issued on 2 April 2018. The first year's insurance premium is \$1,000, the commission will generally be no more than \$880 (88% incl. GST). In subsequent years with this example the commissions will be between \$0 to \$220 (22% incl. GST).

If the upfront commission is equal to the ongoing commissions (as a percentage of your policy cost), Bridgewood may receive up to 35% (incl. GST) of your annual policy cost. This percentage may differ depending on the product issuer and the individual insurance contract.

This will be discussed and disclosed to you at the time. 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 \$300 or under. 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, David Marburg, Kevin McKay and several representatives of Patersons Securities Ltd.

Unified Property Services

Nicholas and Jake, directors of and shareholders in Bridgewood Private Wealth Pty Ltd, own shares in Unified Property Services Pty Ltd ('UPS'). UPS provides consulting services to clients seeking advice on property matters including buying real estate, selling real estate and reviewing existing holdings. Nicholas and Jake may refer clients to UPS where there is a need for specialised property advice. Nicholas and Jake will receive no direct compensation or financial benefit for a referral but may benefit by way of dividends if the company makes a profit.

Unified Property Group

Nicholas and Jake, directors of and shareholders in Bridgewood Private Wealth Pty Ltd, own shares in Unified Property Group Ltd ('UPG'). UPG syndicates property assets for wholesale clients. UPG does not provide any advice to clients. In the past some clients of Bridgewood Private Wealth have invested with UPG. Nicholas and Jake may benefit by way of dividends if Unified Property Group makes a profit. Bridgewood Private Wealth also provides some consulting services to UPG and thus benefits financially from UPG's operations.

Alpha Group

Bridgewood Private Wealth Pty Ltd is one of 18 shareholders and Principal Members of the Alpha Group Pty Ltd (Alpha Group). The Alpha Group receives sponsorship from various product providers and uses this sponsorship to provide Education and Training relevant to the carrying on of a Financial Services business, to Principal Members and their representatives and employees. Bridgewood Private Wealth Pty Ltd discloses sponsors and amounts received from sponsors in an Alternative Remuneration Register. Bridgewood Private Wealth Pty Ltd's representatives also maintain an Alternative Remuneration Registers and record any benefit they or their employees obtain by way of Education and Training provided by Alpha Group. You may request a copy of the Alternative Remuneration Register of Bridgewood Private Wealth Pty Ltd or your adviser by placing such a request in writing to your adviser.

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 You may also find a copy of our continuing professional development code on our website.

How can you access Bridgewood's complaints handling arrangements?

Bridgewood is a member of the Australian Financial Complaints Authority (AFCA). 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 Australian Financial Complaints Authority (AFCA). AFCA can be contacted on 1800 931 678. You can also write to them at: Australian Financial Complaints Authority, 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: CFP 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: Association of Financial Advisers

Bill McGee

Position: Representative of Bridgewood Private Wealth Pty Ltd

Experience: Over 19 years in financial services and a qualified financial adviser for over 16 years in boutique and institutionally owned financial planning businesses.

Qualifications: Diploma of Business (Banking & Finance), Box Hill Institute
Advanced Diploma of Financial Planning, Deakin
Certified Financial Planner (CFP), FPA
Self-Managed Superannuation Specialist, SMSFA

Professional Memberships: CFP Member of the Financial Planning Associate (FPA)
Member of the Self-Managed Super Fund Association (SMSFA).