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Financial Services Guide

ALTUS WEALTH PTY LTD

Altus Financial

Version: 1.9

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Not Independent / Our Lack of Independence

Altus Financial Services Pty Ltd, its Corporate Authorised Representatives and its Authorised Representatives receive commissions on the sale of life risk insurance products. As such, we are neither independent, impartial, or unbiased as defined in Section 923A of the Corporations Act.

What is a Financial Services Guide?

This Financial Services Guide ('FSG') helps you understand and decide if you wish to use the financial services we are able to offer you.

This FSG provides you with information about the entities that may provide you with financial services:

- the licensee's Corporate Authorised Representatives;
- individual Authorised Representatives of the licensee.

We collectively refer to Authorised Representative (s) in this FSG as "us, we, our". We are the providing entity and are the authorised representative(s) of the licensee.

This FSG sets out the services we provide. It tells you:

- who we are and how we can be contacted;
- what services and products we are authorised to provide to you;
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

We may provide you with personal advice that takes into account your needs, financial situation and circumstances. Where we provide you with personal advice, we will provide you with a Statement of Advice ('SOA'). The SOA outlines our advice and the basis on which the advice was given. It also outlines relevant information about us, our fees and charges associated with our advice. We are only able to provide personal advice about certain products as stipulated under our Australian Financial Services License ('AFSL').

If we provide further personal advice after providing our initial advice, we may record this in a Record of Advice, instead of an SOA. You may request a record of the further advice that is provided to you, if you haven't already been provided with it. You can also contact us, using the details at the start of this FSG, within 7 years from when the advice is provided to request this record.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives. Additionally, we will provide you with an applicable Product Disclosure Statement ('PDS') (if one is available) which you should read before making a decision that the product is right for you.

When a financial product is recommended to you, you will be provided with a PDS issued by the product provider / the Licensee / us. The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

The Licensee has an Approved Product List which includes a range of financial products from product providers not associated with the Licensee.

The Licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under section 912B of the Act.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.

Who will be providing the financial services to you?

The Licensee

The Licensee is the authorising licensee for the financial services provided to you, and is responsible for those services.

The licensee authorises, and is also responsible for, the content and distribution of this FSG.

The licensee's contact details are as follows:

Licensee name:	Altus Financial Services Pty Ltd (AFS)
AFSL number:	520266
Address:	Level 2, 20 Bond Street, Sydney NSW 2000
Website:	www.altusfinancial.com.au
Phone:	02 8908 3444
Email:	service@altusfinancial.com.au

Corporate Authorised Representative details

Name:	**Altus Wealth Pty Ltd**
ASIC number:	**1287625**
Address:	Level 2, 20 Bond Street, Sydney NSW 2000
Website:	www.altusfinancial.com.au
Phone:	02 8908 3444
Email:	service@altusfinancial.com.au

Individual Authorised Representatives

Authorised Representatives	ASIC Register Number	Position	Qualification
George Michael Caredes	250639	Director of AFS and Altus Wealth and Adviser	Diploma of Financial Planning, Bachelor of Mathematics and Finance and Graduate Diploma in Financial Planning
Gregory Mifsud	287870	Director of AFS and Altus Wealth and Adviser	Diploma of Financial Planning, Bachelor of Mathematics and Finance and Diploma of Superannuation Management
Luke Russell Mansell	422499	Adviser	Graduate Diploma in Financial Planning
Melissa Jane Rethati	1270970	Adviser	Bachelor of Business (Accounting & Financial Planning)
Rodney Allen Dickinson	242238	Director of AFS and Altus Wealth and Adviser	Bachelor of Economics and Diploma of Financial Planning
Matthew William Barton Smith	242317	Director of AFS and Altus Wealth and Adviser	Bachelor of Economics, Diploma of Business and Diploma of Financial Planning
Adam Montana	328516	Adviser	Bachelor of Business (Economics and Finance) and Graduate Diploma of Financial Planning
Marcus Thistleton	1271912	Adviser	Bachelor of Commerce (Finance & International Business) and Diploma of Financial Planning
Karen Doutty	1269595	Adviser	Bachelor of Commerce (Economics) and Diploma of Financial Planning
Alexandria Thomaschuetz	000295209	Adviser	Graduate Diploma of Financial Planning

The authorised representatives named above share the same office as the corporate authorised representative.

You can provide instructions to us by contacting us using the contact details above.

The Licensee and the Authorised Representatives listed above act on your behalf when we provide financial services to you.

What services and products are we authorised to provide to you?

We are authorised to provide financial product advice and deal in the following financial products:

- Basic Deposit Products
- Non-basic Deposit Products
- Non-cash Payment Facilities
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance
- Superannuation (including Self-Managed Super Funds)
- Retirement Savings Accounts
- Managed Investment Schemes including Investor Directed Portfolio Services (IDPS)
- Government Debentures, Stocks or Bonds
- Securities
- Standard Margin Lending Facilities

and to provide financial advice in the following areas:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management

We are authorised to provide these services and products to both retail and wholesale clients.

All Advisers are authorised to provide and deal in the financial product advice areas listed above with the exception of the following advice restrictions areas:

Individual Authorised Representatives

Melissa Rethati	Marcus Thistleton	Karen Doutty
Standard Margin Lending Facility	Standard Margin Lending Facility	Standard Margin Lending Facility

Alexandria Thomaschuetz		
Standard Margin Lending Facility	Retirement Savings Accounts	Government Debentures, Stocks or Bonds
Securities	Managed Investment Schemes, including Investor Directed Portfolio	
Self-Managed Super Funds	Basic Deposit Products Non-basic Deposit Products Non-cash Payment Facilities	

There is an important difference between 'general advice' and 'personal advice'. If we provide you with 'general advice' it means that we have not considered any of your individual objectives, financial situation and needs.

If we provide you with 'personal advice' we will consider your individual objectives, financial situation and needs when making our recommendation to you.

We will only provide services to you, with your prior, informed consent. If you do not understand any of the information in this Financial Services Guide or have any other questions relating to the terms on which we will be acting, please contact us.

In providing our services, other financial matters may arise, however, we are not authorised to assist with any financial and products and services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from $100 000 to $80 000). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You may be able to negotiate to pay lower contribution and management costs where applicable. Ask the fund or your financial adviser.

TO FIND OUT MORE

If you would like to find out more or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission** (**ASIC**) website (www.moneysmart.gov.au has a managed funds fee calculator to help you check out different fee options.

What fees and commissions are payable to us?

Fees and Commission for providing you with our services are received by the Licensee. The licensee receives 100% of these fees. The licensee retains up to 5% of the revenue for licensee related expenses and the rest is paid to the corporate authorised representative Altus Wealth Pty Ltd to cover other costs including salaries.   All fees described in this FSG include GST.

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage-based fee.

Our agreed advice and service fees may include charges for:

- Initial advice;
- Ongoing or fixed-term advice and services.

Please note that for services in relation to insurance, commissions will be paid by the product provider as follows:

- Initial commission - a percentage of your first year's premium; and
- Ongoing commission - a percentage of your premium for the second and subsequent years.

Payment methods

We offer you the following payment options for payment of our advice fees:

- Electronic Funds Transfer
- Online Payment Portal
- BPAY, and;
- Deduction from your investment.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. An advice fee may be charged on a set dollar amount at an hourly rate between $330 and $550 inclusive of GST. However, we will agree all additional costs with you prior to incurring them.

Placement fees

From time-to-time AFS will receive fees from brokers or product issuers for arranging client participation in Initial Public Offerings (IPOs) of financial products. The fee, which is generally a percentage of the fee paid to the broker, varies from offer to offer and by the level of participation by AFS. We may share in this fee based on the level of participation by our clients.

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial meeting/consultation

Our first meeting with you provides us the opportunity to get to know you and we are happy to meet for up to one hour to ascertain if we can be of assistance to you. It should be noted that **no** fee is charged for this meeting as the Corporate Authorised Representatives covers the cost of this meeting for you.

Plan Preparation Fee

If we agree that advice is required, a fee will be agreed with you prior to us preparing your Statement of Advice.

- The fee for research, preparation and presentation of your Advice document will be determined and confirmed to you at the conclusion of our initial meeting. This will be dependent upon the level of complexity and advice required.

The fee will be determined based on the hours it has taken to research and produce the Statement of Advice, plus the time to present the advice to you.

Please note that a plan fee from a minimum of $3,300 inclusive of GST applies.

Before providing you with advice we will provide you with a Letter of Engagement which will detail the scope inclusions and exclusions of our advice as well as corresponding fees for the preparation and presentation of the advice as well as subsequent Implementation of the advice should you wish to proceed.

The initial advice fee will also be disclosed in your Statement of Advice.

Advice implementation

The costs of implementing the agreed strategies and advice covers the administrative time spent including:

- preparation and completion of documentation with you
- lodgement of the documentation to relevant parties
- ongoing management and monitoring to ensure implementation is completed as per the advice in a timely manner

An additional fee will be charged for the implementation of the advice calculated based off the complexity of the implementation. This fee will be disclosed in the Letter of Engagement and the Statement of Advice.

Service fees

We will discuss and agree on our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation, and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice. E.g. Our hourly rates range from $300 per hour to $550 per hour inclusive of GST, depending on who provides services to you.

Fixed Term Advice Fees

Should you wish to engage us on a fixed term basis, the services and associated fees for the delivery of those services will be communicated to you in a Fixed Term Advice Agreement. This fee will be agreed with you and can be either a flat dollar based fee or a percentage of funds under advice based fee.

Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by AFS. These commissions are paid to AFS by the company that issues the product that we recommend to you, and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product. The initial commission is paid in the first year by the product issuer to AFS. Ongoing commissions are payments paid by product issuers to AFS in the years after the first year.

If you initiate an increase to your cover, AFS may receive an initial commission and ongoing commissions on the increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.
If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), AFS may receive up to 38.5% (excl. GST) of your annual policy cost.

The initial commission received from a life insurance provider is 66% (inclusive of GST) of the first year's premium that you pay. Ongoing commission can be up to 22% (inclusive of GST) of the premium paid annually. Where we recommend the use of a level commission arrangement we will receive up to 38.5% of your annual insurance premium.

Any existing commission arrangements for insurance purchased prior to 1 January 2018 may continue to be paid in the same manner as what would have previously been advised to you.

The actual commission received will be disclosed to you in your SOA or ROA.

<u>Example</u>

We recommend you put into place an insurance policy on 1/10/23 and the premium is $2,000. AFS would receive 66% or $1,320 of the first years premium as an upfront commission, and 22% or $440 of the renewal premium assuming it remains unchanged each year.

AFS may receive the pre 1 January 2018 commission rates below from the product issuer if:

- your policy was issued before 1 January 2018 and you exercise an option or apply for 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.

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

Example

We recommend an insurance product to you, and it is applied for and issued on 2 February 2018. The annual policy cost is $450. AFS may receive up to $360 (80% excl. GST) as an initial commission and may pass up to $360 to us. Assuming the policy cost stays the same each year, AFS may receive up to $90 pa (20% excl. GST) as an ongoing commission and may pass up to $90 pa to us.

From 2 April 2020, you decide to increase your insurance cover. The cost of this increased cover is $100. The initial commission payable to AFS in respect of this increase will be $60 (60% excl. GST). The ongoing commission payable to AFS in respect of this increase will be $20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 April 2021). These commissions may be passed onto us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that AFS and we are entitled to receive, if you decide to purchase a life insurance product, in your SOA or ROA.

How are we and third parties remunerated?

The Licensee's directors are not remunerated as part of their role in running the Licensee (AFS).

Altus Wealth Pty Ltd directors, secretary and advisers are remunerated by salary and do not received bonuses.

Altus Wealth directors/shareholders do receive a benefit based on the ongoing company performance such as dividends.

The directors of Altus Wealth Pty Ltd are also directors of Advisory Central Pty Ltd, a fully integrated advice centre incorporating chartered accountancy, wealth management, tax and business advisory services. The directors may also receive dividends based on Advisory Central Group's performance.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

1. All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. We do not charge asset-based fees where you are investing using borrowed money.
3. You understand, consent to, authorise and direct us to charge you in this way.

What arrangements may influence our advice to you?

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued between $0 and $300, and other benefits that relate to information technology, software or support provided by a product issuer, or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

What should you do if you have a complaint?

If you have a complaint, you can contact us and discuss your complaint.

Please contact the Complaints Manager of our Licensee using any of the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed timeframes.

If the complaint cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides a 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

Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Act. This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

Your Privacy

Our privacy policy is available at www.altusfinancial.com.au. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.