

FINANCIAL SERVICES GUIDE

Dated 17th June 2021

Version 1

Purpose of the FSG

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services we offer.

It explains:

- who we are and how we can be contacted;
- the services we provide;
- our fees and how we are remunerated in relation to the services we provide;
- how you can make a complaint.

Not Independent

Pinnacle Wealth Partners Pty Ltd receives commissions from life insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

This FSG has been prepared and provided with the authority of Pinnacle Wealth Partners Pty Ltd.

Services We Offer

In providing advice and other services described in this FSG, we act on behalf of Pinnacle Wealth Partners Pty Ltd, who is responsible for the services we provide.

We can provide you with personal and general advice about services and financial products below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within Pinnacle Wealth Partners Pty Ltd may not be qualified to provide advice in all the services and products noted below. Their individual profile guides will note any limitations to the advice they are

qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

We can provide financial services on the following:

- Investments strategies (strategic asset allocation and goals-based investing)
- Budget and cash flow management
- Debt management (including borrowing for personal purposes)
- Salary packaging
- Superannuation strategies and retirement planning
- Personal insurance
- Estate planning
- Centrelink and other government benefits
- Aged care
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance products
- Retirement Savings Account Products
- Securities
- Standard Margin Lending Facilities

About the Licensee

Pinnacle Wealth Partners Pty Ltd

ABN: 38 647 228 028
AFSL: 528721
Email: pwp@pinnaclewp.com.au
Website: www.pinnaclewp.com.au

QLD Office:

Suite 6, 220 Boundary Street
Spring Hill QLD 4000
(07) 3152 1007

NSW Office:

Suite 105, 40-48 Atchison Street
St Leonards NSW 2065
(02) 8350 6910

Documents we may provide you

You will receive various documents as part of our financial planning process for each stage of your advice journey. We may provide these documents electronically to a nominated email address or they may be provided to you in hardcopy.

SOAs and RoAs

When we provide personal advice, ordinarily this will be recorded and provided in a Statement of Advice (SOA), known as a financial plan. The SOA contains a summary of your goals and the strategies and the financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs, associated fees and other benefits we and others will receive because of the advice we have provided.

If we provide you with further personal advice, it will be recorded in a Record of Advice (RoA). RoAs will be kept on record for seven years and you may request a copy of such records by contacting our office during that period.

PDS

If we recommend or arrange a financial product for you, we will provide you with a Product Disclosure Statement (PDS) or Investor Directed Portfolio Service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Other Documents

If you enter into an Ongoing Service Agreement with your adviser for a period greater than 12 months, a Fee Disclosure Statement (FDS) will be issued to you. The FDS will contain information about the services you were entitled to, the services you have received and the fees you paid during the previous year. The FDS also includes information about the fees to be charged and services to be provided for the coming year and seeks your consent to renew our ongoing services.

Approved Product List

Pinnacle Wealth Partners Pty Ltd maintains an approved products and services list ('APL') from various approved Australian and International providers.

Pinnacle Wealth Partners Pty Ltd periodically reviews these products to ensure they are competitive with similar products that address similar client needs and objectives. These products are researched using external research houses as well as our in-house research team. Generally, the products we recommend are on the APL. However, if it is appropriate for your needs we may, subject to approval by Pinnacle Wealth Partners Pty Ltd, recommend other products.

You can obtain a copy of the APL upon request.

Providing us with instructions

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions via telephone, mail or email using the contact details provided in this Guide.

If the information provided is incomplete or inaccurate, the advice or services we provide may not be appropriate.

If at any time you wish to terminate your relationship with us, please contact us using the details provided in this Guide.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Pinnacle Wealth Partners Pty Ltd is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Our Fees

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 and are inclusive of GST.

Our agreed advice and service fees may include charges for:

- Initial advice and implementation
- Ongoing /Annual advice and services
- Investment fees
- Hourly rate/Ad hoc fees

We accept the following payment methods for our advice fees:

- Direct payment
- Direct debit / Credit card
- Deduction from your superannuation / investment account.

Initial Service Fees

These fees are payable when you agree to receive our advice.

Initial Service:

Research, Strategy Development, and Preparation of Statement of Advice

Fee Amount:

\$1,650 - \$16,500

Ongoing Service Fees

These fees support our ongoing services which help you stay on track to meet your goals. These fees vary depending on the scope and complexity of services provided.

Ongoing Services:

- Advice review
- Strategy review
- Portfolio maintenance and rebalancing
- Corporate actions
- Technical and market updates
- Centrelink nominee

Fee Amount:

\$1,650 - \$16,500

Commissions

Any commission amounts will be disclosed to you when providing advice. The following table is a guide of commissions we may receive.

Product Type:

Insurance

Initial Commission:

Up to 66% of the first year's premium for new policies implemented.

Ongoing Commission:

Up to 22% of the insurance premium each following year.

Note:

We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

Occasionally, Pinnacle Wealth Partners Pty Ltd is also paid a placement fee by product issuers or stockbrokers on initial public offerings (IPOs) and new floats. This is paid by the product issuer or broker and not the client. It is typically between 0.33% and 1.1% of the amount invested.

All fees and commissions will be paid directly to Pinnacle Wealth Partners Pty Ltd. They may retain an amount (licensee fee) to cover the licensee costs and the balanced is passed to the relevant Corporate Authorised Representative that employs your adviser. The licensee fee is determined annually, based on a number of factors, including business revenue and the number of advisers in the practice.

How your is adviser paid

Our advisers are primarily remunerated by salary from the revenue generated by the relevant Corporate Authorised Representative that employs them.

From time to time, we may receive additional benefits by way of sponsorship of educational seminars, conference or training days. Details of any benefits received above \$100 will be recorded on a register which is available to you on request.

Associations and Relationships

If we recommend a Self-Managed Superannuation Fund (SMSF) for your situation, it's important for you to know that some revenue for the administration service may go to the owners and/or Corporate Authorised Representatives (or their Sub Authorised Representatives) of Pinnacle Wealth Partners Pty Ltd.

How you can make a complaint

If at any time you feel like you are not satisfied with our services, the following are your options in finding a resolution.

- Contact your adviser and tell them about your complaint. If your complaint is not satisfactorily resolved within three

business days, please contact us at the following address:

Complaints Officer
Pinnacle Wealth Partners Pty Ltd
Suite 6, 220 Boundary Street
Spring Hill QLD 4000
Telephone: (07) 3152 1007

- If your complaint has not been resolved satisfactorily within 30 days, you may escalate your complaint to the relevant External Dispute Resolution Scheme.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Pinnacle Wealth Partners Pty Ltd is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001. The insurance covers claims arising from the actions of former employees or representatives of Pinnacle Wealth Partners Pty Ltd, even where subsequent to these actions they have ceased to be employed by or act for Pinnacle Wealth Partners Pty Ltd.