

Financial Hub Financial Services Pty Ltd
Australian Financial Services Licensee No. 480851

Financial Services Guide

Version 1.0 – 1 July 2023

The financial services referred to in this guide are offered by
Financial Hub Financial Services Pty Ltd (ABN 30 081 992 172)
Australian Financial Services Licensee 480851

About this Financial Services Guide

This Financial Services Guide is intended to provide you with important information prior to us providing you with a financial service:

This guide contains information about:

- Financial Hub Financial Services Pty Ltd (“FinHub”)
- Your financial adviser
- The financial planning services and products your financial adviser can provide advice on
- How FinHub, your financial adviser and other related parties are paid for the financial services provided to you
- Any associations or relationships that could create potential conflicts of interest
- Details of who to contact should you have a complaint
- Our Privacy Statement

Distribution of this FSG by your adviser has been authorised by FinHub. When a member of our team provides financial services to you, they are acting for you on behalf of FinHub.

Lack of Independence

FinHub and its representatives are not independent, impartial, or unbiased because we receive commissions for the advice, we provide on life risk insurance products.

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| Registered Office: | Corporate Centre One, 2 Corporate Court, Bundall QLD 4217 |
| Phone: | 1300 346 482 |

Why have I received this document?

At FinHub, we aim to make you feel at ease with the services we offer. This document, and a separate document about your adviser titled *Adviser Profile*, comprises the Financial Services Guide.

This Financial Services Guide (FSG) aims to help you understand the financial services FinHub is able to provide you and answers frequently asked questions commonly associated with these services.

The two-part document includes information about the fees and charges relating to the services we offer, our privacy statement and complaint resolution procedure.

The Australian Securities & Investments Commission (ASIC) requires us to supply you with a FSG prior to providing financial advice, and we encourage you to read it carefully.

If you'd like more information or clarification about any part of this document, please contact us using the details contained within this document..

Who is FinHub?

FinHub is an integrated financial services group providing a range of services to both individual investors, through Authorised Representatives, and to other financial planning firms. FinHub's head office is located in South East Queensland with a network of qualified financial advisers.

Our recommendations are tailored to meet your individual needs and requirements. An initial consultation with our Advisers is confidential and has no obligation.

Contact Details

Financial Hub Financial Services Pty Ltd
Level 15, 2 Corporate Court
Bundall QLD 4217
Phone: 1300 346 482
Email – greg.j@finhubfs.com

This FSG provides you with some important information on the services we offer and how we charge for these services.

To provide you with personalised information we have also provided you with information on your Financial Adviser. This Adviser profile contains information about their individual contact details, qualifications, experiences and any industry memberships they have.

Our advisers

All FinHub advisers are experienced and professionally qualified. They participate in ongoing training which enables them to remain up-to-date with the latest changes in legislation, industry products and strategies.

Our advisers are committed to providing quality financial advice that is carefully tailored to the needs of our clients.

Financial services and products

The areas of advice we are authorised to help you with include:

- Financial Planning
- Guidance on budgeting and goal setting
- Savings and Wealth Creation Strategies
- Investment Planning
- Pre-Retirement Planning
- Centrelink Planning
- Retirement planning
- Wealth creation and Protection
- Superannuation strategies
- Self-managed superannuation advice
- Insurance services
- Standard Margin Lending
- Debt Management
- Salary Packaging advice
- Social security
- Business Succession Planning
- Estate planning

We can provide advice and arrange transactions in the following financial products:

- Deposit and payment products, including basic deposit products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Risk insurance products, including life, trauma, income protection and total and permanent disability
- Managed investment schemes including investor directed portfolio services;
- Retirement savings accounts and income streams;
- Securities;
- Margin Lending;
- Personal and Group Insurance (excluding general insurance)
- Superannuation including Self Managed Superannuation

In addition, your Adviser is able to offer you an ongoing review service for your investment portfolio or life insurance program.

FinHub has a network of companies that we may refer you to. FinHub is not responsible for general insurance services, real estate and direct property advice and legal and consulting advice.

What to expect from your FinHub Adviser

When you meet with a FinHub Adviser he/she will address several “what if” type questions concerning the agreed areas of your Financial Life Stage and your future. Based on your responses, he/she will be able to identify specific outcomes that match your needs.

Your FinHub financial adviser will only recommend a financial product to you after considering its

suitability for your individual needs, objectives and financial situation. The products recommended are selected from our approved list of products which has been researched by a technical team and external experts.

In order to assist your Adviser there are several things that you can do prior to your appointment.

Have a think about your personal goals and objectives. What would you like your Adviser to discuss with you and provide advice on. Bring as much financial information as possible with you to the first appointment.

- Your Adviser will identify your needs and highlight any issues with you. This is a great time to ask questions.
- Once your Adviser has collated all available information he/she will provide their recommendations in a Statement of Advice.
- The specific recommendations set out only for you will be discussed with you. You can then decide whether you want to proceed, make any changes or not proceed at all. Ensure that you understand the recommendations completely before signing anything and ensure your questions are adequately answered.
- Once you are happy to proceed you will be asked to sign an authority to proceed. You will sign this in conjunction with the relevant applications and documents that are given advice for.

At this appointment it will be important to bring any medical history details, bank account details or any other information that you generally have to go looking for.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Documents you may receive

You may also receive the following documents which are distributed to assist you make an informed decision on any financial strategy or recommended product:

Statement of Advice (SOA)

All personal advice provided to you will be outlined in a SOA. The SOA will contain personal advice the basis on which it is given, details of any fees and commissions and information on relevant associations. The SOA is used for all advice considered to be 'significant'.

Record of Advice (ROA)

A Record of Advice (ROA) is used when any subsequent advice (not initial) is considered to be 'not significant'. For example, we may recommend making changes to investments within your portfolio in order for our advice to remain appropriate to your situation and the economic environment. You are able to request a copy of your Records of Advice within 7 years of that advice being given.

Product Disclosure Statement (PDS)

You will receive a PDS if your Adviser has provided advice on a particular product. A PDS will contain the key features of the financial product, significant risks and benefits and fees associated with the financial product.

Our Process

The development and implementation of a comprehensive Financial Plan may be the major step, but it is only the first step towards achieving your financial goals and the resulting satisfaction.

After setting up your Plan, continued progress towards those goals, and peace-of-mind will depend largely on knowing that your interests are being looked after, and that you are going to be kept informed of the progress of your Plan in the ever changing economic conditions. In other words, you need to know that your Financial Plan will be expertly reviewed and that you will receive regular progress reports that suit you.

This may seem obvious, but every investor's circumstances and personal preferences are different. Only you can decide on the level of service you require. Only you know what information you want – and how often – so together, we need to formulate a service offering that suits you.

Your Adviser will help you define your vision for your financial future. Through diagnosis of your current situation, including your existing assets and future income we will construct a strategic plan designed to meet your goals. We will provide specific, comprehensive and/or structural advice depending on your circumstances and needs. We specialize in using innovative strategies and lateral thinking to help you achieve your goals and objectives.

To make sure that you do get exactly the level of regular service and communication that you require, we can offer you a range of service packages which specify precisely what you expect from us, your Advisers.

The service offering will be explained to you, and you will be able to determine what will benefit you.

There are external factors that can change over time and can have significant impact on your financial planning strategy. These include;

- Change of Employment
- Change of Income levels
- Increase or decrease of debt levels
- Marital Status
- Legislative changes
- Taxation Environment
- Centrelink issues
- The Economic Environment

Your Adviser will provide you with a Statement of Advice after your initial meeting, however it is important to review this regularly to ensure that it is achieving your goals or is on track to reach your objectives.

FinHub is not a one size fits all firm however we have provided four levels of service to ensure we are able to help you reach financial comfort and security. These levels are aimed at moving with you. As you grow and achieve your goals and objectives we are able to transition you to the next life stage.

Once we have provided advice to you only FinHub is able to implement the recommendations for you. Should you implement our advice or have a third party implement our advice, we will discuss additional fees and charges with you. We will however also remove ourselves from future liability, or indemnity, from your portfolio.

Fees that may apply

A range of fees or associated costs may be charged for the advice you receive from us or the products used. Your adviser will explain any fees or costs that may apply to you and if you wish to proceed, a Service Agreement will be provided which will outline the services you have requested and the agreed payment method.

The types of fees that we charge for our services are detailed below:

Initial advice

The initial advice fee covers the cost of researching and preparing your financial plan. It is also based on a set dollar amount, between the range of \$500 and \$5,500, which will be provided to you within a Letter of Engagement or Initial Advice Agreement. These documents are agreements that set out what the advice will be and what it will cost you. Additionally, these fees will also be disclosed within the Statement of Advice.

Advice implementation

The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and again is based on a set dollar amount, between the range of \$1,500 and \$5,500, dependent upon the complexity of your situation. The advice implementation fee will be disclosed in the Letter of Engagement, Initial Advice Agreement and in your Statement of Advice.

Ongoing advice

The ongoing advice fee covers the cost to review the strategies and products recommended to you in your Statement of Advice. An ongoing review, as previously mentioned, helps you take advantage of opportunities as they become available and to make changes when they are required.

The ongoing advice fee is calculated as a set dollar amount, between the ranges of \$1,500 and \$7,500, dependent upon the complexity of your situation. Ongoing advice fees may increase each year in line with CPI or by a fixed amount, dependent upon the changes in your situation that impact on the time and advice that we provide to you.

Prior to providing you with ongoing advice we will advise you of this and what you will receive. Again, this fee will be disclosed within your Statement of Advice.

Additional advice

Should you require any additional advice that is not covered above, we will charge you a set dollar amount to provide this advice to you. This will be disclosed to you in the Statement of Advice.

Commissions

The upfront commission for risk insurance financial products can range between 0% and 66% depending on the product provider, while on-going commission may range between 0% and 22%. For example, on an insurance premium of \$1,000 per annum paying 66% initial commission and 22% on-

going commission, the upfront commission would be \$660 and the on-going commission \$220 per year. This is paid from your Insurer and is not an additional expense to you.

Payment methods

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

- Direct Debit (credit card or savings), cheque
- Deduction from your investment
- Ongoing advice fees may be deducted in a single installment or in monthly installments

Distribution of fees

Our fees and any brokerage, commissions or additional payments paid by product providers are receivable by FinHub. FinHub typically passes on 100% of the remuneration to the Representative.

Product provider relationships

Neither your Adviser or the Licensee has any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

Both FinHub and your Adviser maintain an Alternative Remuneration Register (soft dollar), which contains information about any alternative forms of payment or benefits that may be received over the amount of \$50. If you wish to inspect this Register, or ask any questions about this, please ask your Adviser.

Common questions answered

Do I receive detailed information about actual fees and commissions and other benefits my Adviser gets from making the recommendations?

Yes. You have the right to know about details of fees, commissions and or other benefits your Adviser receives for recommending investments. We will provide this information to you when we make specific recommendations in the Statement of Advice, Statement of Additional Advice or Record of Advice.

Will you give me advice that is suitable to my needs, objectives and financial circumstances?

Yes. FinHub advisers are monitored to ensure the basis for their advice is relevant to your personal circumstances. However, to do so the Adviser first needs to find out your individual objectives, financial situation and needs before recommending any financial product or service to you. You have the right not to divulge this information, however if you do not wish to do so, your Adviser will warn you about the possible consequences of not having your full personal information. You should read the warnings carefully prior to making a financial decision.

What should I know about any risks of the investments or investment strategies recommended to me?

Your Adviser will explain to you any significant risks of investments and strategies that are recommended to you. If you feel this is not clear, you should ask us for further clarification.

What information do you keep on my file and how do I get access to it?

We maintain a record of your personal profile which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. You are entitled to obtain access to the information that we hold about you. If you wish to examine your file, you should write to us on the address below, and we will make arrangements for you to do so.

Privacy Officer
Financial Hub Financial Services
Level 15, 2 Corporate Court
Bundall QLD 4217

Another Adviser may be appointed to you if your current Adviser leaves FinHub or is unable to attend to your needs due to an extended absence from the business. In these circumstances, FinHub will advise you of the change and your personal information will be passed on to the new Adviser.

If you choose to appoint a new Adviser, your new Adviser will be provided with access to your information. They will then become responsible for providing you with advice, upfront and ongoing and all current and future fees will be paid to your new Adviser.

If you are unhappy with our Advice

If you have a complaint about the services provided, you should take the following steps:

1. Contact us at FinHub to discuss your complaint.

Financial Hub Financial Services Pty Ltd
Compliance Department
Level 15, 2 Corporate Court
Bundall QLD 4217

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which FinHub is a member.

The contact details for AFCA are:

Phone: 1800 931 678 (free of charge) Fax: 03 9613 6399
Online: www.afca.org.au
Email: info@afca.org.au
Mail: GPO Box 3, Melbourne VIC 3001

Professional Indemnity Insurance

FinHub maintains the Professional Indemnity Insurance for your Adviser to provide advice, actions and recommendations. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

We are required by law to have compensation arrangements for loss or damage arising from certain breaches of the Corporations Act by FinHub as well as internal compensation arrangements through Professional Indemnity Insurance.

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS license. The limit of the indemnity is \$2,000,000 for any one claim and \$2,000,000 in the aggregate for all claims arising out of our AFS license activities. The insurance will cover claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.

FinHub's Privacy Statement

We are required pursuant to the Corporations Act 2001 ("Act"), certain regulations issued by the Australian Securities and Investments Commission to collect information about you for the purpose of providing you with the following services:

- Preparation of your financial plan
- The provision of financial planning and risk insurance advice to you
- Making financial product recommendations
- Reviewing your investments and insurances
- Other activities as directed by you

We will from time to time disclose information about you to Authorised Representatives of FinHub 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 also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

Related Party Transactions

As at the date of this document, the policies and procedures that apply are contained in the FinHub Conflicts of Interest policy. Under this Policy, parties must transact on terms that would be reasonable if they were dealing at arm's length, relevant legislative requirements must be satisfied, and the interests of investors must be protected. The Policy will be reviewed on a regular basis and may change from time to time.

Privacy Policy



FinHub is committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information.

If you wish to complain about any breach, or potential breach, of this privacy policy or the Australian Privacy Principles, you should contact us by any of the methods detailed below and request that your complaint be directed to the Privacy Officer. Your complaint will be considered within seven (7) days and responded to. It is our intention to use our best endeavours to resolve any complaint to your satisfaction; however, if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

For any other queries please contact:

Financial Hub Financial Services Pty Ltd
Level 15, 2 Corporate Court
Bundall QLD 4217

Financial Services Guide – Acknowledgement

Receipt Form

I / We acknowledge receipt of the Financial Services Guide Version 11 issued 1 July 2023, and confirm my / our understanding that my adviser is acting for FinHub in their capacity as Authorised Representative and my/our Financial Adviser.

| | |
|-------------------------|-------------------------|
| Client Signature: _____ | Client Signature: _____ |
| Client Name: _____ | Client Name: _____ |
| Date Signed: _____ | Date Signed: _____ |