

FINANCIAL SERVICES GUIDE

Version 1.2 (18-08-2023)

This document is a Financial Services Guide and is designed to assist you in deciding whether to use any of the financial services that we provide.

We are required by law to give you a Financial Services Guide (FSG), which helps educate, protect and promote honesty and fairness in financial services.

Advice Assist Australia Pty Ltd has authorised the distribution of this Financial Services Guide by its Authorised Representatives.

This Guide contains information about:

- What advice and services we are authorised to provide;
- How we provide you with advice and make recommendations;
- Remuneration that may be payable in connection with the provision of financial services; and
- Our complaints handling procedures, should you have a complaint.

The named Authorised Representative/s in this Financial Services Guide is the person that is providing you with the advice.

Advice Assist Australia Pty Ltd

Advice Assist Australia Pty Ltd is dedicated to providing you with financial services.

Advice Assist Australia Pty Ltd is not owned by any fund manager, bank, superannuation fund or life insurer. Advice Assist Australia Pty Ltd and its Authorised Representatives always act on your behalf. We hold an Australian Financial Services Licence (No: 496692), issued by the Australian Securities and Investments Commission.

We are responsible for the financial services provided by our Authorised Representatives and have authorised the distribution of this Financial Services Guide.

The contact details for Advice Assist Australia are:

Advice Assist Australia Pty Ltd

Australian Financial Services Licence Number: 496692

249-251 Park Street South Melbourne VIC 3205

Tel: 1300 782 822

Website: www.adviceassistaustralia.com.au

Email: info@adviceassistaustralia.com.au

What advice can we provide you with?

Authorised Representatives of Advice Assist Australia Pty Ltd can provide advice in the following areas:

- Deposit Products;
- Superannuation (including Self-Managed Superannuation Funds);
- Life Products (including Life Insurance and Life Risk Insurance)
- Securities; and
- Investments (interests in managed investment schemes)

Not Independent

Advice Assist Australia Pty Ltd is not deemed independent under 923A of the Corporations Act as our authorised representatives may receive commissions for any products recommended.

How can you provide us with instructions about your advice needs?

You can generally provide us with instructions in a variety of methods including face to face, in writing, by telephone, fax, electronically (e.g. email) or other agreed means. If applicable, we will inform you which instructions must be provided to us in writing.

The Planning Process

Advice Assist Australia Pty Ltd requires that all Representatives must follow a process when meeting and advising customers of the services we offer. This process is summarised in 6 steps:

- Step 1: Introduce the advice process;
- Step 2: Identify your current situation and objectives;
- Step 3: Determine and document strategy;
- Step 4: Present and proceed with advice;
- Step 5: Manage the implementation process; and
- Step 6: Review ongoing recommendations.

Statement of Advice (SOA)

When you are provided with advice that takes into account your personal circumstances, you will receive a Statement of Advice (SOA). The SOA sets out the advice given to you, including any recommendations about specific financial products and the basis on which those recommendations are made.

The SOA will provide information on the amount of any commissions and other fees payable in respect of financial products recommended to you in connection with this advice.

If you require further advice, this may be provided to you either verbally or in writing. An advice document will be in the form of a Statement of Advice (SoA). Should you require additional copies of your advice documents, you may ask your Adviser to provide this to you any time within 7 years from the latest date advice was provided.

Fees and Remuneration

Your Authorised Representative is a professional adviser who receives payment for the advice and services they provide. These payments are used to fund the cost of such things as:

- Ongoing education and development for the adviser;
- Running a business, including office rental, phone/fax, internet, stationery etc; and
- Providing an income for the adviser.

Your adviser will receive remuneration by charging you a fee for service. These fees are outlined in the “How we charge” section in this document.

Associations and Relationships

Advice Assist Australia Pty Ltd is a member of the Association of Independently Owned Financial Professionals. As a member of this organisation, Advice Assist Australia Pty Ltd is required to adhere to their standards of practice.

Advice Assist Australia Pty Ltd is also a fully owned subsidiary of the National Tax & Accountants' Association (NTAA). The NTAA has been a leading provider of education for accountants for over 20 years, delivering specialist knowledge in taxation issues.

In addition, Advice Assist Australia Pty Ltd and its Authorised Representatives maintain registers for any alternative remuneration received (also commonly known as ‘Soft Dollar Benefits’), where such remuneration is material. These registers are referred to as the ‘Alternative Remuneration Register’ and they record details of the alternative forms of remuneration received. These registers are publicly available upon request.

Insurance

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS Licence. The insurance will cover claims in relation to the conduct of authorised representatives, their representatives or employees who no longer work for the Licensee (but who did at the time of the relevant conduct). Our Professional Indemnity Insurance cover satisfies the requirements of s912B of the Corporations Act.

Privacy

To provide you with relevant advice, we maintain a record of the information you provide us such as your personal and financial objectives, your financial situation and your needs. We will also retain copies of the advice we provide to you. We are committed to ensuring the privacy and security of your personal information.

A copy of the Advice Assist Australia Pty Ltd Privacy Policy can be accessed via our website www.adviceassistaustralia.com.au, or you can obtain a copy free of charge from any of our Authorised Representatives or by contacting AAA on 1300 782 822.

You can review your file by contacting us on the above number and we will make your information available to you.

Complaints

Advice Assist Australia is committed to providing quality financial services in an efficient and honest manner. We take all complaints seriously and have developed a formal complaint handling process to deal with any complaints from our clients. If you have a complaint, you should follow the steps outlined below:

1. Contact your Authorised Representative directly to discuss the issue and to seek a resolution.
2. If the complaint cannot be resolved by talking to your Authorised Representative, you should then contact Advice Assist Australia directly in writing to:
The Complaints Officer
Advice Assist Australia Pty Ltd
249-251 Park Street South Melbourne VIC 3205
Tel: 1300 782 822
3. If Advice Assist Australia is not able to resolve your complaint to your satisfaction, you can then lodge a complaint with the Australian Financial Complaints Authority.

Phone: 1800 931 678

Online: www.afca.org.au

Email: info@afca.org.au

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Your Adviser

Business Name: Baumgartner Financial Services Pty Ltd

Address: Level 1, 35 Cotham Road, Kew, VIC, 3101

Postal Address: PO Box 3230 Cotham VIC 3101

Phone Number: 03 9851 9000

Website: www.baumgartnerfs.com.au

Email: b.hunt@baumgartnerfs.com.au

Baumgartner Financial Services Pty Ltd 67 612 588 119 is a Corporate Authorised Representative No. 001249364 of Advice Assist Australia Pty Ltd. Please be aware that Baumgartners Accountants ("Baumgartners") is a business that may be associated with the provision of our advice to you. As a result of this association, the below listed Authorised Representatives may benefit from the payment of fees to Baumgartners in addition to the fees charged for advice provided under Advice Assist Australia Pty Ltd. Confirmation and details of the fees involved where this arrangement is applicable, will be included in your Statement of Advice.

Details of Authorised Representatives of the Advice Assist Australia Pty Ltd who can provide you with financial advice within our office are as follows:

Bradley Alan Hunt CFP^(R)

Partner

Authorised Representative No: 001000913

Email: b.hunt@baumgartnerfs.com.au

About Bradley (Brad) Alan Hunt

Brad commenced his career in financial services with PwC in the statutory audit division before moving into the personal financial advice space in 2002. Since then Brad has helped many clients build and protect wealth with a focus on retirement planning, superannuation and strategic investment advice. Today, Brad is involved in providing integrated Family Office services often across multiple generations.

Brad and his wife Katie lead a busy life at home, revolving around their three children, who actively participate in Australian Rules football and basketball. Brad enjoys playing competitive night tennis with a team formed over 25 years ago.

QUALIFICATIONS AND MEMBERSHIPS

- Certified Financial Planner
- Chartered Accountant
- Graduate Diploma Financial Planning
- Bachelor of Commerce (Accounting)
- Bachelor of Arts (HPS & French)
- Member of the Institute of Chartered Accountants
- Member of Financial Planning Association

Brad is remunerated by means of profit share of the revenue generated through AAA.

Your adviser, as detailed above can provide advice in the following areas:

- Deposit Products;
- Superannuation (including Self-Managed Superannuation Funds);
- Life Products (including Life Insurance and Life Risk Insurance)
- Securities; and
- Investments (interests in managed investment schemes)

How we charge

Fees are charged according to the work undertaken by your adviser and may be charged on an hourly basis or as a flat fee, or as a combination of both. A fee may be charged for the initial work in developing and implementing a strategy, as well as for ongoing services including reviews.

Hourly Rates

A typical rate for advisory services is \$400 per hour plus GST.

Advice Preparation Fee

This is a once off fee charged for the preparation of the advice provided. Professional Advice Fees depend upon the type of advice required and typically range from \$1,000 to \$5,000 plus GST. The cost will be determined by the advice provided and your advice requirements. This fee is applicable even if you decide not to proceed with the advice provided.

Implementation Fees

To implement our advice, we may charge a fee. This fee is typically between \$300 to \$1,000 plus GST depending on the advice, strategies and time involved.

Ongoing Advice Fees

We offer a range of on-going services to ensure you are on track to achieving your goals and objectives as well as addressing any issues that may arise. The cost of this service will vary depending on your level of service required or selected. This fee will be determined by the complexity and time involved with a minimum annual fee of \$3,000 plus GST.

Details of all fees will be clearly documented in the Statement of Advice you receive.

All fees are paid directly to Advice Assist Australia who then pays the income to the Authorised Representative on a bi-monthly basis.

Referral Fees

Advice Assist Australia Pty Ltd and its Authorised Representatives may work closely with many professional people and organisations such as solicitors and clubs to assist in providing you with advice.

Baumgartner Financial Services Pty Ltd currently does not have any referral arrangements in place where a fee is payable to us for the referral. Referrals are made for the sole purpose of obtaining relevant professional services for you.