

Financial Services Guide

About this Financial Services Guide

This Financial Services Guide (FSG) is provided to help you decide whether to use the services offered by Richmond Private Wealth

Authorised for distribution by Richmond Wealth Pty Ltd.

1 December 2018

This FSG contains information about:

- Richmond Wealth Pty Ltd
- Richmond Private Wealth Pty Ltd ATF The Goodwill Trust
- Your Financial Adviser
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services

Authorised Representatives:

Brad Martyn (ASIC 229833)
Scott Stanley (ASIC 229835)
Carla Piggott (ASIC 424639)
Tobias Hagen (ASIC 1006020)
Rory O'Shaughnessy (ASIC 1264180)
Richmond Private Wealth Pty Ltd (ASIC 463802)



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➤ Richmond Wealth Pty Ltd

Richmond Wealth Pty Ltd is different from many financial advisory practices as it holds its own Australian Financial Services Licence (461605) which has been issued by the Australian Securities and Investments Commission (ASIC).

Richmond Wealth is 100% owned by Scott Stanley who has over 20 years' experience within the financial services industry.

As a licensee, we are required to comply with the obligations of the Corporations Act and the conditions of our licence. This includes the need to have compensation arrangements in place with a Professional Indemnity insurer.

➤ Your Financial Advisers

Scott Stanley, Brad Martyn, Rory O'Shaughnessy, Toby Hagen and Carla Piggott will provide these services to you as Authorised Representatives of Richmond Private Wealth Pty Ltd. They act on behalf of Richmond Private Wealth Pty Ltd which is responsible for the services provided.

Scott Stanley

Scott is the Managing Director of Richmond. He has been providing financial planning and investment advice to clients since 1993. Prior to forming Richmond Wealth, he was a director and part owner of Alliance Investment & Retirement Services Pty Ltd.

He holds a Bachelor of Business in Accounting & Finance and a Graduate Diploma in Financial Planning (SIA). He is a member of the Financial Planning Association (FPA).

Rory O'Shaughnessy

Since joining Richmond Wealth in 2016 Rory has quickly become a valuable member of the team. He is involved in all aspects of client advice, developing financial strategies and he is a member of the Richmond Wealth investment committee.

He holds a Bachelor of Commerce from the University of Western Australia (UWA) a Diploma of Financial Planning and he is a member of the Financial Planning Association of Australia (FPA).

Toby Hagen

Tobias (Toby) Hagen commenced as an adviser in 2003 with his most recent role as Vice President for Morgan Stanley Australia where he worked for 7 years.

He holds a Bachelor of Commerce from Curtin University and a Diploma of Financial Planning from Deakin University in Melbourne. Toby is also an ASIC Accredited Derivatives Adviser level 2.

➤ Our Services

Richmond Wealth Pty Ltd holds a licence to provide a comprehensive range of services which includes:

- General Superannuation advice
- Self-Managed Superannuation Fund (SMSF) advice
- Securities advice (Shares)
- Portfolio management and reviews
- Managed Discretionary Account (MDA) services
- Managed investment advice
- Retirement planning advice
- Centrelink & Aged Care Advice
- Personal insurance advice
- Margin lending advice

Brad Martyn

Lee Bradley (Brad) Martyn is the Chairman of Richmond. He has over three decades of experience in the financial services industry. Brad founded Alliance Investment & Retirement Services in 1996 and was the Managing Director and Chairman until he left that business in 2016.

Brad holds a Bachelor of Business in Finance, Economics & Accounting and a Graduate Diploma in Applied Finance & Investment. He is a Certified Financial Planner (CFP) with the Financial Planning Association (FPA), has graduated from the Australian Institute of Company Directors and is a Self-Managed Super Fund Professionals' Association SMSF Specialist Advisor™.

Carla Piggott

Carla joined the financial planning industry in 2009. She has continued to study to add to her qualifications and is now a highly qualified, skilled and experienced adviser.

Carla holds a Bachelor of Commerce in Property & Finance, a Masters of Financial Planning, is a Self-Managed Super Fund Professionals' Association SMSF Specialist Advisor™ and has completed numerous specialist Tax and Aged Care Advice courses. She is currently studying for Certified Financial Planner (CFP) designation and is a member of the Financial Planning Association (FPA).

> The financial advice process

We recognise that the objectives and personal circumstances of each client are different, and we understand that what is right for one client may not be right for another.

We will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all relevant issues.

Engagement Letter

Following our first meeting, we will normally prepare a written engagement letter setting out the scope of work required and our fixed fee for these services should you choose to proceed.

However, if the terms of engagement are not complex we will be able to provide a fixed quote at our first meeting or shortly thereafter.

Statement of Advice

When we first provide advice to you it will be explained thoroughly and documented in a Statement of Advice (SOA) which you can take away and study. The SOA will explain the basis for the advice, the main risks associated with the advice, the cost to you of implementing the advice and any conflicts of interest which may impact the advice.

For administration platforms, insurance and managed fund (except under the MDA service) recommendations, we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you can contact us and ask questions about the advice and investments recommended. You can provide instructions to us in writing, via phone or via email/fax.

Record of Advice

We may provide further advice to you to keep your plan up to date with changes in your circumstances, changes in the law and changes in the economy and investments.

The further advice we provide will be dependent on the Terms of Engagement you sign with us. It will typically be documented in a Record of Advice (ROA) which we retain on file. You can request a copy of the ROA document at any time up to 7 years after the advice is provided.

> How we are paid

All fees are payable to Richmond Private Wealth Pty Ltd as Trustee for Goodwill Trust.

Adviser Remuneration

Scott Stanley is a beneficiary of Goodwill Trust and shares in the profits of the business. Our other advisers are remunerated by salary, with additional bonuses from time to time for their good work. Like other professionals, we pay our advisers from the fees we earn.

Statement of Advice (SOA) Fee

The SOA fee includes all meetings with you, the time we take to determine our advice and the production of the SOA.

The SOA fee is based on the scope and complexity of advice provided to you. We will agree the fee with you either verbally or via a written engagement letter as previously described.

Implementation Fee

If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SOA.

Services package fees

Once the advice in our SOA has been implemented, we may provide you with a service package specific to your needs and objectives.

The service package fees quoted will depend on the complexity of your situation and the work required by us. They may be an agreed fixed fee or a percentage of your portfolio value.

The services and fees will be set out in the SOA or ROA that we provide to you.

Other Fees

We may charge ad-hoc fees for services not covered in our original scope of work. We will discuss this with you before commencing such work.

> Other Benefits

On rare occasions we may receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

> Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.

> Conflicts of Interest

Scott Stanley, Brad Martyn, Carla Piggott, Toby Hagen & Rory O'Shaughnessy may provide advice on investments which they hold or may hold in their own personal portfolios.

We will disclose the size and nature of these holdings where there may be a conflict of interest with the advice that we provide.

> Wholesale clients

In some circumstances, we may provide services to you as a wholesale client. We will seek your consent before providing services to you as a wholesale client.

> Making a Complaint

We will always endeavour to provide you with the best advice and service. If for any reason you are not satisfied with our services, we encourage you to contact us and to put your complaint in writing.

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678. This service is available to you free of charge.

> Professional Indemnity Insurance

We have professional indemnity insurance in place which covers us and our representatives for errors or mistakes relating to our services provided to you.

This insurance meets the requirements of the Corporations Act and covers the services provided by our employees and advisers including after they cease working with us, provided we notify the insurer of the claim when it arises, and this is done within the relevant policy period. This is subject to the usual terms of the policy in relation to providing indemnity.

> Managed Discretionary Account Service

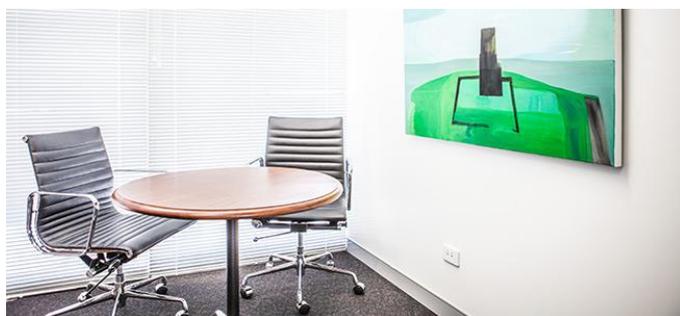
We offer a Managed Discretionary Account (MDA) service which enables us to manage your investment portfolio with discretion.

The MDA allows us to quickly and efficiently implement changes to your investment portfolio. Without discretion, there can be costly delays in making changes to your account as it takes time to communicate our advice to you and seek your authority on each transaction.

The MDA service is provided via a regulated platform account such as Netwealth. We will be able to make changes to the investments within your account without seeking your prior approval. The MDA service is limited and does not allow us to withdraw funds from your account or to transact on any of your investments held outside your account.

Statement of Advice

We will provide you with a Statement of Advice (SOA) where we recommend the MDA service. The SOA will explain why we believe the MDA service is in your best interests and suitable for you.



MDA Agreement & Investment Program

To join the MDA service, you must sign an agreement with us. The agreement will include an investment program which will explain how we will manage the investments in your account. It will set out:

- Our investment philosophy including our approach to selecting and managing your investments.
- The investment strategy and risk profile we will use for your account.
- The nature and scope of our discretion under the MDA service including any discretion we must exercise.
- Information about any significant risks associated with the MDA service.

The agreement and investment program will be incorporated into the SOA. They will comply with Division 3 of Part 7.7 and Division 2 of Part 7.7A of the Corporations Act.

Netwealth

We only provide our MDA service where your portfolio is held via an administration and reporting platform which provides a custodial service, and which is regulated by ASIC. We will typically recommend the Netwealth platform which is operated by Netwealth Investments Limited (AFSL 230975).

Netwealth will provide on-line reporting for your account. You will be able to view the transactions that we undertake on your behalf and obtain portfolio valuations.

Netwealth is also the custodian for any investments held in your Wrap Portfolio. Further details will be set out in the Netwealth Product Disclosure Statement that we will provide to you. We do not provide custodial services and we will not hold the legal title for your investments.

Netwealth have been operating for many years and we are confident that they provide the required administration, custodial and reporting functionality to support the MDA service. You will need to complete an account opening application with Netwealth to proceed with our MDA service.

Tax Outcomes

Changes we make to the investments in your account may result in a capital gain which may increase your taxable income. We will consider your tax position when managing your investments.

Investment Rights

We will have the authority to make decisions on your investments in relation to corporate actions such as share buy backs, rights issues and share splits.

MDA Service Risk

There are additional risks with the MDA service as we will be acting with discretion:

- You will not have awareness of the investment decisions we are considering
- You will only be aware of the decisions we make after a transaction has been completed
- You will be reliant on our operational capability and professional integrity to manage your investments
- Our acts are binding on you provided we act within the terms of the MDA agreement and investment program.

Warning

You will be required to provide us with full and accurate information relating to your relevant personal circumstances prior to the commencement of the MDA service. You will also need to notify us of changes in your circumstances. If you do not provide this information, we will not be able to properly advise you which may mean you have an MDA service and investment program which is not suitable for you.

Other Important Information

We will only recommend an MDA service where it is in your best interests and is suitable for you. Once in place, we will only make changes to your investments which are consistent with our understanding of your financial needs, objectives and circumstances. We will always comply with the MDA agreement and the investment program that we agree with you.

We will meet with you at least every 12 months to consider whether the MDA service and the investment program continue to be suitable for you. We will provide you with an advice document to confirm our advice.

We will contact you for instructions where action is required on your regulated platform account which is outside our authority.

You can cancel the MDA Service at any time by notifying us in writing.

> Consumer Advisory Warning

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 the features of the MDA service justify the fees and costs.

You should read all the information about fees and costs because it is important to understand their impact on your account and investments.

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 managed investment fee calculators to help you check out different fee options.

The following pages show the fees and other costs you may be charged for using our MDA service. All fees and costs include GST less available reduced input tax credits.

> MDA Fees & Costs

TYPE OF FEE OR COST	AMOUNT	HOW AND WHEN PAID
Fees when money moves in or out of your portfolio		
Establishment Fee The fee to open your investments	Nil	Not Applicable
Contribution Fee The fee on each amount contributed to your investment	Nil	Not Applicable
Withdrawal Fee The fee on each amount you take out of your investment	Nil	Not Applicable
Exit Fee The fee to close your investment	Nil	Not Applicable
Activity fees		
Transaction fees (Broker – ASX market participant) The fee on the purchase or sale of securities	Up to 0.55%	Charged by the broker and incorporated into settlement
Transactions fees (Managed Funds) Often referred to as buy/sell spreads	Up to 0.30%	Fee incorporated into unit price when buying or selling units
TYPE OF FEE OR COST	AMOUNT	HOW AND WHEN PAID
Annual advice and management costs for your MDA account		
Portfolio Management Fee The fee Richmond Wealth charges for managing your investments.	Up to 1.21% pa of the value of your portfolio. ¹	Calculated daily and charged monthly in arrears to your Netwealth Cash account.
Netwealth Administration Fee The fee charged by Netwealth for custody of assets and the administration of your portfolio.	Up to 0.59% pa of the value of your portfolio. ¹ Plus a fixed \$175 per account fee.	Calculated daily and charged monthly in arrears to your Netwealth Cash account.
Netwealth Superannuation ORFR Fee The fee charged by Netwealth on their Superannuation accounts for their Operation Risk Financial Requirement (ORFR).	Up to 0.025% pa of the value of your portfolio. ²	Calculated daily and charged monthly in arrears to your Netwealth Cash account.
Fund Manager Fees The fees charged by the LIC's, ETF's and Fund Managers that we may invest in for you.	Fees vary significantly but are typically between 0.05% and 1.35%pa of the value of your portfolio.	These fees are built into the investment unit prices.

➤ Example of annual fees and costs

The table below sets out an example of our MDA Service fees and costs over a one-year period. You can use this information to compare our service with other MDA services.

TYPE OF FEE OR COST	Amount / Description	Balance of \$50,000 with an addition of \$5,000 at the end of the year
Annual advice and management costs for an MDA account		
Contribution Fee	Nil	For every \$50,000 you add to your account, you will be charged \$0 as a contribution fee.
PLUS Portfolio Management Fees	Up to 1.21% p.a. ¹	For every \$50,000 you have invested, the portfolio management fees will be up to \$605 per year.
PLUS Portfolio Administration Fees	Up to 0.59% p.a. ¹	For every \$50,000 you have invested, the portfolio administration fees will be up to \$295 per year, plus an account fee of \$175 per annum.
PLUS Operational Risk Financial Requirement ²	0.025% p.a. ²	For every \$50,000 you have invested, the Trustee Fees will be up to \$12.50 per year.
PLUS Fund Manager Fees	Average of 0.6% on 20% of your portfolio	For every \$50,000 you have invested, there could be indirect charges by fund managers of \$60 per year.
EQUALS Total cost of portfolio ³		If you had \$50,000 at the start of the year and you added \$5,000, the total fees would be \$1,147.50 .

¹There may be a minimum annual portfolio management fee and there may be a minimum annual portfolio administration fee. If there is a minimum, this will be disclosed to you in the SOA we provide prior to proceeding with our services.

²The Operation Risk Financial Requirement above only applies to the Netwealth Super Accelerator Accounts.

³This example assumes \$50,000 is invested for the entire year, that \$5,000 is invested at the end of the year and the value of the account is constant over the year. It also assumes that 20% of your portfolio is invested in managed funds and that the average cost of those funds is 0.6%.

The actual total cost to you will depend on the investment mix we choose for you, your portfolio balance and any additional service package or other fees you may agree with your financial adviser. Fund manager fees vary between investments and your actual costs will depend on the actual managed funds used in your account. As we will act with discretion, you will not be aware of the managed funds or costs prior to their selection.

The example does not include any transaction fees. These will be incurred when we make the initial investments for your account and then for any investment changes made during the year. These are not known in advance and their total value will depend on the number and type of transactions undertaken during the year.

Fee Changes

We may change our fees at our discretion by giving thirty days' notice.

Queries

If you have any queries in relation to our fees or service, we encourage you to get in touch with your adviser for further explanation.