

Financial Services Guide

The Financial Services referred to in this guide are offered by Neil Heriot, Chris Murphy, James Horsley, Bruce Cameron & James Foran on behalf of Boston Private Wealth licenced to AdvicelQ Partners Pty Ltd.

Address: Level 13, 175 Eagle Street
Brisbane QLD 4000

Telephone: (07) 3164 7938

ABN: 95 134 016 210

Australian Financial Services Licence No : 332957

The Financial Services that Boston Private Wealth Pty Ltd offers are provided by:

Company: Boston Private Wealth Pty Ltd

ABN: 33 142 157 775

Corporate Authorised Representative No: 345059

Sanctuary Cove Address: Suite 46 B Masthead Way
Marine Village, SANCTUARY COVE QLD 4212
Postal Address: PO Box 682
SANCTUARY COVE QLD 4212

Telephone: (07) 5577 9711

Fax: (07) 5577 9744

Bathurst Address:

2 Gleneagles Close
BATHURST NSW 2795
Telephone: 0419 995 856
Email: bcameron@bostonpw.com.au

Adelaide Address:

Level 14, 99 Gawler Place
ADELAIDE SA 5000
Telephone: (08) 8212 3777
Email: nheriot@bostonpw.com.au

Sydney Address:

Level 30, 1 Farrer Place,
Governor Macquarie Tower
SYDNEY NSW 2000
Telephone: (07) 5577 9711
Email: nheriot@bostonpw.com.au

This guide contains important information about:

- the services and types of products we are authorised to offer you
- how we and our associates are paid
- any potential conflict of interest we may have
- our internal and external dispute resolution procedures and how you can access them

When we give you financial advice it will be in writing in a Statement of Advice (SoA) or Record of Advice (RoA). To make sure that the advice is appropriate to you we must make reasonable enquiries about your current financial situation and future needs.

When we give you advice, we will advise you in writing and in detail:

- our fees and commissions
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

If we recommend to you a particular Financial Product we will give you information about the product—a *Product Disclosure Statement (PDS)*—to help you make an informed decision.

A guide to our relationship with you and others

Who is my adviser?

**Neil Heriot CFP, Dip.FP, Dip Ag. Sc., Private Wealth Adviser
Authorised Representative No 275757**

Neil has the following experience, qualifications and memberships:

- Over 30 years in the financial services industry advising in Fixed Interest, Australian Shares, Managed Funds, Superannuation, Self- Managed Superannuation Funds and Property. Neil also has vast experience providing advice on Australian Listed Shares and Loans.
- Certified Financial Planner (CFP)
- Diploma of Financial Planning through Deakin University
- Margin Lending and Geared Investments
- Neil advises on Self Managed Superannuation Funds and Discretionary (family) trusts
- Diploma of Agriculture
- Neil was awarded Australian Financial Planner of the Year in 1997 by Money Management Magazine
- Neil was also awarded South Australian Financial Planner of the year in 1992 and 1994
- Barron's top 50 financial advisers in Australia 2018 – Ranked number 16, number 1 in regional Australia including WA and SA and number 2 in Queensland
- Financial Planning Association (FPA) member
- He assists clients in providing high quality investment advice, portfolio management and ongoing wealth management advice to retirees and high net worth individuals

Neil Heriot is an Authorised Representative of AdviceIQ Partners Pty Ltd.

Other individual advisers appointed by this firm to provide the service are:

**Chris Murphy B-Comm, CFP, LRS Private Wealth Adviser
Authorised Representative No 312131**

Chris has the following experience, qualifications and memberships:

- Over 12 years' experience in the financial services industry including over 10 years as an Authorised Representative of an AFSL, advising private clients on Australian Shares & Options, Managed Funds, Commercial Property, Fixed Interest, Superannuation Strategy and Personal Insurance.
- Bachelor of Commerce (Dean's Scholars Program) majoring in Finance and Economics.
- Certified Financial Planner (CFP) – Financial Planning Association (FPA)
- Life Risk Specialist (LRS) - FPA
- Certificate IV Accounting
- Margin Lending and Geared Investments
- Self Managed Superannuation Funds
- Options and Warrants traded on the ASX
- He assists in providing high quality investment advice, portfolio management and ongoing wealth management advice to private clients.

**Bruce Cameron B-Bus, CFP, FCA Private Wealth Adviser
Authorised Representative No 435044**

Bruce has the following experience, qualifications and memberships:

- Over 30 years' experience in the financial services industry comprising his work as an Accountant and also as a Financial Planner. During this time he has assisted clients with setting up tax effective structures such as Self Managed Super Funds, Companies and Family Trusts, as well as providing taxation advice and accounting services. He has also provided advice to clients in relation to Australian Listed Shares, Managed Funds, Superannuation, Self Managed Superannuation and Property.
- Bachelor of Business(B-Bus)
- Certified Financial Planner(CFP)
- Fellow of the Institute of Chartered Accountants
- Former fellow of the Taxation Institute of Australia
- Margin Lending and Geared Investments
- Self Managed Superannuation Funds
- Bruce has had a student residential house named after him at Charles Sturt University and was named Bathurst Citizen of the month in 1998 and 2008.
- He assists in providing high quality investment advice, portfolio management and ongoing wealth management advice to retirees and high net worth individuals

**James Horsley B-Econ, Dip Fin Planning
Authorised Representative No 1253790**

Jim has the following experience, qualifications and memberships:

- Jim has been working with Boston PW for over 4 years.
- He is licensed to advise on Fixed Interest, Australian Shares, Managed Funds and Superannuation.
- Bachelor of Economics, majoring in International Trade & Finance
- Diploma Financial Planning

**James Foran Dip Fin Planning
Authorised Representative No 001267842**

James has the following experience, qualifications and memberships:

- James has been working with Boston PW since the beginning of 2018.
- 2 years of banking experience working with Macquarie prior to starting with Boston PW.
- He is licensed to advise on Cash & Fixed Interest, Australian Shares, Managed Funds, Government Debentures and Superannuation products.
- Diploma Financial Planning + SMSF Certificate

*Who is responsible for the
financial services provided?*

AdvicelQ Partners Pty Ltd is responsible for the services provided and has authorised the distribution of this Financial Services Guide (FSG).

AdvicelQ Partners Pty Ltd ABN 95 134 016 210

AdvicelQ Partners Pty Ltd is an Australian Financial Services Licensee, No: 332957. Level 13, 175 Eagle Street Brisbane QLD 4000

AdvicelQ Partners Pty Ltd is beneficially owned by the Member Firms which make up the Company.

AdvicelQ Partners Pty Ltd has associations with a wide range of Financial Product issuers and Service Providers

*What kinds of financial
services are you authorised to
provide and what kinds of
financial investments
do these services relate to?*

- Self Managed Superannuation Funds - Investment analysis and portfolio construction
- Retirement Planning - including superannuation and pension income stream and transition to retirement advice
- Wealth Creation - including advice in direct equities, new floats, placements and structured products

- Personal Risk Management
- Estate Planning - although we provide estate planning advice as part of or incidental to the provision of financial planning advice, we can arrange to provide access to specialist estate planning services, where required
- Business Succession Planning

You will only receive advice from our Advisers in the areas where they are qualified.

What information should I provide to receive personalised advice?

You will need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

You need to read the warnings contained in the Statement of Advice (SOA) carefully before making any decision relating to financial products.

What information do you maintain in my file and can I examine my file?

We will maintain a record of your personal profile including details of your objectives, financial situation and needs and records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

A copy of our privacy policy can be accessed from the AdviceIQ Partners Pty Ltd website:
<http://www.adviceiqpartners.com.au/PDFDisplay.aspx>.

If you wish to examine your file please ask and we will make arrangements for you to do so.

How can I give you instructions about my financial investments?

You may tell us how you would like to give us instructions, for example by telephone, fax or other means such as e-mail.

How will I pay for the services provided?

You will pay us a fee, which is normally direct debited from your bank account.

We will provide you a Statement of Advice (SoA) or Record of Advice (RoA) containing details of our fees and any payments made to us by a Financial Product issuer/s.

How are any commissions, fees or other benefits calculated for providing the financial services?

If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in actual dollar amounts, in writing in the Statement of Advice (SOA) or Record of Advice (ROA). Your adviser will give you one of the above documents, before we proceed to act on your instructions.

Details of any payments we may receive from any Financial Product issuers will be included in the Statement of Advice or Record of Advice and are also contained in the Product Disclosure Statements for most Financial Product issuers. Your adviser can provide you with the Product Disclosure Statements.

Depending on the services you require and the investments you make, we could receive the following:

- Fees you have agreed to pay by direct debit - normally quarterly in arrears
- Fees which we either invoice you for or you agree to have paid to us from a Financial Product issuer or service provider. These fees may be initial fees when you invest and/or annual fees paid during the life of the investment or your contract with us.
- Commission payments from Financial Product issuers either when you initially invest and/or during the life of the investment

The above fees and payments may be either flat dollar amounts or may be based on a percentage of the funds invested. Our fee schedule sets out examples.

A copy of our Fee Schedule is attached to this FSG for your information.

Alternative Forms of Remuneration?

AdviceIQ Partners Pty Ltd or Boston Private Wealth do not receive other forms of remuneration from Fund Managers or wrap service providers.

Will anyone be paid for referring me to You?

Details of current arrangements AdviceIQ Partners Pty Ltd has in place are attached to this Financial Services Guide. Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you in a letter of referral and/or the Statement of Advice who will receive that fee or commission and the amount they will receive.

What should I do if I have a complaint?

If you have any complaints about the service provided to you, you can take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please contact the Compliance Manager, AdviceIQ Partners Pty Ltd on 07 3164 7938 or put your complaint in writing and send it to:

The Compliance Manager:
AdviceIQ Partners Pty Ltd
GPO Box 1680,
Brisbane QLD 4000

We will endeavour to resolve your complaint quickly and fairly.

3. If the complaint can't be resolved to your satisfaction within 40 days you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) of which AdvicelQ Partners Pty Ltd is a member. The contact details are as follows:

GPO Box 3
MELBOURNE VIC 3001

P 1800 931 678
F (03) 9613 6399
E info@afca.org.au
W www.afca.org.au

You can also lodge your complaint with ASIC by calling 1300 300 630.

Compensation Arrangements

AdvicelQ Partners Pty Ltd has a professional indemnity insurance policy (PI policy) in place. The PI policy covers us and our authorised representatives for claims made against us by clients as a result of the conduct of us, our employees or representatives in the provision of financial services even if that person has ceased to act or work for us

If you have any further questions about the financial services AdvicelQ Partners Pty Ltd provides, please contact AdvicelQ Partners Pty Ltd on: ph. 07 3164 7938.

Retain this document for your reference and any future dealings with AdvicelQ Partners Pty Ltd.

Schedule of Costs

All costs for Investment related services must be paid to AdvicelQ Partners Pty Ltd.

Cost structure

Boston Private Wealth is entitled to retain 100% of the fees paid.

A fee will be charged for advice and for placement of funds. We may charge you fees in one of the following ways: -

- 1. As a percentage of your funds invested**
- 2. As a flat fee**
- 3. As an hourly rate**

For many investment products, we are happy to rebate upfront commission where appropriate. As everyone's situation is different this will be discussed with you as part of your overall fee structure. We will discuss any potential fees with you and will disclose these in writing so you are fully aware of our structure.

1. Plan Construction Cost

1. A Plan Construction Cost of \$1,650 (inc. GST) will be invoiced for the initial statement of advice and portfolio construction. This is payable 7 days net from the date of invoice.

2. In the event that we determine the strategy and advice are more complex in nature and require greater time and resources, a plan construction fee will be quoted, and agreed and be invoiced.

2. Portfolio preparation & Construction Cost

If you decide to proceed with our Statement of Advice and recommendations, there may be an implementation fee and this will be quoted and agreed upon before proceeding.

If you decide not to go ahead with our investment recommendations then a portfolio preparation and construction fee will apply as detailed in Section (1).

Alternatively, you may have elected to engage

our services on an hourly rate which is from \$110.00 to \$275.00 p/h (GST incl) depending on which staff member is providing the work. We will invoice you based upon our quoted time and estimation of work required for the advice.

This cost is payable to AdvicelQ Partners Pty Ltd.

3. Implementation Cost

Generally there is no implementation fee, however, if there is, this cost will be disclosed in the SoA, quoted and agreed.

4. Portfolio Management Costs

We provide a formal ongoing portfolio review service with formal quarterly reporting and an annual review on the anniversary that you join Boston Private Wealth.

Costs are charged on the value of your investment portfolio. As a guide, the cost will be no more than 1.1% pa on the first \$1,000,000 and then 0.55% pa on any additional investment. This total annual cost will be payable quarterly in arrears by direct debit. The price may vary depending on the scope and complexity of advice. There is a minimum charge of \$3,300 pa.

Example: for a portfolio of \$750,000 of funds under advice, there would be a cost of \$8,250 inc GST pa (or \$2,062.50 per quarter) and on a \$1.5 million portfolio, there would be an annual cost of \$13,750 pa or \$3,437.50 per quarter.

The cost of establishing the direct share portfolio will be completed through a Designated Trading Representative (DTR) of the Australian Securities Exchange (ASX), namely FinEx at a cost of \$55 (inc GST) per order or 0.11%, whichever is the greater.

Example: On a \$40,000 single trade, there would be a brokerage cost of \$55 to FinEx. For a trade of \$60,000, there would be a cost to FinEx of \$66 (inc GST).

5. *On-going*

Occasionally, we may receive a small trailing commission from some product providers. At the end of the year, an estimate is made of these ongoing trailing commissions and this amount is offset against the following year's portfolio management fees. Where possible those fees are rebated or reinvested. Macquarie Cash Management Account (CMA) pay a 0.25% p.a. and this fee is rebated monthly to your cash management account.

6. *Placement service*

If you request that we provide you with non-advisory execution only service, the cost for this service will be 1.1% (including GST) for the value of the investments per investment transaction (excludes non-rebateable component of fund manager fees). This amount will be invoiced by Boston Private Wealth Pty. Ltd., e.g.: if a placement of \$50,000 was made into a single investment, there would be a cost of \$550 (inc. GST).

7. *Specialised*

From time to time, we may be able to offer you the opportunity to invest in specialised investments (e.g: tax effective investments) or be involved in one-off investments (e.g. new floats). Any fees or commissions may differ from the above and will clearly be disclosed to you at the time

8. *Other circumstances*

If you require services which differ from the above we are willing to discuss and give you an estimate based on our hourly rate of up to \$275 (inc GST).

This schedule of costs covers the fees payable to AdviceIQ Partners Pty Ltd. Fees charged by other entities such as fund managers and Service Providers are in addition to the above and can be found in the relevant Product Disclosure Statements.

Privacy - Anti-Money Laundering

Advice IQ Partners Pty limited has an obligation under Anti-Money Laundering and Counter-Terrorism Financing Act to verify your identity before transacting on any financial services. Your adviser will let you know what documentation you will need to satisfy the customer identification

requirement to meet our legal obligations.

Other benefits we may receive

AdviceIQ Partners and your adviser each maintain a register for any alternative benefits up to \$300 in value. Any alternative remuneration offered over \$300 must be declined. You will be provided with a copy of either of these registers upon request

Approved Investments

Neil Heriot, Bruce Cameron, James Horsley, Chris Murphy & James Foran conduct their own due diligence into financial investments and use external research such as Zenith, Lincoln, UBS, Morningstar and Lonsec to select high quality investments.

We also use consensus data for all listed stocks from all stockbroker and investment banks in Australia. While other investments may generally be suitable to your needs, Neil Heriot, Bruce Cameron, James Horsley, Chris Murphy & James Foran will only recommend financial investments and products which have independent research and which are approved by AdviceIQ Partners Investment Committee.

Client Acknowledgement

I/We acknowledge that I/we have received a copy of this FSG Version 3 (dated 11/03/2019).

I/We acknowledge that I/we have been informed that AdvicelQ Partners Pty Ltd is only responsible for authorised financial services of the Authorised Representative as set out in this FSG.

I/We acknowledge that AdvicelQ Partners Pty Ltd is not responsible to me/us in Relation to any other business activities of the Authorised Representative, their staff or your Financial Planner, including but not limited to accountancy, administration, legal and actuarial.

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|----------------------|--|--|
| Client Name(s): | | |
| Client Signature(s): | | |
| Date: | | |