



Boston Private Wealth

Financial Services Guide

Version 1.2



Financial Services Guide (FSG) - BostonIQ Pty Ltd
ABN: 16224756105
Phone: 07 5577 9711
Australian Financial Services Licence No:332959
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Financial Services Guide

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This guide contains important information about:

- Who we are
- the services and types of products we are authorised to offer you
- how we and our authorised representatives 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.



Who is responsible for the financial services provided?

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

ABN 16 224 756 105
Australian Financial Services Licence No. 332959
Suite 46b
Masthead Way, Marine Village
Sanctuary Cove QLD 4212

BostonIQ Pty Ltd is 100% owned by interests associated Rodney Hayes, a director and shareholder of Boston Private Wealth

The Corporate Authorised Representatives that are authorised to provide Financial Services of BostonIQ Pty Ltd are:

Company: **Boston Private Wealth Pty Ltd**
t/a Boston Private Wealth

ABN: 33 142 157 775
Corporate Authorised Representative: 345059

Sanctuary Cove Address:
Suite 46 B Masthead Way
SANCTUARY COVE QLD 4212
Telephone: (07) 5577 9711

Bathurst Address:
2 Gleneagles Close
BATHURST NSW 2795
Telephone: 0419 995 856

Company: **Hayman Private Wealth Pty Ltd**
t/a Boston Private Wealth

ABN: 81 144 819 278
Corporate Authorised Representative: 368452

Melbourne Address:
Level 3, 608w St Kilda Rd
MELBOURNE VIC 3004
Telephone: (03) 9600 2809



A guide to our relationship with you and others

What Services do we provide?

You will only receive advice from us in the areas where we are authorised to do so.

Boston provides personalised advisory services designed to help you create, manage and protect your wealth, in the following areas:

- Superannuation and Self Managed Superannuation Fund strategies – investment analysis and portfolio construction
- Retirement Planning – including superannuation and pension income stream and transition to retirement advice
- Redundancy and Retrenchment Consulting
- Strategic Advice in relation to the complex area of investments
- Wealth Creation – including advice on direct equities
- Personal Risk Management including life, disability and income protection cover
- 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
- We can facilitate the purchase of direct equities through a number of reputable stockbrokers.

We are NOT authorised by BostonIQ Pty Ltd to provide advice and services in the following areas:

- General Insurance (for example home and contents, vehicles and public liability)
- Health Insurance
- Foreign Exchange
- Derivatives (such as futures and options contracts)
- Direct Real Estate
- Mortgage Broking, Commercial Financing and Leasing services
- Taxation Advice through this Corporate Authorised Representative Agreement

Lack of Independence

Under subsections 923A(1) and (2) of the Corporations Act, BostonIQ Pty Ltd cannot claim to be independent, impartial or unbiased due to our association with a limited number of product providers in the marketplace.



Who is my adviser?

Your adviser provides advice to you on behalf of BostonIQ Pty Ltd

Rod Hayes B Com FCA

Director & Private Wealth Adviser

Authorised Representative No.368453

Rod has a Bachelor of Commerce, from the University of Queensland (1986).

From 1987 to 1999 Rod worked in two of Australia's leading accounting practices providing taxation investment and general business advice to some of Australia's leading owner managed businesses. During this period Rod completed the Institute of Chartered Accountants Post Graduate Professional Program and has been a Chartered Accountant for the past 33 years. Rod was elevated to a Fellow of the Institute in 2011.

In 2000 Rod commenced his speciality in providing Personal Financial Advice to successful Australians as a Senior Financial Consultant with Tynan Mackenzie.

During this period, this role extended to the successful opening of a branch of this company in Melbourne where he continues to reside having left Tynan Mackenzie in 2010 after 10 successful years.

Rod founded Hayman Private Wealth Pty Ltd in 2010 and merged with Boston in 2019.

Neil Heriot CFP, Dip.FP, Dip Ag. Sc.,

Private Wealth Adviser

Authorised Representative No 275757

- Over 36 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.
- He assists clients in providing high quality investment advice, portfolio management and ongoing wealth management advice to retirees and high net worth individuals.
- Neil advises on Self-Managed Superannuation Funds and Discretionary (family) trusts
- 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 in each of the last 3 years



Chris Murphy BCom, CFP, LRS
Private Wealth Adviser

Authorised Representative No 312131

- Over 18 years' experience in the financial services industry including over 16 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.
- Life Risk Specialist (LRS) - FPA
- 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.

Adam Trajer B. Ec DFP
Private Wealth Adviser

Authorised Representative No. 451706

Adam graduated with a Bachelor of Economics, from the University of Queensland in 1990.

From 1991 to 2001, Adam undertook the NAB graduate program, and worked in retail and private banking roles focused on the provision of personal credit facilities in South East Queensland. Toward the end of this time, he developed an interest in financial planning and investment advice, and was instrumental in establishing a Financial Planning practice within the NAB Private Bank in Brisbane.

He moved to Melbourne in 2002 to pursue his Financial Planning career, and until 2007, worked in a variety of dealer roles with MLC and AXA. In late 2007 he was invited to join the Melbourne office of Tynan Mackenzie as a Private Client Adviser and was responsible for the provision of personal financial and investment advice until August 2013.

In January 2014 he joined Hayman Private Wealth Pty Ltd as a private adviser and joined Boston following the 2019 merger.

He has completed the following practice certifications:

- Diploma of Financial Planning, Deakin University (2004)
- Certificate in Self-Managed Super Funds, Tribeca (2006)
- Certificate in Margin Lending and Geared Investments, Kaplan (2011)
- Tax (Financial) Adviser qualification, TPB (2014)



Bruce Cameron B-Bus, FCA
Private Wealth Adviser

Authorised Representative No 435044

- Over 30 years' experience in the financial services industry comprising his work as an Accountant and 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.
- Margin Lending and Geared Investments
- Self-Managed Superannuation Funds
- 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, DFP
Private Wealth Adviser

Authorised Representative No 1253790

- Jim has been working with Boston PW for over 8 years.
- He is licensed to advise on Fixed Interest, Australian Shares, Managed Funds and Superannuation.
- He assists in providing high quality investment advice, portfolio management and ongoing wealth management advice to retirees and high net worth individuals.



Your Guide to your Dealings with us

How will you deal with us?

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 we maintain in your 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 will be provided upon your request.

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 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, we could receive the following:

- Fees you have agreed to pay by direct debit - normally monthly or quarterly in arrears or levied through the investment platform we recommend.
- 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 agreed to our services, annual fees paid during the life of our relationship, or by your contract with us.
- Commission payments from Financial Product issuers either when you initially invest and/or during the life of the relationship.

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

A copy of our Fee Schedule is included with this FSG.



Alternative forms of remuneration

BostonIQ Pty Ltd and all its associated entities, do not receive *any* other form of remuneration from Fund Managers or wrap service providers.

Privacy - Anti-Money Laundering

BostonIQ Pty Ltd 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.



Complaints or feedback

If you have any complaints about the services provided to you, you should take the following steps:

1. Contact your adviser and tell us about the complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please contact the Compliance Manager, BostonIQ Pty Ltd on 03 9600 2809 or put your complaint in writing and send it to:

The Compliance Manager
BostonIQ Pty Ltd
PO Box 7412
Melbourne
VIC 3004

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 Boston IQ Pty Ltd is a member. The contact details are as follows:

GPO Box 3
MELBOURNE VIC 3001
P 1800 931 678
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:

BostonIQ Pty Ltd has a professional indemnity insurance policy (PI policy) in place that meet our statutory requirements.

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 BostonIQ Pty Ltd provides, please contact BostonIQ Pty Ltd.

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



Schedule of Costs

All fees for Investment related services must be paid to BostonIQ Pty Ltd.

Fee structure

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

Boston Private Wealth is fully owned by its advisers who receive a fixed salary plus potential bonus.

They are not remunerated on volume sales.

They may receive a dividend from their ownership stake in the business.

A fee will be charged for advice and for placement of funds.

We may charge you fees in one of the following ways: -

- **As a percentage of your funds invested**
- **As a flat fee**
- **As an hourly rate**

For all investment products, we are happy to rebate upfront commission where appropriate.

We will discuss any potential fees with you and will disclose these in writing, so you are fully aware of our structure.

Further details are provided below



1. Plan Construction Fee

1. A Plan Construction Fee of \$1,650 (inc. GST) will be invoiced for the initial statement of advice and portfolio construction.

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. Implementation Fee

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

3. Ongoing Advice Fee

We provide all clients with our Private Client Review Service.

Fees are charged on the value of your investment and complexity of your portfolio.

As a guide, the fee will be no more than 1.1% pa on the first \$1,500,000 and then no more than 0.55% pa on any additional investment.

The total annual fee will be payable quarterly in arrears by direct debit, or monthly through your portfolio provider.

The price may vary depending on the scope and complexity of advice. There is a minimum charge of \$4,400 pa.

Example: for a portfolio of \$750,000 of funds under advice, there would be a fee of \$8,250 inc GST pa and on a \$1.5 million portfolio, there would be an annual fee no more than \$16,500 pa.



The cost of establishing a 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).

4. *On-going
Commission*

We may be entitled to receive a trailing commission from some product providers (such as life insurance policies).

Where possible these fees are rebated or reinvested. Alternatively at the end of the year, an estimate is made of these ongoing trailing commissions and this amount is offset against our usual private client advice fees so that you are not levied twice. We will inform you of any expected impact.

5. *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), e.g.: if a placement of \$50,000 was made into a single investment, there would be a cost of \$550 (inc. GST).

6. *Specialised
Investments*

From time to time, we may be able to offer you the opportunity to invest in specialised investments or be involved in one-off investments.

Any fees or commissions may differ from the above and will clearly be disclosed to you at the time.



7. 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).

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.

Other benefits we may receive

Boston IQ 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

BostonIQ advisers will only recommend financial investments and products which have external research, and which are approved by the BostonIQ Investment Committee.

All BostonIQ advisers conduct their own due diligence into financial investments and utilize the services of external research such as Lonsec and Morningstar to select high quality investments.

We also use consensus data for all listed stocks from all stockbroker and investment banks in Australia.

BostonIQ has associations with a wide range of product and service providers.

