

This Financial Services Guide (FSG) is issued by **KSRPW AFSL Pty Ltd**
ABN: 96 675 991 027, referred to **KSRPW AFSL**, "we", "us" and "our".

KSRPW AFSL is a diversified financial services group that provides wealth management and stock broking licensee services. **KSRPW AFSL** is not related to any Bank or Institution.

Please refer to the website ksrprivatewealth.com.au for details on the company.

There are two parts to this FSG. Please make sure that you read both parts before making any decision based on our advice. This document is Part one and Part two is the Adviser's Profile, which includes information about your financial adviser ("Christopher Wright"), who is one of our Authorised Representatives. Any reference to an adviser will include the deals of the adviser's company if they are part of a corporate entity. If the adviser's profile is not attached, please ask the adviser for this profile, or contact **KSRPW AFSL** Head Office whose contact details are in the next section. Your adviser is authorised by us to distribute this FSG.

WHAT IS A FINANCIAL SERVICES GUIDE (FSG)

The Financial Services Guide (FSG) is an important document that is designed to help you decide whether to use the financial services offered. The main purpose of the Financial Services Guide (FSG) is to give you an overview of the financial services that are being offered and it provides you with the following information:

- About us
- What kinds of financial services we are authorised to provide to you
- The process we follow to provide financial services
- How we, our Authorised Representatives (and any other relevant persons) are remunerated
- Are there any of our associations or relationships that might influence the financial services we offer?
- How we collect, use and disclose the information you provide to us
- Our complaints handling procedures and external dispute resolution procedures including how you can access them. The terms Representative, Authorised Representative, Corporate Authorised Representative, and Advice Provider means that a person, or entity, is authorised to represent a business that holds an Australian Financial Services (AFS) licence. **KSRPW AFSL** is the holder of an AFS Licence and is therefore responsible for the financial services provided, including the distribution of this Financial Services Guide (FSG).

As there are many different titles in the marketplace describing such authorised representatives and advice providers throughout this document, we are describing them as Adviser(s) or Your Adviser(s).

OUR AUTHORISED FINANCIAL SERVICES AND RELATED PRODUCTS

KSRPW AFSL is authorised to provide product advice on and to deal in the following strategies and classes of products to both Retail and Wholesale Clients:

Product Classes

- Deposit and payment products limited to; basic deposit products and non-basic products
- Debentures, stocks or bonds issued or proposed to be issued by a government.
- Life Products including Investment Life Insurance Products, and Life Risk Insurance Products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds.
- Interests in managed investment schemes including:
Investor directed portfolio services.
- Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997).
- Securities.
- Standard Margin Lending Facility.
- Superannuation

Strategies

- Financial planning strategies including:
- Tax planning (in consultation with your tax adviser)
- Estate planning
- Business succession planning including life risk insurance
- Life Insurance and risk management
- Pre and post-retirement planning
- Retirement income
- Social security advice
- Investments
- Wealth accumulation
- Wealth creation
- Standard Margin lending
- Superannuation and rollover advice
- Asset allocation and management advice
- Ongoing advice and review services

Your Adviser may only be authorised to provide advice in some of the above areas. Please refer to the Adviser Profile (Part 2 of this FSG) which sets out those areas your Adviser is authorised to provide you with advice and recommendations.

Please note that only products approved by **KSRPW AFSL** may be recommended by the adviser.

If you hold a specific product which is under a class of product covered by the KSRPW AFSL licensee, your adviser may review and advise you on this product even though it is not on our APL. However, your Adviser will not be able to deal in, write or arrange further business on this product if it is not on our:

- Approves Product List (APL)
- is a product on which they are not authorised to provide personal advice. The Adviser Profile (Part two of this FSG) outlines the classes of financial products on which they can provide advice.

Your adviser may also conduct separate business activities such as accounting, mortgage advice and other services not provided under our licence. We are only responsible for the financial products and services described in this FSG and on our APL. From 1 July 2014, new regulation requires your financial adviser to declare whether they are a registered (tax) adviser and the tax (financial) advice service they are authorised to provide.

NOT INDEPENDENT

KSRPW AFSL receives commission payment on Life Insurance Products. This allows us to advise and place your insurance without charging you, the client, directly but rather receiving remuneration from product issuers. By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask your adviser.

THE PROCESS WE FOLLOW TO PROVIDE FINANCIAL SERVICES

Your adviser acts as our Authorised Representative when providing personal advice to you and therefore we are responsible for any advice given. Your adviser is under an obligation to act in your best interests in relation to any personal advice provided to you (known as the 'best interest duty').

Your adviser is authorised by us to give your personal advice, but in order for them to do so, you need to provide them with information about your needs, goals and objectives. If you choose not to provide your adviser with this information, any advice they provide may not be appropriate to your needs.

PROVIDING YOUR ADVISER WITH INSTRUCTIONS ON HOW TO BUY OR SELL FINANCIAL PRODUCTS

You may specify how you would like to give your adviser instructions, for example, in writing, by telephone, fax or other means. However, in some instances your adviser will require your instructions to be in writing. For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial adviser to act as your attorney or authorised signatory
- nominate any financial adviser to receive your statements without you also receiving a copy, or
- give your adviser unclear or misleading instructions or false information.

Other documents that you may receive in addition to the FSG and Adviser Profile, your financial adviser may provide you with the following documents:

- A Statement of Advice (SoA) or Record of Advice (RoA).
- Before your adviser provides you with any personal financial product advice (personal advice), they will collect information about you, your objectives, financial situation and needs. The SoA will set out the advice and the basis upon which it is given. You may then decide whether to act on it. It will also set out information about our remuneration and your adviser's remuneration and disclose any associations or relationships which might reasonably be expected to influence them when providing the advice. Any subsequent personal advice that is provided to you may, if it is in relation that has already been provided to you, be documented in an ROA, provided there has not been a significant change in your personal circumstances or the basis upon which the initial advice was provided. Copies of all advice documents will be retained on your client file, and you may request a copy by contacting your adviser.
- A Product Disclosure Statement (PDS).
If a particular financial product (other than securities) is recommended by your adviser, you must also be provided with a PDS issued by the product issuer. The PDS contains information about the benefits, risks and other features of the product, which will enable you to make an informed decision about whether to purchase the product.

HOW WE, OUR ADVISERS (AND OTHER RELEVANT PERSONS) ARE REMUNERATED

Both we, and your adviser receive remuneration from:

- service and advice fees paid by you.
- Remuneration and other payments paid by product providers;
- other benefits.

Fees and Remunerations in most instances will be paid to us, the Financial Services Licensee. We will then forward on to your adviser their share of the fee or remuneration.

Initial Consultation

- Initial Consultation: Provided at KSR Private Wealth's expense.

Advice Preparation Fee

- Statement of Advice (SoA) Preparation Fee: Up to \$9,900 (Inc GST), depending on the complexity and time involved.
- Typical Fee Range: Generally, between \$2,200 and \$4,400 (Inc GST).
- Specialised Services (e.g., Centrelink assistance, pension applications, aged care advice): Charged at an hourly rate (details provided upon request).

Ongoing Advice Fee

- If you choose to engage KSR Private Wealth for ongoing advice services, you may be charged:
 - Up to 1.0% p.a. of total funds under management.

This ongoing fee covers services including:

- Annual review.
- Portfolio administration.
- Ongoing liaison with financial institutions.
- Technical support.

Full details of the fees and commissions relating to the services provided will be outlined in your Statement of Advice (SoA), Record of Advice (RoA), and Product Disclosure Statements (PDS) at the time of any recommendation.

Other Adviser Benefits

From time to time, KSR Private Wealth and Chris Wright may receive non-monetary benefits (up to \$300 in value) from product providers, such as:

- Hospitality.
- Support connected with professional development (e.g., training or sponsorship for conferences).

We maintain a register detailing any such benefits, including those related to IT software support or educational purposes. A copy of this register is available upon request.

For further clarification or a detailed fee outline, please refer to your Adviser Profile or contact KSR Private Wealth directly.

Share Brokerage / Transaction Fees

We charge share brokerage on share transactions of **0.40% - 1.00% per trade** (minimum \$40). These fees are in addition to any platform or government charges.

Risk insurance products

Life Insurance companies pay KSRPW AFSL Pty Ltd commissions calculated as a percentage of the yearly premium. Initial commission varies up to 70% and ongoing commission up to 30%. This remuneration is taken out of the premium that you pay and is not a separate charge to you. Remunerations may also be received in relation to retail insurance policies held within superannuation irrespective of the date of commencement.

The details of these commissions will be fully disclosed in your SOA.

Referral arrangements

Your adviser may have referral arrangements or associations with other financial services providers, such as accountants. These are detailed in the Adviser Profile and may be referred to in any advice document provided to you.

Your adviser will retain the following personal information on your client file:

- A record of what you tell your adviser about your objectives, financial situation and needs to enable your adviser to give you personal advice.
- A copy of all personal advice provided to you. This includes the Statement of Advice or Record of Advice (SoA or RoA) provided to you when you initially received personal advice, as well as any subsequent advice. and
- Other records relating to the provision of financial services and advice given to you. Ask your adviser if you would like to examine your client file. You can request a copy of any advice document either by phone or in writing. Please allow at least seven working days to process your request.

If your adviser leaves our licence and starts providing financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place and you will be given the opportunity to remain with one of our KSRPW AFSL advisers if you prefer to do so.

Your privacy

We are committed to maintaining the privacy and security of your personal information. Your personal information will be collected for the primary purpose of providing you with the services described in this FSG. If you do not provide the personal information requested, we may be unable to provide you with the financial services you have requested.

Anti-Money Laundering and Counter Terrorism

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act 2006 (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents to meet the ID requirements which are determined by the relevant regulator AUSTRAC. We will also retain copies of this information. In connection with providing our services to you, we may disclose information about you to your Authorised Representatives and to other professionals, such as insurance providers, superannuation trustees, product issuers, auditors and our service providers.

We are unlikely to disclose your personal information to overseas recipients. However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with the Australian privacy law. Should your adviser utilise an overseas service provider, these arrangements will be detailed in their Adviser Profile.

Your Privacy

Your personal information will be handled in accordance with our Privacy Policy which outlines how we collect, use, store and disclose your personal information. For more information, including how to access or correct your personal information, or how to complain about a breach of the Australian Privacy Principles, please read our Privacy Policy which can be accessed on our website (ksrprivatewealth.com.au) or by contacting us on (03) 9830 1555 or by writing to:

Privacy Officer
KSRPW AFSL Pty Ltd
1 Oxley Rd
HAWTHORN
VIC 3122

or by asking your adviser for a copy.

OUR COMPLAINTS HANDLING PROCESS

If you have a complaint about the financial services provided to you, you should take the following action:

1. Speak to your financial adviser about your concerns, or
2. Call the compliance manager on (03) 9830 0100

If after speaking to us or your financial adviser, and your complaint is not resolved within five business days, please write to:

Compliance and Professional Standards Manager
KSRPW AFSL Pty Ltd
1 Oxley Rd
HAWTHORN
VIC 3122

We will try and resolve your complaint quickly and fairly. If your complaint cannot be resolved by us to your satisfaction or within 30 days, you may refer your complaint, free of charge, to The Australian Financial Complaints Authority, (AFCA) of which KSRPW AFSL Pty Ltd is a member.

AFCA can be contacted on:
1800 931 678
The Australian Financial Complaints Authority
PO Box 3 Melbourne Victoria VIC 3001

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on 1300 300 630 or via the website www.asic.gov.au.

Professional Indemnity (PI) Insurance Cover

Our professional indemnity insurance covers us and our authorised representatives for the services provided under our Australian Financial Service Licence. This includes claims relating to the conduct of staff and representatives who no longer work for us but did so at the time of relevant conduct. Our policy meets the requirements of the Corporations Act 2001 (Cth)