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ABOUT PROFILE FINANCIAL SERVICES

Profile Financial Services Pty Ltd is a boutique firm of financial and investment strategists, with a long history of delivering quality advice and measurable value to our clients and their families. We were originally established in 1986 and were granted an Australian Financial Services Licence in 2003 and an Australian Credit Licence in 2011.

We are 100% owned by our staff and founder, with no ownership or licensing ties to any other financial institution, so we have complete control over our offering to you.

Our clients come from all walks of life. We advise young people just starting out, small business owners, professionals and senior executives, and retirees. What all our clients have in common is a commitment to achieve their goals, and a belief that working in partnership with capable professionals is the best way to help them get there. We take great pride in helping our clients achieve their financial goals. Whether that's to become or remain financially independent, to leave a legacy for future generations, to make a lasting difference in society through philanthropy – whatever your dream, we would be very proud if we could help you realise it.

We are a strong supporter of the professional development of our industry. We are a professional practice of the Financial Advice Association Australia as well as a member of the Boutique Financial Planners Group.



NOT INDEPENDENT

We are not independent, impartial or unbiased within the meaning of the Corporations Act 2001 because:

- We receive life insurance commissions on the sale of life risk insurance products that are not rebated in full to clients; and
- We may receive a payment linked to performance fees from the WTW Preservation Fund and WTW Diversified Growth Fund (refer to 'Investment management').

ABOUT THIS DOCUMENT

This Financial Services and Credit Guide will help you to decide whether to use our services. It contains information about:

- the status of our independence in accordance with the Corporations Act;
- the services we can provide to you;
- the products we can advise you on;
- how we and your adviser are paid;
- our professional indemnity insurance; and
- what you should do if you are not satisfied with our services.

OTHER DOCUMENTS YOU MAY RECEIVE

We may give you other documents when providing our services. These can include:

- **Statements of Advice** – If we provide you with advice about your personal circumstances, we will set this out in a Statement of Advice (SOA). This will also tell you how we will be paid for the specific advice provided. If we provide further advice to you, we may give you a Record of Advice instead of an SOA. You can ask us for a copy of our advice by calling us.
- **Product Disclosure Statements** – If we recommend that you acquire a financial product, we will provide you with a Product Disclosure Statement containing information about the product's features and risks.
- **Ongoing Services Agreements and Fee Disclosure Statements** – If you engage us to provide ongoing advice services, we will provide you with an Ongoing Service Agreement. The Ongoing Service Agreement outlines the ongoing services we will provide and how we will charge for them, and will be updated annually to reflect any changes in the arrangement. A Fee Disclosure Statement will accompany this annually and outlines the services we have provided and fees you have paid in the previous 12 months together with the services to be provided and the fees you will pay in the upcoming 12 months. In addition, we will require your written consent both to engage with us and with various product providers on an annual basis.

OUR FINANCIAL SERVICES

Profile is responsible for the advisory and financial services your adviser provides.

We hold an Australian Financial Services Licence which authorises us to provide advice on and/or deal in financial products together with an Australian Credit Licence which authorises us to provide advice on credit products.

In making recommendations and providing advice, our advisers act on behalf of you, our client.

We offer a broad range of financial planning and advisory services:

- General financial strategy and planning;
- Wealth accumulation;
- Debt reduction;
- Budgeting and cashflow management;
- Corporate and personal superannuation;
- Self-Managed Superannuation Funds (SMSFs);
- Redundancy;
- Estate planning;
- Financial structures;
- Retirement and pension planning;
- Centrelink;
- Life Insurance including personal and business insurance;
- Gearing; and
- Investment strategy and portfolio administration.

FINANCIAL PRODUCTS

We are licensed to advise and deal in the following products:

- Deposit and payment products;
- Derivatives (limited to old law securities options contracts and warrants);
- Government debentures, stocks and bonds;
- Life insurance investment products;
- Life Insurance risk products;
- Managed investment schemes;
- Investor-directed portfolio services;
- Superannuation and retirement savings account products;
- Securities; and
- Margin lending.

We research a broad range of products and select those that are appropriate to the goals, needs and stated objectives of our clients. We also review the performance of those products periodically to ensure they remain competitive and aligned with the ongoing needs of our clients.

Each of our advisers have different accreditations so may be able to advise you in some or all of these areas. If your adviser believes you may

benefit from a product or service in which they are not accredited, they will work with another adviser to ensure you receive advice in appropriate areas. Further information regarding your adviser is available on [our website](#) and on the [Financial Advisers Register](#).

We recommend that you seek independent tax and legal advice regarding our adviser's recommendations and confirm your entitlement to social security and other government benefits with relevant government departments.

PROVIDING INSTRUCTIONS

You can provide us with instructions by email, in writing, or via an electronic approval process. Generally we cannot accept instructions by telephone, but in some cases where time is critical, you may instruct us by telephone and we will re-confirm your instructions to you in writing.

If you transact in ASX listed shares, in some circumstances a transaction may be amended or cancelled by your broker without your consent in order to comply with ASX rules. We will notify you if we become aware that this has occurred.

OUR PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial planning and advisory services. This insurance meets the requirements of the Corporations Act 2001 and the National Consumer Credit Protection Act 2009, and covers our services and those of our advisers, including after they cease working for us, provided we notify the insurer of claims when they arise and within the relevant policy period.

PRIVACY

Your privacy is important to us. Please refer to our Privacy Policy on our website for information about how to access or correct the information we hold about you and how to complain if you think we have breached privacy laws.

HOW WE ARE PAID

Initial advice

There is no fee payable for your initial meeting.

If you ask us to provide you with advice, we will charge a Strategy and Plan Fee. This will be based on the complexity of the advice you need. Our minimum fee is \$5,500 (including GST), however your fee will be disclosed in your Terms of Engagement.

If your advice is for insurance only, a Strategy and Plan Fee of \$1,100 (including GST) is payable upon the receipt of the Statement of Advice.

Following receipt of our advice you are not obliged to proceed further with us. You can choose to implement our recommendations yourself or ask us to do this for you.

Advice implementation

If you ask us to do so, we will implement our recommendations for you. We may charge an Implementation Fee depending on the nature of the implementation. This fee will be based on time and complexity.

For insurance products, insurers can pay us an initial (first year) and ongoing (year 2+) commission as a percentage of the annual premium while you hold your policy. This is included in the cost of your premium and is not an additional cost to you. The maximum rates of commission we can receive for new policies implemented from 1 January 2020 are 66% (including GST) of the first year's premium and 22% (including GST) of the premium each following year.

The amount of any commission we will receive will be disclosed to you in our Statement of Advice.

Ongoing service

If you enter an Ongoing Service Agreement with us, we will charge a Profile Partner Fee. This will depend on the nature of the ongoing advice you require. For strategic advice and services this will be an agreed dollar fee or an asset-based fee.

Out of scope advice

If you require advice outside of the initially agreed scope of advice and services recorded in your initial Ongoing Service Agreement or Terms of Agreement, we may charge you a Strategy and Plan Fee.

Investment management

Profile advisers have access to a broad Approved Product List and can recommend a range of investments, including direct securities and managed investments offered by leading fund managers from around the world.

In addition, Profile historically operated two internal funds to implement investment solutions for our clients. As a result of transitioning the WTW Preservation Fund (previously the 'Profile Preservation Portfolio') and the WTW Diversified Growth Fund (previously the 'Profile Accumulation Portfolio') on 1 September 2023 to Willis Towers Watson (WTW) (Towers Watson Australia Pty Ltd ABN 45 002 415 349, AFSL 229921), WTW will share any performance fees generated from the Funds outperforming in line with the relevant Product Disclosure Statement. If eligible, WTW will receive a performance fee, from which Profile receives 75% which is capped and expires on 31 August 2029. This payment for outperformance is made from the Funds to WTW and does not impact investor fees paid.

Referrals

If you have been referred to Profile by an external party, Profile may pay that party a fee. The fee will

not involve any additional cost to you. Any referral fees payable will be detailed in your SOA.

Profile may earn up to 25% of the profit from referrals to TorFX.

Profile does not usually recommend specific credit products and does not have any formal arrangements in place with any credit providers.

HOW YOUR ADVISER IS PAID

Our financial advisers receive a salary and are entitled to participate in a bonus scheme. The salary has a fixed component based on the adviser's qualifications, experience and may also include a variable component of up to 3% based on the fees paid by their clients during the previous year, and if the adviser qualifies, a bonus of up to an additional 1% of the ongoing fees paid by their clients in the previous year.

An additional cash bonus is calculated based on balanced, pre-set agreed key performance indicators covering quality of advice, risk and compliance, teamwork, client satisfaction, financial targets, workflow and professional development. It is up to a maximum of 20% of the increase in recurring revenue and 50% of the non-recurring revenue generated by the adviser. Advisers may or may not qualify for all bonuses.

If an adviser is a shareholder of Profile Financial Services Pty Ltd, they may also receive dividend payments and/or achieve capital growth in respect of their shareholding.

Other benefits

We maintain registers of any 'soft dollar benefits' that we or our advisers receive, which can be viewed on request.

COMPLAINTS AND DISPUTE RESOLUTION

If you have a complaint about the services we provide, you should contact your adviser to explain your concerns, and if your complaint is not satisfactorily resolved within 3 business days, email, call or write to us.

If you do not get a satisfactory outcome, you can refer your complaint to the Australian Financial Complaints Authority (AFCA) by calling 1800 931 678 or via their website. AFCA provides financial services consumers with fair, free and independent complaint resolution. Profile's AFCA member number is 11113.

We and our advisers are members of the Financial Advice Association Australia (FAAA) and are bound by their Code of Professional Practice. If you have a complaint about our conduct, you can raise it with the FAAA via their website.

NEXT STEPS

If you have any questions, please don't hesitate to contact us.

We look forward to welcoming you as a client!