

FINANCIAL SERVICES GUIDE



Advice that
puts you first

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PSK Financial Services Group Pty Ltd trading as PSK Private Wealth

PSK Advisory Services Pty Ltd

PSK Private Wealth

PSK Financial Services Group Pty Ltd (ABN 24 134 987 205) trading as PSK Private Wealth, is an Authorised Representative (Authorised Representative number 340647) of PSK Advisory Services Pty Ltd ("the Licensee").

References to "our", "we", "us", "me", and "I" refer to PSK Financial Services Group Pty Ltd.

This Financial Services Guide ("Guide") contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how to contact us
- the advice and services we provide
- information about the Licensee
- our fees and how we are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us

Not independent

Generally, we provide advice in line with the Licensee's Approved Product and Services List (APSL) which may include financial products and services associated with the Licensee. We may receive commissions from life insurance products we recommend and non-monetary benefits such as training and educational seminars from product providers. For these reasons, we are not considered independent, impartial, or unbiased.

Our contact details:

Address: Level 12, 25 Martin Place, Sydney NSW 2000

Phone: 02 8365 8300

Email: info@psk.com.au

Website: www.psk.com.au

About the Licensee

PSK Advisory Services Pty Ltd; ABN 30 008 587 595

Australian Financial Services Licensee; Licence No: 234656

Registered office is at Level 12, 25 Martin Place, Sydney NSW 2000 Australia.

PSK Advisory Services Pty Ltd trading as PSK Private Wealth is a wholly owned company of PSK Financial Services Group Pty Ltd

The Licensee has:

- Approved the distribution of this Guide
- Authorised us to provide advice and other services as described in this Guide.

The Licensee maintains an APSL, from a diversified selection of approved Australian and International fund providers, including companies related to the Licensee. These have been researched by external research houses as well as our in-house research team. The Licensee regularly reviews products and services to ensure they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products on the APSL. However, if appropriate for your needs, we may, subject to the Licensee's approval, recommend other products.

Our advice and services

We are authorised to provide personal or general financial advice on:

- Wealth Accumulation
- Personal insurance
- Superannuation strategies and retirement planning
- Retirement income streams, including pensions and annuities
- Budget and cash flow management
- Centrelink and other government benefits

We are authorised to provide advice on and arrange the following products:

- Superannuation
- Securities
- Managed investment schemes including Investor Directed Portfolio Services (IDPS)
- Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products
- Life Products – Investment life insurance
- Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

Your adviser may also be authorised to advise on other specialist areas. These are listed in their adviser profiles.

Documents you may receive in the financial planning process

We will provide you with several documents as you progress through your financial planning and advice journey. We may provide these documents electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice, it will normally be documented and provided to you in a Statement of Advice (SoA). The SoA contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of our advice.

If we provide further personal advice, we may document this in an SoA or Record of Advice (RoA). These documents will reflect any recommendations and updates to your plan.

We will keep a record of any personal advice we provide you for seven years. You may request a copy of such records by contacting us during that period.

If we recommend or arrange a financial product for you, we will provide a Product Disclosure Statement (PDS), or Investor Directed Portfolio Services (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks, as well as the costs you will pay the product provider to manage that product. You should read any warnings in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Transaction services

In limited circumstances, we can arrange financial product transactions for you on your instruction without providing personal advice.

Instructing us

You can give us instructions by telephone, mail, email, or other methods, as agreed with your adviser.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate, the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we can determine if our advice is still appropriate.

Our fees

We will discuss and agree the actual fees with you before we proceed and where relevant the fees and commissions will be disclosed in the advice document provided to you. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on a combination of a set dollar amount, and/or a percentage-based fee. Our agreed advice and service fees may include charges for one off or regular fees. We may also receive initial or ongoing commissions from certain product providers.

All permissible fees and commissions will be paid directly to the Licensee. It will then pass on the amounts due to us through its payment system.

The following section outlines the range of fees we charge and should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice. Where you require a substantially different level of service, fees may be outside of the fee ranges outlined. Details of the services and fees will be set out within the agreement. All fees and charges include GST.

Initial service fee

The initial service fee is for preparing and implementing your SoA and starts from \$3,300 depending on the scope and complexity of service.

Additional service fee

Additional services are available, and fees cover the cost of additional work completed and can range from \$480 to \$2,200 (or between \$45 to \$85 for additional transactions). If you request an additional service or transaction, the fee is agreed with you prior to the additional service or transaction being executed.

Fixed term service fees

You can elect to enter into a 12-month (maximum) service agreement as part of your financial planning strategy. Fees can be either:

- Flat fees - start from \$2,200 pa depending on the level and complexity of service; and/or
- Percentage-based fees – as agreed with your Adviser for the period of service. For example, if the percentage fee was 1.1% and your funds under management was \$100,000, assuming the balance remains constant, your fee for 12 months would be approximately \$1,100.

Ongoing service fees

You can elect to enter into an ongoing service arrangement with certain product providers as part of your financial planning strategy. Fees can be either:

- Flat fees - start from \$2,200 pa depending on the level and complexity of service; and/or
- Percentage-based fees – as agreed with your Adviser for the period of service. For example, if the percentage fee was 1.1% and your funds under management was \$100,000, assuming the balance remains constant, your fee for 12 months would be approximately \$1,100.

Insurance commissions

Initial commissions: Up to 66% of the first year's premium for new policies implemented from 1 January 2020.

We may receive commissions on increases or additions to existing policies of up to 130%.

Ongoing commissions: Up to 33% of the insurance premium each following year. For example, on insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would receive an ongoing commission of up to \$330 pa.

Other costs

Other costs may apply in the process of providing our advice and services to you. We will agree all additional costs with you prior to incurring them.

Other benefits we may receive

From time to time, we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$100 and \$300, and other benefits that relate to information technology, software or support provided by a product issuer, or that relate to educational and training purposes. A copy of the register is available on request.

Other business interests and relationships

Other business arrangements and interests

In addition to providing the services listed in this Guide, we have a relationship with:

PSK Lending Solutions Pty Ltd

PSK Lending Solutions Pty Ltd provides mortgage and credit related services licenced through Connective Credit Services Pty Ltd trading as Connective Home Loans. PSK Advisory Services Pty Ltd is not involved in these activities and is not responsible for any services, advice or products provided by this business.

PSK Financial Services Group Pty Ltd has a 49% interest in PSK Lending Solutions Pty Ltd. As a result, we will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

PSK Mortgage Solutions Pty Ltd

PSK Mortgage Solutions Pty Ltd provides mortgage and credit related services licenced through AFG Home Loans Pty Ltd. PSK Advisory Services Pty Ltd is not involved in these activities and is not responsible for any services, advice or products provided by this business.

PSK Mortgage Solutions Pty Ltd is a wholly owned subsidiary of PSK Financial Services Group Pty Ltd. As a result, we will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

PSK Tax & Accounting Pty Ltd

PSK Tax & Accounting Pty Ltd ATF PSK Tax & Accounting Trust provides accounting and tax related services. PSK Advisory Services Pty Ltd is not involved in these activities and is not responsible for any services or advice provided by this business.

PSK Financial Services Group Pty Ltd has an 87.5% interest in PSK Tax & Accounting Pty Ltd ATF PSK Tax & Account Trust. As a result, PSK Financial Services Group Pty Ltd will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

Australian Financial Risk Management Pty Ltd (AFRM)

Australian Financial Risk Management Pty Ltd is a specialist provider of risk insurance advice. PSK Advisory Services Pty Ltd is not involved in these activities and is not responsible for any services, advice or products provided by this business.

PSK Financial Services Group Pty Ltd has a 50% interest in AFRM. As a result, we will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

Genium Investment Partners Pty Limited (Genium)

Genium is a corporate authorised representative of PSK Advisory Services Pty Ltd for the provision of services pertaining solely to their appointment as Investment Manager for the PSK Separately Managed Accounts (SMAs). Additionally, Genium provides investment related consulting services to financial planning practices and licensees within Australia. PSK Advisory Services Pty Ltd is not involved in the provision of these services.

PSK Financial Services Group Pty Ltd has a 49.2% interest in Genium. As a result, PSK Financial Services Group Pty Ltd will benefit from fees, dividends or income received from Genium's profits that may result from any payments or other benefits received in respect of the services provided.

Separately managed accounts (SMA)

A separately managed account (SMA) is an account where a responsible entity, based on advice from a professional investment manager, can make investment decisions on a client's portfolio and transact on those decisions without requiring the client's express consent each time. This means the responsible entity is responsible for the discretionary management of the client's investment portfolio.

We distribute SMAs which are available on both North and Macquarie:

1. Private Wealth Managed Portfolios, which are administered by North
2. Private Wealth Core Plus Portfolios, which are administered by Macquarie

We are not the investment manager.

The responsible entity appoints a professional investment manager to advise on the SMA portfolio's management. The responsible entity makes all investment decisions relating to the SMA portfolios.

For more information about how the product works and the roles and responsibilities of the key parties, please refer to the PDS which we provide to you if we recommend the SMA product to you.

Fees

Other than the fees disclosed under 'Our Fees' above, we do not receive any other remuneration in relation to the Private Wealth Managed Portfolios.

Note

If you are no longer our client, the responsible entity may have the discretion to move your investments out of the SMA Portfolios.

ABNs and Australian financial services licences (AFSL)

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| SMA | Private Wealth Managed Portfolios |
| SMA Issuer | NMMT Limited, ABN 42 058 835 573, AFSL 234653 |
| Responsible entity | NMMT Limited, ABN 42 058 835 573, AFSL 234653 |
| Investment manager | Genium Investment Partners Pty Limited, ABN 13 165 099 785, Corporate Authorised Representative Number 1269209 |

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|---------------------------|--|
| SMA | Private Wealth Core Plus Portfolios |
| SMA Issuer | Macquarie Investment Services Limited ('MISL') ABN 73 071 745 401, AFSL 237495 |
| Responsible entity | Macquarie Investment Services Limited ('MISL') ABN 73 071 745 401, AFSL 237495 |
| Investment manager | Genium Investment Partners Pty Limited, ABN 13 165 099 785, Corporate Authorised Representative Number 1269209 |

Privacy collection statement

We are committed to protecting your privacy and outline below how we maintain the privacy of the information we collect about you.

As part of the advice journey, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to analyse your needs, objectives and financial situation, so our recommendations may not be appropriate or suitable for you.

We are also required to implement client identification processes under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006. We will need you to present identification documents such as passports and driver's licenses to meet our obligations.

We keep your personal information confidential and only use it in accordance with our Privacy Policy.

Some of the ways we may use this information are set out below:

- We and the Licensee may use this information to provide financial advice and services to you;
- We may disclose your information to other financial advisers, brokers and those who are authorised by the Licensee to review clients' needs and circumstances from time to time, including other companies within PSK Advisory Services Pty Ltd (the Group);
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us and the Group to provide financial and/or credit advice and services to you. A list of countries where these service providers are located can be found in the Group Privacy Policy;
 - We may be disclosing your personal information to approved external service providers located in Philippines for the purpose of Advice Support and Paraplanning Services.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (you can opt-out at any time); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

We and the Licensee will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or improper disclosure. You can request access to the information we or the Licensee holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a privacy complaint. For a copy of the Group Privacy Policy visit <https://www.psk.com.au/privacy-policy> or you can contact us.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. The Licensee is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance also covers claims arising from the actions of former employees or representatives of the Licensee, even where subsequent to these actions, they have ceased to be employed by or act for the Licensee.

Confidence in the quality of our advice

If at any time are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- Alternatively, you can contact the Licensee at:
 - Phone 02 8365 8300
 - Email complaints@psk.com.au
 - In writing to:

Attention: PSK Advice Complaints

PSK Advisory Services Pty Ltd
Locked Bag Q4008
Queen Victoria Building NSW 1230

We will try to resolve your complaint quickly and fairly. We will provide you with a decision about your complaint within 30 days of us receiving it.

We note that in some circumstances, it may not be possible for us to completely resolve a complaint within this timeframe. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes.

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| Any issues about financial advice, investments, superannuation, insurance matters | Australian Financial Complaints Authority (AFCA) GPO Box 3, Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au |
| Any issue about your personal information | The Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001 1300 363 992 www.oaic.gov.au enquiries@oaic.gov.au |

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights

Michelle Veitch

Financial Adviser Profile

Michelle Veitch is an Authorised Representative (AR number 000250582) of the Licensee.

Contact details

Level 1, 89 King William Street, Kent Town SA 5067

08 8133 4750

Michelle.veitch@psk.com.au



Advice and services I can provide

I am authorised to provide the services listed in the “Our advice and services” section of this document.

In addition to the areas listed in that section, I can also advise on:

- Complex investments
- Limited recourse borrowing arrangements
- Margin lending
- Self-managed super funds

How am I paid?

As an employee of PSK Financial Services Group Pty Ltd, I receive:

- Salary
- Bonus where pre-determined criteria are met.

My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Livewire IT. PSK has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

I control a percentage of the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business’s profits that may result from any payments or other benefits received in respect of the services provided to you.