

FINANCIAL SERVICES GUIDE

PART ONE – GENERAL DETAILS

Benwest Investment Services Pty Ltd
ABN 88 003 352 707
Australian Financial Services Licence No. 258832
Australian Credit Licence No. 258832

Lakeside Corporate Centre
Suite 3, Level 4, 29-31 Solent Cct
NORWEST NSW 2153

T 02 9659 4599
E benwest@benwest.com
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OUR GUIDE TO ASSISTING YOU WITH YOUR FINANCIAL NEEDS

The purpose of this Financial Services & Credit Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with important information on how to engage with one of our Advisers.

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Benwest Investment Services Pty Ltd as a licensee
- Details on how you may instruct your Adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Benwest Investment Services Pty Ltd can provide
- The documents you may receive
- Remuneration received by your Adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Not Independent

Disclosure of Lack of Independence required under 942B(2)(fa) of the Corporations Act.

Benwest Investment Services Pty Ltd and its representatives are not independent, impartial or unbiased (which are restricted words or expressions under the Corporations Act) in relation to the provision of personal advice to retail clients. This is because Benwest Investment Services Pty Ltd and its representatives may receive commissions associated with the issue of life insurance products or may recommend that you invest in a financial product where we or an associated entity receives benefits as the investment manager.

It's important to understand that disclosing our lack of independence and detailing our remuneration structure does not reduce our obligation to act in your best interests. If you are a retail client and we give personal advice, we have a duty to act in your best interests when providing personal advice and are obliged to provide you with appropriate advice.

Throughout this FSG, Benwest Investment Services Pty Ltd is referred to as "Benwest", "we", "us", "our" or any variations. The term "Adviser" refers to Benwest's authorised representatives.

Benwest Investment Services Pty Ltd (ABN 88 003 352 707), is an Australian Financial Services Licensee (AFSL 258832). Distribution of the Financial Services & Credit Guide (Version 2023.1) by the providing entity has been authorised by Benwest. Authorisation date: 4 December 2023.

Who we are and what we stand for

At Benwest, we understand that your assets face hazards such as inflation, market volatility, and excessive taxes every day, just to name a few. Our aim is to construct a comprehensive plan to help you achieve your life goals, without exposing you to undue risks. Your wellbeing and economic peace of mind are of utmost importance to us, for you to achieve financial security.

Whether you are an individual, employer or both, through our integrated approach we can provide a single source of services to meet your financial needs.

Our responsibility

Your Adviser provides financial advice and services on behalf of Benwest and accordingly we are responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, Benwest advisers adhere to the Codes of Ethics of the Association of Independently Owned Financial Professionals (AIOFP).

The adviser profile

Prior to providing any personalised financial advice products and/or services our Advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser Profile contains important information about your Adviser. This includes their Authorised Representative number, accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

If you have not received an Adviser Profile, please ask your Adviser for a copy or contact us (see page 6 for contact details).

What we can provide

Benwest is licensed to provide financial product advice on the following services:

- Wealth creation strategies
- Superannuation strategies
- Tax (financial) advice
- Life insurance & income protection advice
- Investment portfolio management
- Debt reduction strategies
- Redundancy advice
- Retirement planning
- Aged care strategies
- Estate planning strategies
- Credit advice

We can advise in the following products:

- Basic deposit products
- Debentures, stocks and bonds
- Life insurance & risk products (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Securities
- Superannuation
- Self-managed superannuation

Benwest maintains an Approved Product List (APL). Subject to attaining required accreditation, your Adviser is able to recommend any product on the Benwest APL.

Benwest may also provide advice on direct assets such as shares and property.

There may be instances where your Adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Benwest's Research Department to obtain a one-off product approval.

Documents you may receive

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a Client Data Questionnaire (CDQ). You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Client Service Agreement
- Statement of Advice (SOA)
- Record of Advice (ROA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Ongoing Service Agreement Renewal
- Research Documents
- Fee Consent

The SOA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a ROA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually.

Should you commence an ongoing fee arrangement, your Adviser will also issue an Ongoing Service Agreement Renewal every year

which will give you the option of renewing the ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How to give instructions

Your Adviser may accept your instructions by phone, letter or email. In some instances, your Adviser can only accept written instructions from you and they will let you know when this occurs.

Your privacy

Your Adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not to provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Benwest respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

This Policy is located at:

<http://benwest.com/privacy-policy/>

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- IT service providers

Benwest may engage third party service providers such as Lawyers, Mortgage Brokers or Accountants to assist in the provision of products or services.

The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Benwest Advisers.

Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your Adviser provides a recommendation for a financial product or service, your Adviser may be remunerated through either:

- An initial fee for service; or
- An ongoing fee for service; or
- A contribution fee or implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

Details of the ranges and amounts of remuneration are set out in the Fees and Charges section of the accompanying Adviser Profile.

Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.

All fees or commissions are fully disclosed in any advice document and are initially paid to Benwest before being distributed in part to your Adviser.

Licensee remuneration

Benwest receives a flat fee and a percentage of the Adviser's remuneration for the provision of services required under its Australian Financial Services Licence.

Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. You will receive more detailed information concerning any referral fee in your SOA or other relevant document.

Other forms of remuneration or benefits

Benwest and/or its Advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

Related companies

Your Adviser may hold products or interests in product providers which may influence, or be seen to influence, the advice that they provide you. Your Adviser will disclose any relevant interests and any other potential conflicts within the Adviser Profile and/or advice document.

Benwest has the following related entities:

- Tony Bennett Investment Services Pty Ltd
- Inspired Asset Management Pty Ltd

Sponsorship

Benwest and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Benwest may use these payments to pay for costs associated with such conferences, training or professional development days.

Stamping and underwriting fees

Benwest may receive a “stamping fee or underwriting fee” when it has facilitated an offer to issue or sell a financial product or security to be listed on a prescribed financial market i.e. ASX.

Professional Indemnity

Benwest maintains a group policy which includes appropriate Professional Indemnity Insurance cover for Benwest as required by the Corporations Act 2001.

Reporting your concerns

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Complaints Manager to discuss your complaint.

Phone 02 9659 4599

Online www.benwest.com

Email benwest@benwest.com

Mail Benwest Investment Services Pty Ltd
PO Box 7618
NORWEST NSW 2153

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. We will notify you if this is the case.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone 1800 931 678 (free call)

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3
MELBOURNE VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge info line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

Contact us

Benwest Investment Services Pty Ltd
PO Box 7618
NORWEST NSW 2153

Suite 3, Level 4, 29-31 Solent Circuit
NORWEST NSW 2153

02 9659 4599

benwest@benwest.com

www.benwest.com

Alternatively, contact your Adviser.

For more information

Please visit www.moneysmart.gov.au for more information on financial advice.

FINANCIAL SERVICES GUIDE

PART TWO – ADVISER DETAILS

Ryan Melrose
Authorised Representative No. 464418

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NORWEST NSW 2153

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Ryan's mission statement

"As an Adviser, I will work with my clients to help grow their wealth and secure their future. I will take away the uncertainty of financial decision making by providing tailored, understandable, and clear advice. I will put together a plan containing investment recommendations that my clients can be comfortable with and that will help them achieve their goals. To be beneficial, an investment and saving plan needs to last over the long term so it's important our relationship continues over the long term too. A financial plan must adapt to not only financial changes, but changes to personal needs as well. I look forward to working with you."

Qualifications & experience

Ryan first entered the Financial Services Industry in 2000 when he joined Mortgage House. After completing a Bachelor of Business (Majoring in Applied Finance) at the University of Western Sydney in 2011, Ryan made the switch to Paraplanning with Benwest. Ryan has since completed a Diploma of Financial Planning and Advanced Diploma with the Monarch Institute. Ryan is a Registered Tax (Financial) Adviser and a member of the Association of Independently Owned Financial Professionals (AIOFP).

Services offered

At Benwest, we understand that your assets face potential challenges such as inflation, market volatility, and excessive taxes, just to name a few. Our aim is to construct a comprehensive financial plan to help you achieve your life goals, without exposing you to undue risks. Your wellbeing and economic peace of mind are of utmost importance to us, for you to achieve financial security.

Whether you are an individual, couple, business owner or both, through our integrated approach we can provide a single source of services to meet your financial needs.

Ryan can advise on the following

- Financial Planning
- Wealth Creation
- Retirement Planning
- Superannuation and Rollover
- Self-Managed Super Funds
- Life & Risk Insurance
- Estate Planning
- Managed Funds
- Direct Shares
- Gearing & Margin Lending
- Budgeting
- Investment Property Advice
- Savings Plans

How is Ryan remunerated?

Ryan derives his income from a variety of sources. The two main ways are via advice fees and insurance commissions. In most cases, a fee is charged to produce a Statement of Advice containing your financial plan specifically tailored to your needs and based on data collected at your first meeting. This first meeting is at no cost or obligation on your part.

Benwest receives advice fees and/or insurance commissions on business placed and pays Ryan a percentage. All fees are detailed within the Statement of Advice and agreed upon before business is placed. Ryan is also paid an hourly rate to produce financial plans for Benwest.

Where can you see Ryan?

You can make a time to see Ryan in your own home. Your initial meeting is at no cost or obligation on your part; if we feel we can be of assistance to you, we will agree to prepare a comprehensive written Statement of Advice for a fixed fee.

Why not sit down with Ryan and see what he can do to assist you to reach your financial and security goals. Let him help you to achieve that peace of mind that comes when you are in control.

Fees & charges

Because every client's situation is unique, Ryan has the ability to offer a different fee structure to individual clients. All fees and charges are fully disclosed in the Statement of Advice, but as a guide the following structure may apply.

Statement of Advice fee:	A fee will apply for the production of a Statement of Advice. This cost will range from \$1,100.00 to \$3,300.00 (GST inclusive) depending on the scope and depth of the Statement of Advice. A review fee may be charged when your financial plan is reviewed at a minimum 12-month interval. This fee is a minimum of \$550.00 (GST inclusive).
Placement fee:	For the placement of investments, a fee will be negotiated between the adviser and the client.
Servicing fee:	An on-going servicing fee of 1.1% per annum (GST inclusive) will be charged on all invested funds. This can be paid by direct debit at the time your financial plan is reviewed or deducted on a monthly basis from your bank account or invested funds by the Fund Investment Platform.
Additional work:	For additional work carried out at your request between reviews, a charge of \$550.00 per hour (GST inclusive) may be charged.
Insurance:	For the placement of insurance policies, the Insurance Company will pay Benwest a commission in year one and a small trail each month for as long as the policy stays in force. This varies from company to company.
Property:	This will vary depending on placement of business but as a guide, payment of a referral fee will be around 2.2% (GST inclusive).
Referral fees:	Benwest may refer clients to other professionals such as Accountants, Mortgage Brokers or Lawyers when deemed in the client's best interest. Benwest may receive a referral fee from these professionals as a result of the referral.



PRIVACY POLICY

At Benwest Investment Services Pty Ltd (The Licensee), we understand that the privacy of your information is important to you and we respect the confidentiality of the information that you provide to us. Protecting your information is an important part of maintaining trust between us and our clients and by handling information in a secure manner we build strong business relationships.

This document provides information and details about how we manage the personal information that we collect, hold, use and disclose about individuals.

The Privacy Policy applies to all organisations within the Licensee. We are bound by the Privacy Act and we manage and protect your personal information in accordance with the Australian Privacy Principles.

Why we collect and use personal information

We collect, hold, use and disclose personal information so we can provide you with financial and credit products, advice and service relevant to your needs. We may also collect, use and disclose your information for related purposes such as:

- Complying with our legal obligations, such as verifying your identity
- Assisting with your questions and complaints
- Arranging for services to be provided by third parties
- Internal operations, such as record keeping, data analytics, auditing or training
- Promotion of other products and services that may be of interest to you

We collect, use, hold and sometimes disclose personal information about financial advisers, credit representatives and other people who we do business with (including employees) in order to administer and manage our business operations. This information is afforded the same standard of care as that of our clients.

What personal information we collect

We ask people for a range of personal information to assist us in providing relevant products and services. The information we collect could include (but is not limited to) your name, date of birth, contact details, financial information, employment details, residency and citizenship status. We may also collect the personal information of your family members where it is relevant to the advice being provided.

We may also collect sensitive information about your medical history and their health and lifestyle to provide financial advice about life insurance products.

In most instances, we collect personal information directly from that person when they:

- complete a financial product or credit product application form,
- complete an identification form,
- complete data collection documentation,
- interact with an online interactive tool, such as a budget planner,
- provide documentation to us, or
- when you communicate with us in person, over the telephone, fax, email, internet or by using other electronic devices.

Situations where we collect personal information from other people and organisations include (but are not limited to):

- a financial adviser,
- a mortgage broker or other credit representative,
- other professionals who act on your behalf, such as a lawyer or accountant,
- health professionals,
- other organisations, who jointly with us, provide products or services to you, and
- social media and publicly available sites.

It's your choice whether to provide your personal information. You have the right to not to provide personal information, including about your identity. However, in this case, your adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Your adviser may also decline to provide advice if they feel they have insufficient information to proceed. In some instances, we will decline to provide services or advice if we feel we have insufficient information for the scope of the service or advice requested.

Further, in some circumstances the law requires us to obtain and verify details of photographic and non-photographic identification documents.

Cookies and other web technologies we use

Some personal information may be collected automatically, without your knowledge, whilst navigating through and interacting with the content of our websites. The electronic methods of collection we use include cookies, log files and web beacons.

Cookies are a small text or pixel file stored on your device that records information about your visit to our websites. We use cookies to improve your website experience, to serve you with relevant information and to manage your access to certain parts of our websites. You can choose if and how a cookie will be accepted by changing your browser settings; but please be aware that this may affect your access to some parts of our websites.

Web beacons are small pixel files that help us better manage content on our websites by allowing us to understand usage patterns, fix issues, and improve the products and services offered to you on our websites. Log files contain information about the devices and browsers used to access our websites and help us to diagnose problems, analyse trends, administer the site or mobile application.

The information we collect by these electronic means is generally not stored for long – they are temporary records – and can include device-specific data or log data such as your IP address, device screen size, device type, browser information, referring domain, pages visited, the date and time website pages were visited, and geographic location (country only).

Accessing and updating personal information

You can request access to personal information we hold. There may be a cost involved with locating, copying or sending you the information you request. The cost will be discussed and agreed with you at the time.

There may be circumstances where we refuse to provide you with the information you request, for example when the information is commercially sensitive. In these situations, we will inform you and provide an explanation as to why.

We will deal with requests for access to your personal information as soon as possible and aim to respond within 7 days. The time we require will depend on the type of information requested.

We will update your personal information if you contact us. In most cases, you can update your personal information over the phone, by contacting your adviser or broker or electronically.

If you wish to remain anonymous or to use a pseudonym when dealing with us, we may only be able to provide you with limited information or services. In many cases it will not be possible for us to assist you with your specific needs if you wish to remain anonymous or use a pseudonym.

Who we share personal information with

From time to time we may share your personal information with other entities both within and outside of the Licensee. This will vary according to the product or service involved, but could include:

- any person acting on your behalf, including your financial adviser, solicitor, accountant, executor, administrator, trustee, guardian or attorney
- financial product and service providers, including financial planning software providers and paraplanners,
- for corporate superannuation members, your employer or your employer's financial adviser
- lenders and other credit providers,
- other organisations within the Licensee including related bodies corporate and advice firms we have authorised,
- medical practitioners and health service providers, such as pathology services,
- companies involved in the payments system including financial institutions, merchants and payment organisations,
- organisations who assist us with certain business functions, such as auditors, compliance consultants, direct marketing, debt recovery and information and communication technology support,
- our solicitors, our insurers, courts, tribunals and dispute resolution organisations,
- other organisations who provide us with products and services so that they may provide their products and services to you or contact you on our behalf, and/or
- anyone to whom we, or our service providers, are required or authorised by law to disclose your personal information to (for example, law enforcement agencies, Australian and international government and regulatory authorities).

We may also disclose your information to a third party where you have given your consent or where you would reasonably expect us to disclose your information to that third party.

We may also disclose the personal information we hold about our financial advisers and credit representatives to professional organisations, companies and consultants that we work with.

The only circumstances in which we would collect, use or disclose your government related identifiers is where we are required or authorised by law to do so. For example, we may be required to disclose your Tax File Number (TFN) to the Australian Taxation Office, a superannuation or retirement income product provider. Likewise, we may need to disclose your Medicare number to Centrelink in order to assess your social security eligibility. Drivers licence numbers and passport numbers may also be collected when we are required to verify your identity.

Personal information collected may also be used for direct marketing purposes to promote events, products or services that may be of relevance to you. Please contact us should you wish not to receive direct marketing.

Disclosure of personal information overseas

We may disclose your personal information to service providers who operate outside Australia.

When we send your personal information to overseas recipients, we make sure appropriate data handling and security arrangements are in place.

Your adviser may enter into their own outsourcing arrangements to other countries. If so, your adviser will disclose these arrangements separately to you. All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act.

Personal information is generally hosted on servers located in Australia. If you access our services from outside Australia, you consent to the transfer of your personal information to Australia, a jurisdiction that may not provide the same high level of protection we apply in Australia.

How we protect personal information

We strive to ensure that the personal information that you provide to us is stored safely and securely. We take a number of precautions to protect the personal information we hold about you from misuse, interference and loss, and from unauthorised access, modification or disclosure.

We have a range of practices and policies in place to protect personal information we hold, including:

- educating our staff and representatives about how to protect your personal information and updating them about cybersecurity developments, threats and scams,
- requiring our staff and representatives to use passwords when accessing our systems,
- where appropriate, using strict confidentiality arrangements restricting third parties' use or disclosure of personal information for any unauthorised purposes,
- employing physical and electronic means, including access controls (as required) to protect against unauthorised access to buildings,
- employing firewalls, intrusion prevention systems and virus scanning tools to protect against unauthorised persons, malware and viruses from entering our systems,
- some of the systems we use are on dedicated secure networks or transmit electronic data via encryption, and
- providing secure storage for physical records and securing paper files in locked cabinets and physical access restrictions.

Where personal information is no longer required, we take steps to de-identify or destroy the information in a secure manner.

Complaints about privacy

If you have any queries or are concerned about how your personal information has been collected, used or disclosed and you wish to make a complaint, please contact the Privacy Officer on the information below:

Mail PO Box 7618 Norwest NSW 2153
Phone 02 9659 4599
Email benwest@benwest.com
Website www.benwest.com

We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

If you are not fully satisfied with our response, you can contact an external body. In cases of privacy related complaints, this is generally the Office of the Australian Information Commissioner (OAIC).

The contact details for OAIC are:

Mail GPO Box 5218 Sydney NSW 2001
Phone 1300 363 992
Email enquiries@oaic.gov.au
Online www.oaic.gov.au

You may also direct privacy complaints related to financial advice to the Australian Financial Complaints Authority (AFCA). The contact details for AFCA are:

Mail GPO Box 3 Melbourne VIC 3001
Phone 1800 931 678 (free call)
Email info@afca.org.au
Online www.afca.org.au

About this Policy

We may amend or update our Privacy Policy as required by law or as our business processes or technology changes. We will post the updated policy on our website – www.benwest.com. We encourage you to check our website from time to time to view our current policy or contact us for a printed copy.