

Financial Services Guide

Edwards Marshall Financial Solutions Pty Ltd

Date: 23 September 2024, Version 2.2

Edwards Marshall Advisory Pty Ltd ACN 600 878 555 is an Australian Financial Services Licensee (AFSL No. 479792 (**Licensee**)).

Edwards Marshall Financial Solutions Pty Ltd ABN 45 096 439 842 is a Corporate Authorised Representative (CAR 267916) of Edwards Marshall Advisory Pty Ltd.

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|---------|--|
| Address | Level 3, 153 Flinders Street Adelaide SA 5000 |
| Phone | 08 8139 1111 |
| Email | emfsadmin@edwardsmarshall.com.au |

The Licensee appoints Authorised Representatives to act on its behalf for the provision of authorised financial services.

This Financial Services Guide (**FSG**) is provided by:

- **Steven Wild** (Authorised Representative No. **269160**);
- **Grant Edwards** (Authorised Representative No. **239391**); and
- **Kyle Vause** (Authorised Representative No. **1005034**) (**we or us**)

The distribution of this FSG is authorised by the Licensee.

Not Independent

The Licensee is not "independent", "impartial" or "unbiased" in relation to the personal advice it provides. The Licensee is not permitted to use those or similar terms in accordance with section 923A of the *Corporations Act 2001 (Cth)*.

The Licensee is not independent because life insurers pay it commissions for life insurance policies arranged by the Licensee. Please refer to the sections on Fees in this FSG for further information on commissions the Licensee may receive.

Purpose of FSG

The purpose of this FSG is to inform you of our services and fees and assist you in deciding whether to use those services.

This FSG includes information about:

- the financial services and products we provide;
- the advice and documents you may receive;
- your privacy and how we collect your personal information;
- what to do if you have a complaint;
- the significant relationships and associations we have;
- the remuneration and other benefits that may be received by us or other relevant persons in connection to the financial services we provide to you; and
- fees and charges for our services.

Documents you may receive

In addition to this FSG, you will receive other important documents. Please refer to the following definitions for a description of the documents you are likely to receive:

Statement of Advice (SOA)

If we give you personal financial advice, we will provide you with a SOA. We must give the SOA to you the first time we provide you with personal advice about financial products or where there has been a significant change in your circumstances.

We provide personal advice when we take your personal circumstances into account when providing the advice. Personal advice can be given on your complete financial situation or on limited areas you require advice on – we will discuss the scope of the advice before we start work. We must give you the SOA before we provide any services to implement our recommendations. We have legal and ethical obligations to ensure that the advice and recommendations we provide to you are in your best interests.

The SOA will include the following information:

- our advice and the grounds for our recommendations;
- information about fees and commissions that may be received by us for the advice; and
- any associations, relationships or interests that may influence the advice we provide.

Where the personal financial product advice relates only to a basic deposit product, a non-cash payment facility or travellers' cheques, a SOA will not be provided.

Record of Advice (ROA)

We may also record our advice by preparing a record of advice in some circumstances instead of providing you with another SOA. If you have not received a copy of the ROA, you may request a copy free of charge at any time within seven years after the advice was provided to you, by contacting us.

Client Service Agreement

The Client Service Agreement will be tailored to your specific requirements and outlines the benefits, services and support we will provide you. It will contain terms and conditions for our fees and costs for providing and implementing our advice.

Fee Disclosure Statement (FDS)

If we enter into an ongoing fee arrangement with you, we will provide you with an annual FDS. The FDS contains information about the services you were entitled to receive, the services we provided you and the fees you paid in the previous 12 months. The FDS also contains information about the services you are entitled to receive and an estimate of fees to be paid in the next 12 months.

You can renew your ongoing fee arrangement by signing and returning the FDS to us.

Product Disclosure Statement (PDS)

If we make a recommendation on certain financial products (other than securities) or arrange the issue of a financial product, you will receive a PDS. The PDS outlines the key features, significant benefits, risks, and fees associated with the financial product.

Financial services we provide

The Licensee authorises us to provide financial services including financial product advice (general and personal advice) and deal in financial products including:

- basic deposit products;
- non-basic deposit products;
- managed investment schemes, including Investor Directed Portfolio Services (IDPS);
- government debentures, stocks or bonds;
- securities;
- superannuation, including self-managed superannuation funds;
- retirement savings accounts;
- investment life insurance products, including funeral bonds, endowment policies, allocated pensions, and annuities; and
- life risk insurance products, including term life, total and permanent disability, trauma, and income protection.

In addition, we provide a suite of professional services to assist with estate planning, wills, family trusts and companies. We also have knowledge of several professionals, including lawyers, accountants, and mortgage brokers who we can work with to help you achieve your goals.

Approved Product List (APL)

Our Authorised Representatives can only provide advice on financial products that are on our APL, a copy of which is available upon request. The APL includes a range of investment/insurance/superannuation products from which our Authorised Representatives choose for you. The EMFS Investment Committee has selected the products we provide on the APL with the input of some external bodies based on extensive research on a range of factors including performance, costs, and risks.

How can you provide us with instructions?

You can give us instructions in writing, by phone, email, or any other means that we agree with you from time to time.

Who do we act for?

Authorised Representatives provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

Fees and charges

We will charge you a fee for personal advice and dealing services we provide to you. The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed.

All fees are **inclusive** of GST.

One-off fees

We may charge a one-off fee for providing and implementing a discrete piece of advice or processing a transaction for you. That fee will either be:

- a fixed fee; or
- an hourly rate; or
- calculated as a percentage of funds under management/advice.

Our fixed fee for personal advice starts from \$3,000 and is generally in the range of \$4,400 to \$7,700, depending on the amount of work required and the level of complexity. Alternatively, we may charge you a percentage of the funds under management up to 1.1% of the portfolio value. For example, if you portfolio value is \$500,000 we may charge you \$5500.

Product implementation - Where we make product recommendations as part of our advice, and you elect to proceed with these recommendations, then a fee may be charged to cover our time in implementing this advice. The fee is based on an estimation of the time involved and will be a fixed dollar amount. This fee usually ranges from \$550 to \$2200.

Our hourly rate is between \$110 and \$440 depending on the type of work and who will perform the tasks, and the total fee will be based on the number of hours worked. We will estimate the hours and the total fee payable before we advise you.

Insurance only advice - if our advice is solely in relation to life insurance products, it is unlikely that you will be charged a fee given we are generally remunerated for our life insurance advice by commissions paid by life insurers. However, this will be assessed on a case-by-case basis.

Ongoing fees

If you enter into an ongoing service arrangement with us, we will charge you a yearly fee based on the services you are entitled to receive.

Our ongoing fee is either communicated as fixed \$ fee or a % of your investments and usually starts from \$3,000 p.a up to \$22,000 or 1.1% of your portfolio value. For example, if you portfolio value is \$500,000 we may charge you \$5500. This fee is calculated based on the services to be included (i.e. quarterly meetings or annual meetings) and the complexity involved. Your adviser will regularly review with you what services are to be included in the package and associated fee. If your ongoing fee falls outside these ranges, we will discuss them with you and seek your agreement before commencing any work.

Remuneration, commissions, and other benefits

We may receive commissions from life insurance companies.

Initial commission

We may receive a commission of up to 66% of the first year's premium for new policies implemented. For example, on any insurance policies implemented, if your premium was \$1,000, we would receive an initial commission of up to \$660.

We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

Ongoing commission

We receive ongoing commission calculated as a percentage of the premium paid to the insurer.

Ongoing commission on policies is 22% of the premium each following year. For example, if your premium was \$1,000, we would receive an ongoing commission of up to \$220.

Referral fees

Where you have been referred to us by an accountant, we may pay the referrer an annual commission of up to 20% of the insurance commission. EMFS and EMA don't pay any remuneration, commission or other benefits for any other referrals.

How our representatives are paid

Our Authorised Representatives are paid a salary that does not change depending on the amount or value of financial products their clients acquire.

Related Entities

We must disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you.

We are associated with an accountancy firm, Nexia Edwards Marshall (NEM), who we may refer clients to from time to time when those clients require accounting or auditing services. Steven Wild is also a partner of Nexia Edwards Marshall. Steven might receive an indirect benefit if we refer you to NEM because Steven shares in the profit made by NEM. NEM does not pay referral fees to us. We will only refer you to NEM if we think the referral is in your best interests.

NEM also have a joint venture with Mortgage Choice, called Flinders Lending, who we may refer you to for lending and mortgage broking services. Both Grant Edwards and Steven Wild own shares in this joint venture and may receive distributions from the company.

Managed Accounts

Edwards Marshall Advisory operate their own Separately Managed Accounts (SMA) via the Colonial FirstChoice super and investment platforms that may be recommended to you by your adviser if they are appropriate for your circumstances.

Edwards Marshall Advisory SMAs are offered in collaboration with Activam as the asset consultant. Activam receives an ongoing investment fee of 0.22% for their involvement in our SMAs that will be disclosed to you in your Statement of advice if we recommend one of these accounts to you. This investment fee is collected by Edwards Marshall Advisory and passed on to Activam entirely. For example, if you invest \$100,000 in one of our SMAs we will collect \$220 to be paid to Activam by us.

Edwards Marshall Advisory and your adviser do not receive any additional investment fees for managing the investments in the SMAs on your behalf.

Complaints

We are fully committed to providing quality financial services.

If you have a complaint about the services we provide to you, please follow the steps outlined below. Our dispute resolution system is free of charge. We are a member of the Australian Financial Complaints Authority (AFCA) complaints resolution scheme.

Step 1

Contact the Complaint Officer, Steven Wild, and provide the details of your complaint. His contact details are: swild@edwardsmarshall.com.au; 08 8139 1111; GPO Box 2163, Adelaide SA 5001.

We will endeavour to acknowledge receipt of your complaint within one business day (or as soon as practicable).

We will endeavour to resolve your complaint quickly and fairly, within 30 days of receipt of your initial complaint. In some circumstances, for example, where the complaint involves particularly complex issues, it may take longer than 30 days to resolve a complaint. If we determine that it will take us longer than 30 days to resolve a complaint, we will write to you to explain the delay.

We will provide a written response informing you of the final outcome of your complaint and your rights to escalate the complaint if you are not satisfied with our final decision.

Step 2

If you are not satisfied with our final response to your complaint, or we have not resolved your complaint within 30 days, you may lodge your complaint with AFCA (provided that the complaint is within AFCA's terms of reference). AFCA is an independent complaints resolution body which is available to you free of charge.

Please note that AFCA will not initiate its process until we have had prior opportunity to respond to your complaint.

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| Online | www.afca.org.au |
| Email | info@afca.org.au |
| Phone | 1800 931 678 |
| Fax | (03) 9613 6399 |
| Mail | Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001 |

Compensation arrangements

We hold professional indemnity insurance in respect of our financial services which complies with the *Corporations Act 2001* (Cth). The professional indemnity insurance covers all of the financial services you are provided, even if they were provided by a person who is no longer our Authorised Representative.

Privacy

Australian Privacy Principles apply to how we collect and use personal information. The information you provide to us for the purposes of obtaining financial product advice must only be used to:

- fully understand your financial planning needs;
- provide you with information, products or services that you might reasonably expect or request;
- manage rights under any laws applying to the services provided; and
- conduct research and marketing which includes direct marketing (although you have the right to specifically instruct us not to use your personal information for these purposes).

For details of how we collect and use your personal information, please refer to our privacy policy which is available on our website (www.emfs.au) or by request.

Further Information

If you have any further queries about our financial services, please contact us.

Contact us

| | |
|---------|--|
| Name | Edwards Marshall Financial Solutions Pty Ltd |
| Address | Level 3, 153 Flinders Street Adelaide SA 5000 |
| Phone | 08 8139 1111 |
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Adviser profiles

These adviser profiles form part of the FSG dated 6 March 2024.

About Steven Wild

Steven is a principal and Financial Adviser at Edwards Marshall Financial Solutions and an authorised representative of Edwards Marshall Advisory Pty Ltd (EMA). Steven has been a qualified financial adviser for 20 years.

Steven's knowledge of taxation law, small business CGT concessions and his ability to use this knowledge in the financial plans he prepares and implements for clients give him a special capacity compared with many other Financial Advisers.

Qualifications:

- Graduate Diploma of Financial Planning
- Bachelor of Arts in Accountancy
- Chartered Accountant – Fellow of CAANZ
- CA- SMSF Specialist
- Chartered Tax Adviser – TIA

Financial services Steven is authorised to provide:

- Financial Planning
- Superannuation and Retirement Planning
- Retirement Savings Accounts
- Investment life insurance products, including funeral bonds, endowment policies, allocated pensions and annuities
- Life risk insurance products, including term life, total and permanent disability, trauma and income protection
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Self-Managed Superannuation Funds
- Basic Deposit products
- Government Bonds
- Securities including Direct Equities
- Tax (Financial) Advice
- Estate Planning
- Wealth Creation

Contact Details

Level 3, 153 Flinders St Adelaide SA 5000

GPO Box 2163 Adelaide SA 5001

Phone: 08 8139 1111

Mob: 0419 837 145

Fax: 08 8139 1100

Email: swild@edwardsmarshall.com.au

About Grant Edwards

Grant is a principal and Financial Adviser at Edwards Marshall Financial Solutions and an authorised representative of Edwards Marshall Advisory Pty Ltd (EMA). Grant has been a Financial Adviser for 24 years and has worked for Edwards Marshall Financial Solutions for over 19 years. Grant is renowned for his in-depth knowledge of life insurance products and his ability to successfully assist his clients in the event of a claim on a life insurance policy.

Qualifications

- Diploma of Financial Planning – Deakin University
- Bachelor of Business, RMIT (accounting and marketing)
- SMSF accreditation
- Chartered Tax Adviser - TIA

Financial services Grant is authorised to provide

- Financial Planning
- Superannuation and Retirement Planning
- Retirement Savings Accounts
- Investment life insurance products, including funeral bonds, endowment policies, allocated pensions and annuities
- Life risk insurance products, including term life, total and permanent disability, trauma and income protection
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Self-managed Superannuation funds
- Basic Deposit Products
- Government Bonds
- Securities including Direct Equities
- Tax (Financial) Advice
- Estate Planning
- Wealth Creation

Contact Details

Level 3, 153 Flinders St Adelaide SA 5000

GPO Box 2163 Adelaide SA 5001

Phone: 08 8139 1111

Fax: 08 8139 1100

Email: gedwards@edwardsmarshall.com.au

About Kyle Vause

Kyle is a principal and Financial Adviser at Edwards Marshall Financial Solutions, and an authorised representative of Edwards Marshall Advisory Pty Ltd (EMA). Kyle worked as a tax accountant from 2005 before moving into financial advice. Approachable, down to earth and a good problem solver are the essential qualities that Kyle brings to his work with every client.

Qualifications

- Diploma of Financial Planning
- Bachelor of Commerce
- Margin Lending & Gearing accreditation
- SMSF accreditation

Financial services Kyle is authorised to provide

- Financial Planning
- Superannuation and Retirement Planning
- Retirement Savings Accounts
- Investment life insurance products, including funeral bonds, endowment policies, allocated pensions and annuities
- Life risk insurance products, including term life, total and permanent disability, trauma and income protection
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Self-Managed Superannuation Funds
- Basic Deposit Products
- Government Bonds
- Securities including Direct Equities
- Estate Planning
- Tax (Financial) Advice
- Wealth Creation

Contact Details

Level 3, 153 Flinders St Adelaide SA 5000

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Email: kvause@edwardsmarshall.com.au