

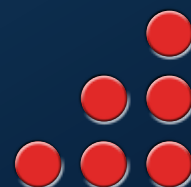
FINANCIAL SERVICES GUIDE

FINSEC PARTNERS PTY LTD

Licensee

Kaizen Wealth Pty Ltd (ABN 19 608 040 062 AFSL 480 797)
Level 1, 10 Greenhill Road Wayville SA 5034
Phone: 08 8357 7840

VERSION 1.18
Issue date 1 July 2021



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FinSec Partners Pty Ltd (ABN 98 135 591 829), trading as FinSec Partners, is a Corporate Authorised Representative of Kaizen Wealth Pty Ltd (ABN 19 608 040 062 AFSL 480 797).

CONTACT DETAILS

Phone: 08 8357 7840
Fax: 08 8373 7600
Email: admin@finsecpartners.com.au
Web: www.finsecpartners.com.au

THE PURPOSE

The purpose of a Financial Services Guide (often abbreviated to FSG) is to provide you with everything you need to know about our business. It will disclose the services and products that we provide, how we get paid and who to contact should you ever have a complaint.

This guide has been created with you in mind; we have endeavoured to provide relevant information in a clear and concise way. We think it's important that you understand exactly why we do what we do, what we believe in, how we'll partner with you and what to expect along the way.

We recognise that the motivation for seeking financial advice is different for everyone. Whether a single life event, family peace of mind or the ongoing management of a larger strategy, we will provide the crucial focus and personal attention that ensures you have the greatest opportunity to succeed.

At FinSec Partners we're ready. Are you?...

When partnering with FinSec you begin a new chapter. You are supported by a team of industry experts who believe good strategy and innovation can only be driven by forward thinking. Our advisers will challenge your ideas and are passionate about people reaching their true financial potential. We also believe good financial advice can provide lifestyle choices when you need it most.

Your next chapter begins now...



WHO WE ARE

Our History

FinSec Partners, in various forms has been assisting South Australians with their financial advice requirements for over 30 years. Our rich history affords us a depth of experience and wisdom that cannot be manufactured.

Our history, business evolution and the decisions we have made, are all underpinned by our value system. It is what defines us as professionals and represents the belief system that we adhere to as Advisers today.

Whilst our business provides a diverse range of advisory services we have become specialists in the following areas:

- » Self Managed Super Funds
- » Aged Care and Centrelink Strategy
- » Business and Personal Risk Management
- » Pre and Post Retirement Planning
- » Investment Management
- » UK Pension Transfers via FinSec PTX

We are also proud to have pioneered 'FinSec for Women' which aims to engage, educate and empower women to make smart choices with their money.

Privately Owned and Operated

We are 100% privately owned and operated by the people who work in our office. By choosing to be self-licensed FinSec Partners have the control and flexibility to work with any product provider or institution in the market.

We control our own business systems and our clients benefit from the flexibility and simplicity that this brings. Our ethos on the other hand, remains big business orientated. As such we invest heavily in our people, technology and corporate governance. This includes:

- » our own in-house investment committee
- » a strong compliance culture
- » accountability to our industry regulators
- » a highly educated and informed team that enjoys the benefit of ongoing training and professional development
- » a commitment to a code of ethics that guides us as professionals.

Our Independence

The economics of life insurance premiums is complicated.

In the interests of simplicity, it is our experience that when providing life insurance advice, the majority of clients are better off both financially and administratively where we agree to be remunerated by commission paid by the underwriting insurer. In a scenario where this is not the case, we will present the alternatives for comparison. Because from time to time, we do receive commissions, we cannot be called independent and by law must declare the below.

Non-Independent

Kaizen Wealth and its Authorised Representatives may receive upfront and ongoing commissions on the implementation of life risk insurance product recommendations in lieu of charging initial advice or advice implementation fees. Where we become the servicing adviser on an existing policy ongoing commissions may also be received. Based on the definition of independence outlined in Section 923A of the Corporations Act this means we cannot claim to be independent, unbiased or impartial.

Our Values

UNITED WE STAND.
PURSUE EXCELLENCE.
THERE'S ALWAYS A BETTER WAY.
STRAIGHT TALK.
RESPECT IS EARNED.

These are the 15 simple words that provide the crucial focus for us every day. They are the 5 core values by which we work. They line our office corridors as a reminder of who we are and what we stand for.

Our Philosophy

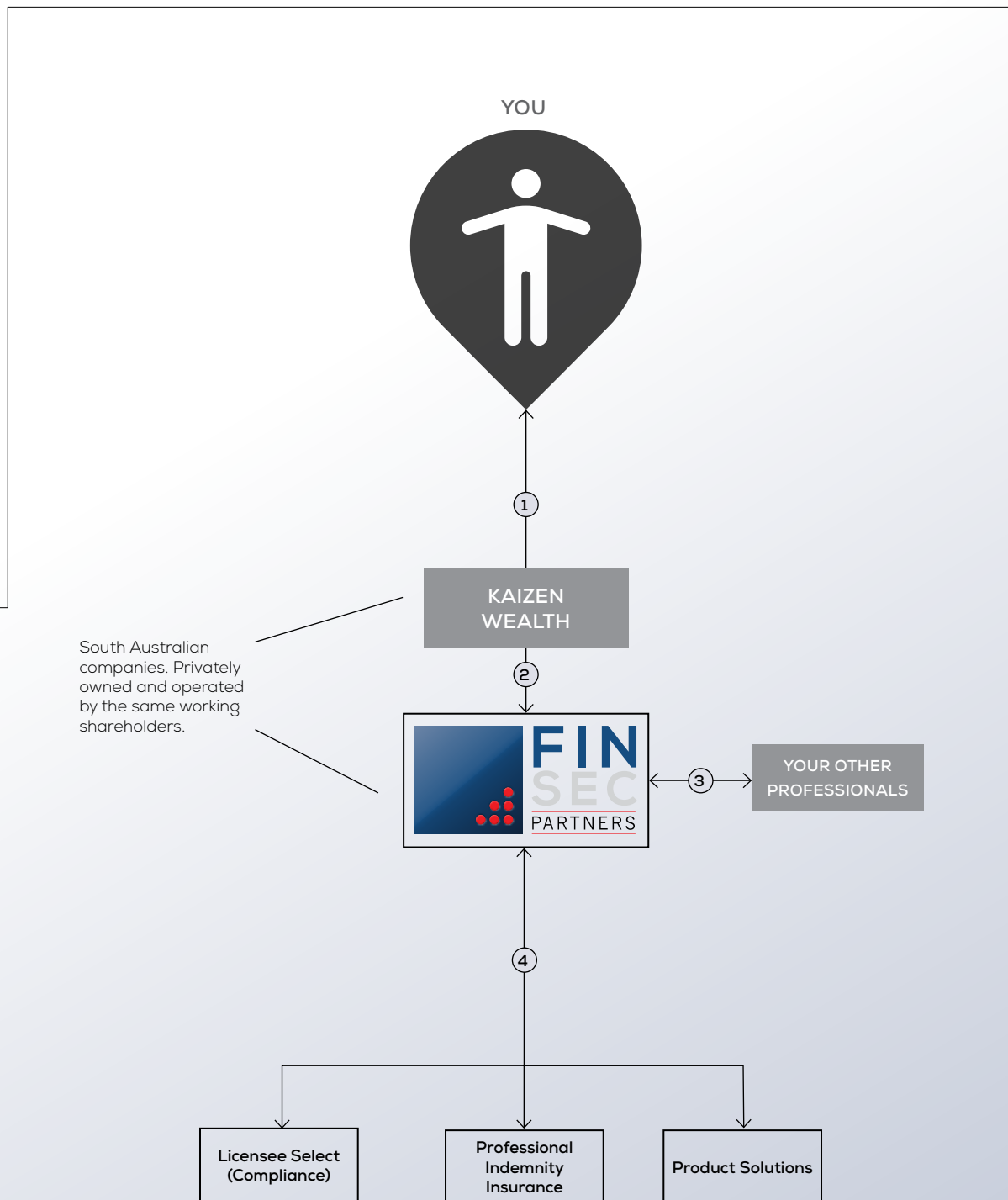
At FinSec Partners we believe that by understanding what motivates you financially we will be better equipped to guide you. It is clear that wealth contributes to wellbeing, yet there are many unhappy people in this world who are financially secure.

It is important to understand the balance between wealth and wellbeing. We feel money should be seen as a means to an end, not an end in itself. By understanding what drives your financial behaviour we can tailor our advice to ensure that your strategy is aligned to your personal values and ultimately leads to a more fulfilling life.



THE FAMILY TREE





1. Kaizen Wealth Pty Ltd are the Australian Financial Service License Holders (AFSL). Our licensee is legally responsible for the advice we provide and authorises us in the provision of that advice.
2. We empower you with financial confidence through knowledge and clarity – while you keep us ‘in the loop’ to ensure our advice is relevant to you.
3. We work with your team of professionals e.g. Accountants, Solicitors, General Insurance Brokers, to implement your financial strategy.
4. Accountability, compliance and systems technology underpins it all. We have access to a broad and comprehensive product list, across a range of key financial institutions, based on our investment philosophy.

THE NEXT CHAPTER

WHAT YOU CAN EXPECT...

To help you understand the financial planning journey we have broken it down into the following five steps.

i. Identifying where you want to be

Our initial goal is to discover the real truth about your finances. Advice requirements differ depending on individual circumstances and events that occur throughout our life stages. Together we will identify the issues that need to be addressed to meet your financial and lifestyle ambitions. You can then decide with confidence if you want our advice to meet a single need or whether to take a more holistic approach.

If you don't require advice from us but need help completing a specific transaction (e.g. trading some shares) we are here to ensure the process is smooth and informed. We can arrange for you to buy or sell the kinds of services that our advisers provide, undertaking the transaction without issuing advice. It is important to understand that in these circumstances we will ask for confirmation of your instructions in writing and to sign a letter that acknowledges you have declined our offer of advice as well as understand any risks associated with the transaction.

ii. Considering the opportunities and risks

Once we understand your needs and available resources, we will investigate a range of financial options to meet your goals.

Kaizen Wealth has an extensive Approved Product List. This means our recommendations are not limited to any one product provider or institution.

All products on the Approved Product List are supported by research from external and/or internal research experts. We pride ourselves on the quality of this list, a result of the filtering process shown below.

Should we consider it in your interests to use a non Approved Product, we will follow Kaizen Wealth's review and approval process to ensure its appropriateness to your circumstances.

Filtering process – Approved Product List





iii. Bridging the gap

Based on the information you provide, our knowledge and expertise we will present a strategy to bridge the gap between where you are now and where you want to be. You will be supplied with a Statement of Advice (SoA), this is your future plan with us. The SoA outlines the steps we will take to achieve your plan and includes;

- » your goals and objectives paired with our recommended strategies and services.
- » transparency about the fees, costs and other benefits we may receive as a result of the advice we provide.

We will keep a record of any advice documents (SoA and further advice documents) we provide you for seven years. You may request a copy for your records at any time.

If we recommend or arrange a financial product for you, we will make available a Product Disclosure Statement (PDS) or an Investor Directed Portfolio Service (IDPS).

These documents contain;

- » the key features of the recommended product
- » benefits and risks of the product
- » transparency around the costs you will pay the provider

iv. Bringing your plan to life

We work closely with you to implement your financial strategy. We help you complete any necessary paperwork and we are available to attend meetings with your accountant, solicitor or general insurance broker so your strategy is implemented efficiently.

v. Staying on track with regular ongoing advice

As time goes on and your circumstances change your financial plan will need to be revised. If you have previously received advice recorded in a SOA, any further personal advice may be recorded in a Record of Advice (ROA).


We will design an ongoing service programme to ensure your plan remains up to date and on track. You will be provided with an 'Client Engagement Agreement' that will outline the ongoing advice strategies and communication needed to keep you on course. This will also include an explanation of all the associated fees and other forms of remuneration as applicable.

advice and clarity...




For Every Chapter

PLANNING MENU

This menu has been designed to show at a glance what we do. Each of the icons below relates to a specific product or service that we provide which may be of interest to you, or relevant to your needs.

On page 14 through to 19 these same icons are displayed for members of our team based on their areas of specialty. For example, if you are interested in Self Managed Super Funds you will find the symbol  shown for Craig Medlow on page 15 of this guide.

Whilst you may work with predominately one adviser, our team will draw on each other in a collaborative manner to ensure you get the right advice at the right time.

Strategic Advice Services		Potential product selection
	Guidance on budgeting and goal setting	Cash management trust
	General Financial Planning including; <ul style="list-style-type: none"> » Savings and wealth creation strategies » Investment advice » Superannuation planning » Retirement planning 	Cash management trust Direct fixed interest Retail and wholesale managed investment schemes Socially responsible investments Hedge funds Platform and master trust products Superannuation products Retirement income streams
	Wealth Creation and Retirement Planning	
	UK Pension Transfer advice	Superannuation
	Centrelink Planning	Retirement Income Streams Direct fixed investments



SMSF



Government Super



Investment strategies



Risk and Insurance Analysis



Business Succession Planning



Aged Care



Gearing Strategies



Debt Management



Salary Packaging



Estate Planning
Considerations



Direct Shares

Cash Management Trust
Direct Fixed Interest
Retail and Wholesale Managed
Investment Schemes

Superannuation Products

Cash
Fixed Investment
Property Funds
Shares
International Assets

Personal and Group Insurance

Business Succession Insurance

Retirement Income Streams
Direct Fixed Investments

Geared Products

Salary Packaging

Listed Australian Shares

Examples of the services which Kaizen Wealth is not responsible for and FinSec Partners are unable to provide include:

- » General insurance services (for example, car insurance)
- » Real estate and direct property advice
- » Taxation services, such as completion of tax returns
- » Mortgage broking services (credit product advice)
- » Legal services
- » Consulting services
- » Accounting and audit services

YOUR ADVICE TEAM





ANDREW CREASER

CFP®, Dip FP,
Partner
Authorised Representative
No. 276373

Never satisfied with good enough, Andrew is always seeking to improve the way FinSec works in improving the lives of his clients.

Andrew is a Wealth Management specialist, who focuses on providing financial advice to individuals, trustees and directors requiring specialist guidance in the planning, structuring and investment of their assets.

Andrew is an engaging and articulate presenter who speaks regularly on a varied range of financial topics including self-managed super funds, investment markets, portfolio construction and wealth management for business leaders.

Drawing on two decades of corporate experience, Andrew's talent as an adviser and business owner is based on the fundamental principles of teaching and learning. A rational pragmatist, Andrew brings perspective, insight and knowledge to every aspect of his work.

A word from Andrew: "I believe that with knowledge and clarity comes confidence. When people feel confident, they are in control, they make informed choices and will ultimately achieve a lot more."

Why FinSec?: "We have assembled the right people, who are doing the right things, for the right reasons."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



CRAIG MEDLOW

BBG & IntFin, GdipAppFin,
SA Fin,
SMSF Specialist Advisor™,
Partner
Authorised Representative
No. 239805

Craig's undeniable work ethic and drive was instilled in him from a young age, working with his parents to help run the family newsagency. He is a natural leader with a passion to excel, attributes that he has demonstrated throughout his school, sporting and working careers.

With over 15+ years experience in the Financial Services industry, Craig specialises in the areas of SMSF, direct shares and assisting clients with complex investment structures. Craig is one of only a few Specialist Self-Managed Superannuation advisers in South Australia.

Craig is a self professed country boy and has lived most of his life in the Adelaide Hills. He is an active member of the local cricket club as both a player and volunteer, a true family man Craig enjoys spending quality time with his wife and three young children.

A word from Craig: "I am passionate about trying to find the best solutions for all my clients, so that what ever situation occurs they will be in the best position to deal with the outcome."

Why FinSec?: "Working at FinSec is great as it allows you to come to work and be around people who have the same values as you. We work as a team to get through any challenging situation, whether that be a personal, issue, a client need or the ever changing financial world."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.





SCOTT NOELL

CFP®, Dip FP,
Partner,
Authorised Representative
No. 239461

With over 25 years experience in the financial services industry, Scott Noell is a key driver of the FinSec Partners business. Scott built his impressive career-foundations specifically within insurance and superannuation before applying himself to more holistic financial planning practices.

Over the last 10 years Scott has actively developed the UK Pension transfers arm of FinSec, a business that typically works with UK migrants or returning Australian expats; providing advice around the transfer of assets and in particular their UK Pensions.

A proud father of two boys, Scott is both an avid golfer and a keen traveller. After living and working in the Barossa Valley for close to 15 years he came back to the city to further his work in the finance industry.

A word from Scott: "Most people move from the UK for a better life. We help make that possible by ensuring their finances are structured to take advantage of the regulations here in Australia."

"I am very passionate that we are a business that delivers real value to our clients' lives; we will do this by challenging their thinking and partnering them on their journey."

Why FinSec?: As a group we believe we can make a difference to peoples' lives and we work in a collaborative manner to deliver the best outcomes for clients.

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



NATHAN PECH

CFP®, Dip FP, BA (Econ),
SMSF Specialist Advisor™
Partner
Authorised Representative
No.239466

Adelaide born and raised, Nathan entered the finance industry in 2000. He boasts a diverse skill-set that enables him to develop a broad range of tailored outcomes for the clients he works with. Whilst Nathan has general financial planning knowledge he has become an authority in the areas of personal and business insurance. His other main area of expertise is self managed super fund advice.

Nathan's key attribute is his focus on the big picture, specifically his ability to track, map and review a client's financial progress.

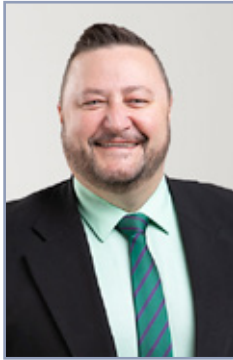
Nathan grew up in a house full of boys, an environment we contribute to both his love of football, competitive nature and the countless resilience he shows. An all round nice guy, Nathan is committed to his family and in particular his children's ongoing development and wellbeing.

A word from Nathan: "I am passionate about working with clients to discover what they really desire from life, and helping them to achieve their real goals."

Why FinSec?: "We make the difference. Time, discipline and quality advice will alter the course of your personal financial life."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.





RUSSELL PRATT

Dip FP, Dip FMBM,
Authorised Representative
No. 239474

Russell commenced his financial advice career in 2001, coming to FinSec as the Principal and Director of his previous practice.

As a result of experience and continuous learning Russell has accumulated considerable technical knowledge in the areas of wealth management, retirement, superannuation, risk management and estate planning. This knowledge is applied in conjunction with fundamental financial planning principles to all client portfolios.

He is particularly passionate about protecting his clients, and those they love, from having their financial aspirations derailed by unexpected life events. As an experienced business owner and father-of-four, Russell has first hand insights into the complexities of balancing personal and professional financial goals and obligations.

A word from Russell: "I am passionate about helping people achieve their financial goals through a smart and informed approach to their money, Personal financial success is not achieved overnight, it takes a long-term perspective, discipline and good advice."

Why FinSec?: "Having a technically strong team and large support structure is a principle of success. At FinSec we are a group of like minded professionals driven to do what is best for our clients 100% of the time."

How I am paid: I receive a salary as an employee of FinSec Partners.



HEATHER PRICE

Dip FP, CPA, BA (Acc),
Partner
Authorised Representative
No. 429706

Before moving into private financial planning, Heather spent 20 years as a public practice accountant, specialising in investments, SMSF and tax affairs. Her ability to look back at a client's finances from an accountancy perspective gives her a unique advantage when planning for their future.

Born and raised in South Australia, Heather is a proud mother to her son, active member of the Girl Guides SA, keen photographer, gardener and travel enthusiast.

Heather works with clients in all stages of life, specialising in wealth creation, salary packaging, aged care and Centrelink strategy and is a valued member of our in-house Investment Committee.

A word from Heather: "Whether through education, support or advice (or a combination of all three), I believe everyone has the ability to improve their financial position – how far and by how much is in the hands of the individual."

Why FinSec?: "Our client centric ethos. Our commitment to the constant improvement of our business, processes and client experience. We work as a team united by our values."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



FINANCIAL SERVICES GUIDE



ROHAN REID

BBG & IntFin. Dip FP,
Adv Dip FP,
Partner
Manager Advice Operations
Authorised Representative
No. 454948

Having grown up in the country town of Meadows, Rohan is an active member of the Adelaide Hills community and resides there to this day with his wife and young children. He enjoys a healthy lifestyle and keeps fit through playing club Cricket and Football.

Rohan has been involved in the financial services industry since 2005 and has gained extensive experience in all areas of the business.

His genuine desire to help clients achieve their personal and financial goals has firmly cemented his role within the adviser group. His thirst for learning and dedication to achieving great outcomes, makes him a key member of the FinSec team.

A word from Rohan: "I like understanding the goals of our clients and providing solutions that allow them to achieve what's important to them."

Why FinSec? "I'm working in a business that is prepared to challenge the status quo and always looking to improve our client's experience."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



MICHELLE ROWLEY

CFP®, Dip FP
Authorised Representative
No. 1003498

Michelle has worked in the banking and financial services industry for 35 plus years. From bank manager to senior adviser, Michelle's extensive career has been spent working under the banner of a large corporate before joining FinSec in 2020. Having witnessed huge changes to the profession she understands first hand the value of a self-licensed environment and brings to FinSec a unique insight and wisdom based on her experiences.

Loyalty and dedication is at Michelle's core, and it is these same attributes she brings to every client relationship. Michelle works predominantly with clients nearing retirement and is passionate about taking the time to walk her clients through the steps and decisions they need to make in an informed and caring manner.

A word from Michelle: "I have been in the industry for many years and have witnessed the apprehension many people feel when transitioning from work to retirement life. I am passionate about ensuring clients receive the time and care required to navigate this life event with confidence"

Why FinSec?: "FinSec has a reputation for professionalism and are recognised for their tailored approach to advice - It is, for this reason, I begin my next chapter at number 10, Greenhill Road."

How I am paid: I receive a salary as an employee of FinSec Partners.





KATE SCHULTZ

CFP®, Dip FP,
SMSF Specialist Advisor™
Authorised Representative
No. 242801

Kate comes to FinSec with over 20 years of experience in the financial services profession. Kate spent her formative (adviser) years, working alongside her father in the family's financial planning business and remained with the same firm through multiple mergers.

Developing close relationships with her clients, who include young adults accumulating wealth and those in their middle years consolidating and planning retirement, is Kate's passion. Kate's strengths lie in her ability to analyse and communicate complex matters through practical roll-out strategies. Kate understands that regardless of stage of life, her clients have aspirations and goals that often need a steward and mentor to bring to fruition.

Outside of work, Kate's interests include spending time with her husband Alan and their 3 children and socialising with friends. She is also a keen and enthusiastic athlete and enjoys engaging in local and corporate sporting competitions.

A word from Kate: "I believe that establishing a strategy that is agile and able to adapt to your changing life circumstances is essential for establishing the support necessary for financial and emotional success."

Why FinSec?: "Having worked under a corporate banner for many years, I look forward to the agility of a boutique, self-licensed firm. The FinSec brand and ethos are purpose-built to empower advisers with the support required for delivering client centric advice."

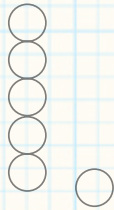
How I am paid: I receive a salary as an employee of FinSec Partners.



Too many balls in the air... ?

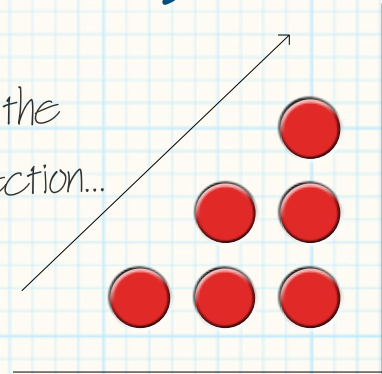
Money brings complexity. FinSec brings simplicity.

The FinSec Formula
Knowledge + Clarity = Confidence

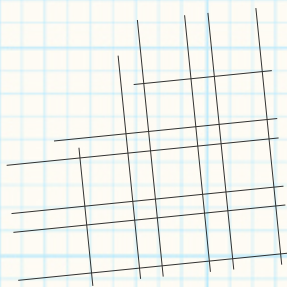


Different applications tailored
to your individual needs

Steps in the
right direction...

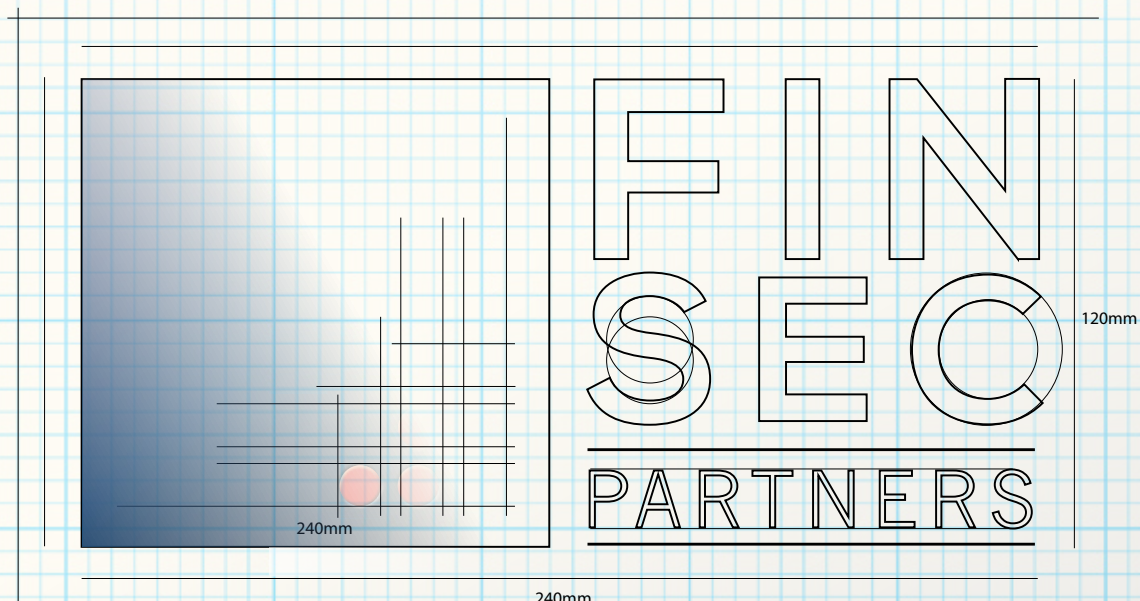


Advice
& Clarity



- this chapter
- the next chapter
- for every chapter

Partners in your financial future...



FinSec Logo.

In preparing for battle I have always found that plans
are useless, but planning is indispensable.

- Dwight D. Eisenhower

RELATIONSHIPS AND ASSOCIATIONS

Kaizen Wealth

Kaizen Wealth holds an AFSL issued by the Australian Securities and Investments Commission. As a Corporate Authorised Representative, FinSec Partners act on behalf of Kaizen Wealth in the provision of financial services authorised under this AFSL.

Although FinSec Partners is our client facing brand, Kaizen Wealth as the AFSL holder is responsible for the financial advice we provide. As such, Kaizen Wealth provides significant support and supervision, with the aim of ensuring that the advice services you receive are of the highest quality.

Kaizen Wealth requires its Authorised Representatives to complete external assessments and annual training programs including regular reviews from experienced compliance professionals.

Kaizen Wealth provides extensive resources and dedicated teams to support us, including technical experts in areas such as superannuation and retirement planning.

FinSec Finance

FinSec Holdings Pty Ltd owns 50% of the FinSec Finance Business and Brenton Moyle owns the other 50%. Brenton is paid a salary and entitled to profit of FinSec Finance, as is FinSec Holdings Pty Ltd. FinSec Holdings Pty Ltd is 100% owned by the working partners of FinSec.

Kaizen Wealth has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

Other

We may also make payments to people or organisations that refer clients to us.

WE RESPECT AND PROTECT YOUR PRIVACY

We maintain a record of your personal information. You have the right to withhold personal information, but this, as well as any inaccurate information you provide, may compromise the effectiveness of the advice you receive.

It is important that you keep us up to date by informing us of changes to your circumstances so we are able to determine if our advice continues to be appropriate.

We will retain a copy of any recommendations made to you for seven years. Please contact your FinSec adviser to review your file.

Kaizen Wealth and your FinSec adviser have implemented a privacy policy, which ensures the privacy and security of your personal information. Please view the Kaizen Wealth Privacy Policy Statement available at www.kaizenwealth.com.au or you can request a copy of the policy from your FinSec adviser.

Another financial adviser may be appointed if your adviser leaves FinSec Partners or is unable to attend to your needs due to an extended absence from the business. In these circumstances, FinSec Partners will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your file. They will be responsible for providing you with ongoing advice relating to those products and all future advice fees deducted from them will be paid to your new adviser.

Professional indemnity insurance is maintained by Kaizen Wealth and the FinSec advisers to cover advice, actions and recommendations which have been authorised by Kaizen Wealth and provided by FinSec. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

Privacy Collection Statement

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

Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser or FinSec in providing financial advice and services to you.

Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Kaizen Wealth Privacy Policy).

Your information may be disclosed as required or authorised by law and to anyone authorised by you.

STRAIGHT TALK

HOW WE GET PAID

We believe that the advice services we offer are valuable and the remuneration that we receive is a fair reward for our expertise and skills. The following information explains how we calculate the remuneration we receive as a result of the advice services we provide you.

Fees for our advice services

The fees charged for our advice services may be based on a combination of:

- A set dollar amount that is agreed between you and your financial adviser or
- A percentage based fee based on the amount you invest that is agreed between you and your financial adviser.

The advice fees may include charges for the following advice services:

Complimentary first meeting

Our first meeting with you is complimentary. The purpose of this meeting is to understand your needs, see how we can be of benefit to you, establish that we would like to work together and if so, which of our services suits you best. We will obtain specific information about your circumstances so we can tailor subsequent advice for you. You should not act on any representations made during this first meeting.

Statement of Advice (SoA)

Should we agree to work together, our considered personal advice to you will be set out in a statement of advice (SoA), this is your financial plan. Before providing you with your plan we will prepare a Letter of Engagement. This document is your approval for us to proceed and sets out what your plan will cover and the associated fees as a set dollar amount.

The advice fees for your personal financial plan (SoA) include:

Initial Advice

The initial advice fee covers the time and expertise that is put into researching and preparing the recommended strategies for your personal plan.

Advice Implementation

The advice implementation fee covers the administrative time spent implementing the recommended strategies for your personal plan.

Our advice will be comprehensive and seeks to add value. Our plan fees start at \$1100 and rarely exceed \$5500. From time to time we may waive a plan fee or seek to charge more based on the complexity of the plan required.

Ongoing Advice

We find that most clients require a blend of strategic and portfolio advice on an ongoing basis. In general our ongoing advice seeks to optimise your wealth, adjust for life changes and provides the knowledge and clarity required to stay abreast of legislative, market and industry shifts. It includes regular review meetings and the ongoing review (in reasonable terms) of your personal plan.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

Before providing you with ongoing advice, FinSec Partners will prepare an Ongoing Service Agreement. This agreement sets out our ongoing advice offer, which includes the advice and services we will provide, as well as the frequency these will be delivered, how much it will cost, your payment method and how the arrangement can be terminated.

Our ongoing advice fees are determined based on the services required, complexity of your plan, regularity of contact and the sum (assets under advice) we are advising on. We seek to charge a fixed fee which is agreed annually in advance and reviewed each year. This fee will not exceed 1.10% of assets under advice (aua). For example if you have \$200,000 (aua), your maximum ongoing advice fee will be \$2,200 per annum.

Where gearing applies an agreed fixed fee will be charged. Our gearing fees start at \$550 and rarely exceed \$5,500.

From time to time we may reduce our advice fee or seek to charge more based on the complexity of your plan.

Fixed (Agreed Fees)

FinSec Partner's ownership structure affords the flexibility to offer alternative ongoing fee structures negotiated directly with individual Private clients on a case-by-case basis.

Insurance Commission

Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by Kaizen Wealth. These commissions are paid to Kaizen Wealth by the company that issues the product that we recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to Kaizen Wealth. Ongoing commissions are payments paid by product issuers to Kaizen Wealth in the years after the first year. These commissions are passed onto FinSec Partners as per the distribution of fees section below.

If you initiate an increase to your cover, Kaizen Wealth may receive initial and ongoing commissions on the increase to your policy cost. The ongoing commission on a client initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), Kaizen Wealth may receive up to 35.00% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that Kaizen Wealth may receive is set out in the following table:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

* Kaizen Wealth may receive the pre 1 January 2018 commission rates above from the product issuer if:

- your policy was issued before 1 January 2018 and you exercise an option to establish new or additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

For Example

You have an existing policy with us, issued in 2017, and in 2018 you decide to increase the cover on that policy with a corresponding increase in policy cost of \$100 pa. Kaizen Wealth may receive up to \$140 (140% excl. GST) as initial commission on that increase and may pass up to \$140 pa to us. The ongoing commission payable to Kaizen Wealth in respect of this increased policy cost may be up to \$38.50 (38.5% excl GST).

Or, we recommend an insurance product to you and it is issued on 2 April 2018. The annual policy cost is \$450. Kaizen Wealth may receive up to \$360 (80% excl. GST) as an initial commission and may pass up to \$360 to us. Assuming the policy cost stays the same each year, Kaizen Wealth may receive up to \$90 pa (20% excl. GST) as an ongoing commission and may pass up to \$90 pa to us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that Kaizen Wealth and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or Record of Advice (RoA).

UK Pension Transfer Service Fee (FinSec PTX Service)

Initially, with your authority we will contact and request a UK Pension Projection from your UK Pension Schemes. Once received we will prepare a Statement of Advice detailing the advantages and disadvantages of transferring your UK Pension benefits to Australia as well as any relevant strategic recommendations. We provide this service free of charge.

If you agree to proceed with the transfer our PTX Service Fee will include transfer implementation, post transfer advice and administration to ensure the transfer is compliant with UK and Australian legislation. The post transfer advice deals with the integration and investment of your UK pension transfer proceeds and strategy recommendations to meet your retirement objectives.

Our PTX Service Fee is based on the number of schemes, value and complexity of your recommended transfer strategy as this may involve multiple transfers across multiple financial years. The minimum transfer service fee is \$5500 per scheme. For larger transfer amounts the service fee may be up to 3.30% (inc. GST) of the funds transferred.

PAYMENT METHODS

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (credit card or savings), cheque, EFTPOS
- Deduction from your investment
- Ongoing advice fees may be deducted in a single instalment or in monthly or quarterly instalments over twelve months.

Distribution of fees

We believe the advice services we offer are valuable and the remuneration we receive is a fair reward for our expertise and skills. Our fees and any insurance commissions paid by product providers (total remuneration) are receivable by Kaizen Wealth as the Licensee.

The percentage of total remuneration retained by Kaizen Wealth may be up to a maximum of 10% per financial year, the remaining amount will be distributed to FinSec Partners.

ADDITIONAL PAYMENTS

Payments from other professionals

You may be referred to an external specialist to receive further advice. We may receive a referral fee or insurance commission for introducing you to the specialist. This will be disclosed in your financial plan if applicable.

IF YOU'RE NOT HAPPY WITH THE QUALITY OF ADVICE

If, at any time, you are not satisfied with the advice you receive, or any other aspect of the service provided by your FinSec adviser, you should take the following steps:

1. Contact your FinSec adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact Kaizen Wealth Complaints on 08 8357 7840 or alternatively put your complaint in writing and send it to:

Kaizen Wealth Advisers
Attention: Complaints Case Manager
Advice and Licensing
PO Box 1096,
Unley SA 5061

Kaizen Wealth will endeavour to resolve your complaint quickly and fairly.

3. If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Type of complaint	External complaints service
External complaints service	Australian Financial Complaints Authority (AFCA)
Financial advice, investments, superannuation or insurance matters	Address: GPO Box 3 Melbourne VIC 3001 Phone: 1800 931 678 Fax: (03) 9613 6399 Email: info@afca.org.au
Personal information held	The Privacy Commissioner Address: GPO Box 5218 Sydney NSW 2001 Phone: 1300 363 992 Fax: (02) 9284 9666 Email: privacy@privacy.gov.au

ASIC may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.