

Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to assist you in deciding whether to use any of the financial services we offer. This guide contains the following:

- Who we are;
- What financial services and products we provide;
- Details on how to get advice and give instructions;
- How we (and any relevant persons) maybe remunerated;
- Whether any relevant associates or relationships exist that may influence our advice;
- How we protect your personal information and
- How to access our internal and external compliant handling arrangements.

About Dolman Bateman Financial

Dolman Bateman Financial Pty Ltd (DBF) ABN 91 131 200 685 is boutique financial services business offering financial advice and investment portfolio services to a select group of clients. DBF is a Corporate Authorised Representative of Wealth Simplicity Group Pty Ltd (WSG). WSG is a holder of an Australian Financial Services Licence (AFSL) 513615 and WSG have authorised the distribution of this FSG by DBF.

The contact details for WSG are:

Wealth Simplicity Group Pty Ltd

Suite 1001, Level 10, 23-25 Hunter Street,
Sydney NSW 2000

02 9052 6966

compliance@wealthsimplicity.com

PO Box Q964

Queen Victoria Building NSW 1230

Your Adviser

Fiona Bateman is a Financial Adviser, an Authorised Representative of Wealth Simplicity Group Pty Ltd (WSG) and a director of Dolman Bateman Financial Pty Ltd (DBF), a Corporate Authorised Representative of Wealth Simplicity Group Pty Ltd.

Authorised Services

DBF and Fiona are authorised to provide advice in relation to the following financial products:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Life Products
- Managed Investment Schemes
- Securities
- Superannuation

DBF and Fiona are both registered with the Tax Practitioners Board.

This means that Fiona can assist you in meeting your financial planning needs and objectives in these areas, which include personal insurances, saving and investment as well as superannuation, retirement planning strategies and tax (financial) advice.

Other Services

In addition to the services provided as authorised representative of WSG, Fiona operates other businesses that are not related to WSG in any way. Fiona is a director of Dolman Bateman & Co. Pty Ltd, ABN 88 052 851 019. Dolman Bateman & Co provides accounting and taxation services plus is a Forensic Accounting specialist.

WSG is not responsible for advice and work associated with products and services where she is not acting as an authorised representative of WSG.

Your Adviser's Experience

Fiona's qualifications include:

- Bachelor of Business, UTS (1984),
- Registered Tax Agent 149664002 (1987),
- Certified Practising Accountant (1990),
- Chartered Accountant (1993),
- Fellow Institute of Chartered Accountants (2013),
- Diploma of Financial Services (2007) and
- Business Valuation Specialist member of the Institute of Chartered Accountants.

Fiona has Approximately 40 years' experience as an accountant, providing advice on taxation planning, financial planning and asset protection to business and individual clients. Fiona joined WSG in April 2020.

Types of Financial Advice

When meeting with us you may receive two types of advice, general advice and/or personal advice.

When you receive personal advice, you will receive a Statement of Advice (SoA). An SoA will:

- explain the advice and the basis of the advice provided;
- provide information about remuneration (including commissions) and;
- disclose any associations or relationships that could potentially influence us or your financial adviser, in providing that advice.

If you received further advice, you may also receive a Record of Advice (RoA). Copies of all advice documents will be kept on record and you may request a copy of these records at any time during the seven-year period after the advice was provided.

General advice is based on the consideration of the investment merits of a product without taking into consideration whether the product is suitable for you personally. Such advice will be accompanied by a general advice warning.

Cost of Advisory Services

An initial meeting to discuss your financial circumstances is free of charge. At this meeting Fiona will establish how she can assist you and gather the information required to prepare a financial plan.

Fiona will discuss the fee basis with you and agree on the method of charging prior to proceeding.

Dolman Bateman Financial Pty Ltd operates on a fee for service model. Our Statement of Advice (SoA) fees range from \$2,200 to \$6,600 (incl GST), depending on complexity.

The fees for the establishment of your investment portfolio will depend on complexity and range from \$2,200 to \$6,600 (incl GST).

We do not charge fees based on a percentage of funds under management. We also do not accept commissions from investment product providers.

Ongoing advice that includes portfolio reviews is charged on a fixed fee basis which varies according to the complexity and structure. Ongoing advice fees generally range from \$2,200 to \$6,600 (incl GST).

WSG may receive commission payments from insurance providers for life risk insurance products (other than for members of a superannuation fund or

entity). When commissions are received, these will be rebated in full.

All other fees are fully disclosed in the Statement of Advice and Product Disclosure Statement prior to any charges being incurred.

Fees are generally payable to WSG, which pays 100% to DBF. DBF pay a fixed fee to WSG for the authorisation to act under its Australian Financial Service Licence. Fiona receives a salary and as a director/shareholder of DBF and is entitled to drawings as a director and/or dividends from DBF.

Fee Examples:

Example for Investment Products

If you receive advice regarding an investment of \$250,000, the SoA fee could be \$2,200, of which \$nil is retained by WSG and \$2,200 is paid to DBF. If you invest \$250,000 the establishment fee may be \$2,200, of which \$nil is retained by WSG and, \$2,200 is paid to DBF. If you maintained the investment and assuming the balance of the investment remains at \$250,000, the annual portfolio management & review fee could be \$2,200 per annum, of which \$nil is retained by WSG and \$2,200 is paid to DBF.

DBF may recommend a particular product (other than listed securities), such as a managed fund and we must provide you with a Product Disclosure Statement (PDS) for that product. The PDS will detail costs and product fees and is issued by the financial institution providing the product.

DID YOU KNOW?

Small differences in both investment performance and fees can have a substantial impact on your long term returns?

For example, total annual fees of 2.0% of your account balances rather than 1.0% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000).

You should consider if features such as superior investment performance or the provision of better member services justify higher fees and costs.

Ask the fund or your financial adviser.

TO FIND OUT MORE

If you would like to find out more, visit the ASIC Money Smart website (www.moneysmart.gov.au) has a Managed Investment fee calculator to help you check out the different fee options.

Financial Products

DBF can only provide advice on financial products that are on an approved product list maintained by WSG. This includes a large range of investments and insurance products for which appropriate research and analysis has been carried out.

In the case of where you do not wish to receive our advice, DBF may deal on your behalf by carrying out your instructions on an execution only basis.

Where you do not obtain advice, you may face the risk that the financial product/s and or service/s you select may not fully take into account your objectives, financial situation and or needs. In such instances, you may be required you to sign a document that records your intention not to seek advice from us for the particular financial products/s.

Providing Instructions

You will be permitted to exercise rights in relation to the assets in your portfolio. Instructions can be provided to your financial adviser by letter, email, telephone, fax or other means as mutually agreed.

Outsourcing Arrangements

DBF may outsource tasks associated with the implementation of your investments such as to executing brokers. We will ensure that due skill and care is taken in choosing suitable service providers by, executing service agreements to monitor the service levels and to review the ongoing performance of these outsourced functions.

Relationships or Associations

Neither DBF or WSG, including their shareholders, have any financial interest in any financial product providers.

No directors or executive officers of DBF or WSG, act in a similar capacity within the business of another financial product provider.

Professional Indemnity Insurance

WSG has Professional Indemnity Insurance arrangements in place as required under section 912B of the Corporations Act. The professional indemnity insurance takes into account the volume and nature of its business, the number and nature of its representatives and clients, and the potential extent of its liability.

Information Provided to Receive Personal Advice

In order to meet our obligation to act in your best interests we will request details of your personal objectives, current financial situation and needs, as well as any other relevant information. This is so that we can offer you appropriate advice.

You have the right not to tell us information about yourself. However, if you do not provide us with accurate and complete information relating to your personal circumstances, the advice you receive may not meet your intended objectives. You should make your own determination as to whether the advice is appropriate, before proceeding.

Protecting your personal information

Information provided by you in the course of receiving financial advisory services will only be used to:

- provide you with information, products or services that you might reasonably expect or request;
- fully understand or anticipate your needs during our relationship or;
- manage rights and obligations under any laws applying to the services provided.

We are committed to implementing and promoting a Privacy Policy which will ensure the protection and security of your personal information. Our Privacy Policy is available at www.dolmanbateman.com.au.

If you wish to access your personal information, please contact our office and we will make necessary arrangements. Please notify us of any changes or discrepancies with your personal information.

Should you have any complaints regarding the collection, use or management of your personal information, you may write to the Privacy Commissioner at:

GPO Box 5218
Sydney NSW 1042

Your financial adviser has an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds.

If your financial adviser leaves WSG and starts to provide financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any transfers before it takes place.

How to lodge a complaint

If you have a complaint about a financial service provided to you, you should follow the steps outlined below:

1. Contact your financial adviser to discuss your complaint;
2. If your complaint is not satisfactorily resolved within seven days of raising it, you may contact Wealth Simplicity Group on (02) 9052 6966 or put your complaint in writing and send it to:

Wealth Simplicity Group Pty Ltd
PO Box Q964
Queen Victoria Building NSW 1230

If, after speaking with Wealth Simplicity Group and your financial adviser, your complaint is still not resolved to your satisfaction, you can lodge your complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Wealth Simplicity Group is a member of this Complaints Resolution Service.

The Australian Securities and Investments Commission (ASIC) also has a toll-free information line on 1300 300 630 which you may wish to use to make a complaint and obtain information about your rights