

Authorised for distribution by:
Eastwoods Wealth Management Pty Ltd trading as
Beyond Bank Australia Wealth Management
ABN 17 008 167 002
Australian Financial Services Licensee 237853
GPO Box 1430, Adelaide SA 5001
Phone 1800 061 320 **Fax** 08 8410 0904
Email wealth@beyondbank.com.au

Financial Services Guide (FSG)

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It is important that you understand this FSG as it is a legal document.
If any part of this document is not clear, please speak to your financial adviser.

The purpose of this Financial Services Guide

This Financial Services Guide (FSG) is designed to assist you when deciding whether to use the services of Eastwoods Wealth Management Pty Ltd trading as Beyond Bank Australia Wealth Management ('we', 'us', 'our'). It tells you about:

- ✓ who we are and any affiliations or relationships we have;
- ✓ the services we offer;
- ✓ how financial advice is documented;
- ✓ fees, charges and other benefits;
- ✓ any potential Conflict of Interest;
- ✓ your privacy;
- ✓ who to contact if you have a complaint or are not satisfied with the services provided; and
- ✓ compensation arrangements.

Who we are and our affiliations

Not Independent

We are not able to describe Eastwoods Wealth Management Pty Ltd and its representatives as being independent, impartial or unbiased because:

We receive commissions or benefits from financial services product providers which may influence the advice we or our representatives (financial advisers) provide.

The financial services you will receive are provided by Eastwoods Wealth Management Pty Ltd trading as Beyond Bank Australia Wealth Management which is a wholly-owned but not guaranteed subsidiary of Beyond Bank Australia Ltd.

Eastwoods Wealth Management Pty Ltd is not an authorised deposit-taking institution for the purpose of the *Banking Act 1959 (Cth)*, and our obligations do not represent deposits or other liabilities of Beyond Bank Australia (Beyond Bank).

We are responsible for the advice and services provided by your Financial Adviser (Adviser), who is an employee representative of Eastwoods Wealth Management Pty Ltd, which holds the Australian Financial Services Licence number 237853.

You may contact us by using the details set out on the cover page of this FSG.

The services we offer

We will only provide services to you with your prior, informed consent. If you do not understand any of the information in this Financial Services Guide, or have any other questions relating to the terms on which we will be acting, please contact us.

We can assist clients with professional advice in a broad range of financial services, which may include:

- ✓ Financial strategies and structures
- ✓ Investment planning advice
- ✓ Investment portfolio management
- ✓ Retirement planning, including annuities and pensions
- ✓ Redundancy
- ✓ Superannuation and rollovers, including Self-Managed Super funds
- ✓ Gearing and margin lending
- ✓ Buying and selling investments
- ✓ Centrelink
- ✓ Wealth protection
- ✓ Life insurance, income protection, trauma and disability products
- ✓ Aged care
- ✓ Estate planning considerations.

Our Advisers will direct you through the wide range of products on our Approved Product List with confidence. If a relevant product is not on our Approved List, your Adviser will still include it in their investigations and advice.

Your Adviser will tell you which areas they can advise you about. If you need advice outside of your Adviser's authorisation, you may be referred to a specialist for assistance. If you need advice about credit products, we'll refer you to an authorised specialist within Beyond Bank Australia. Your Adviser won't receive any payment for this referral if you apply for these credit products.

If we provide you with 'personal advice', we will consider your individual objectives, financial situation and needs when making our recommendation to you. In helping you implement strategies, we are licensed to provide financial product advice and deal in:

- ✓ Deposit products – basic and other (cash and term deposits)
- ✓ Government Debentures, Stocks or Bonds
- ✓ Managed investments, including Wraps and other administrative platforms
- ✓ Superannuation
- ✓ Retirement savings
- ✓ Shares / Securities
- ✓ Life products, including investment life insurance products and life risk products
- ✓ Standard margin lending facilities.

When we construct a portfolio for you, it will be based on research from various research houses.

We discuss our recommendations with you, make any changes you require, and ensure that you understand and agree with our recommendations before we act on them – as efficiently and cost effectively as possible.

Advice and other documents you may receive from us

Advice

You are entitled to receive a Statement of Advice (SoA) on the first occasion we provide you with personal advice, or a Record of Advice (RoA) if the advice relates to amounts under certain thresholds.

The SoA will contain the advice, the basis of the advice, and information on fees, commission, payments and affiliations we have that may influence the advice we provide to you.

Provided there hasn't been a significant change in your personal circumstances or the basis upon which our original advice was provided, we may provide you with further advice in a Record of Advice or offer a record of the further advice (RoA).

You may request a copy of the advice document by contacting us at any time up to seven years from the date of the advice provided.

Product Disclosure Statement

We will provide you with a Product Disclosure Statement (PDS) (if one is available) or other offer documents if we recommend that you buy a particular financial product. The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

Giving us instructions

You may specify how you would like to instruct us about buying or selling your investments. For example, you can communicate with us by telephone, email or other means. However, in some instances, it is a requirement that your instructions be in writing with an ink signature.

Consent to digital signatures

We may seek your authorisation and/or consent via digital signatures, which may include but are not limited to digital signature technology, secure portal and document storage services.

If you wish to withdraw your consent to use any of these technologies, please notify us of your specific request in writing.

Fees, Charges, Remuneration, Commissions and Other Benefits

All of our Advisers are salaried employees who may also receive a performance bonus which is based on a number of factors, such as meeting business objectives, including compliance.

We are paid through a combination of commission and fees for advice and portfolio / risk insurance administration services. Our fees are either deducted from your product account or invoiced to you directly.

You may request more details about the way remuneration is paid within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as

practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

- ✓ All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
- ✓ We do not charge asset-based fees (ie %-based fee) where you are investing using borrowed money.
- ✓ You understand, consent to, authorise and direct us to charge you in this way.

Fees for initial advice and implementation (inclusive of GST)

Your initial appointment is complimentary and doesn't oblige you to do anything.

We charge a fee for preparing your initial advice, which includes the preparation of a Statement of Advice (SoA)[^]. We may also charge a once-off implementation fee*. These fees are based on the scope and complexity of the advice we provide to you and are discussed and agreed with you before we start your work.

[^] Our fixed SOA fees range from \$330 for individual risk insurance advice through to \$6,600 for complex financial advice including multiple strategies and entities.

* Our implementation fees range from \$220 for single scope advice through to \$2,200 for complex implementations including multiple strategies and entities.

Example: The fee for a Statement of Advice that includes multiple strategies may be \$2,987 (including GST) and the implementation fee may be \$670 (including GST), a total cost of \$3,657.

Ongoing service and advice fees

Ongoing administration and advice services may also be provided to you to ensure the strategy and products recommended continue to meet your objectives, needs and financial situation. If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive or insurance premiums. The specific amount of these will be disclosed in a SoA.

An additional fee may be charged for further advice that is outside of the terms of our ongoing service agreement and for each additional contribution or investment you place through us. The amount of this fee may be based on the scope of the services you receive, or insurance premium paid, and will be disclosed and agreed with you prior to providing the service. A record of the further advice will be offered and available at no cost to you on request for up to seven years after the date of that advice.

Other services and fees

While we encourage clients to engage us for ongoing service, we understand that some clients may not require or wish to receive our ongoing service. Therefore, we offer one-off personal advice, general advice, execution only, administrative services and/or placement facilities.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives.

Additionally, we will provide you with an applicable Product Disclosure Statement (PDS) (if one is available) which you should read before making a decision as to whether the product is right for you.

The fee calculated and charged for the provision of general advice and other services may be a fixed dollar amount#.

The fixed dollar amount is calculated based on an hourly rate and the complexity of the advice or service. Our hourly rates range from \$220 per hour to \$550 per hour (including GST), depending on the service provided and who is providing that service.

Example of an hourly rate, where there is an hour consultation with a financial adviser and paperwork prepared and processes undertaken took an additional hour to complete, the cost would be:

- *1 hr x \$330 (financial adviser) + 1 hr x \$220 = \$550, inclusive of GST.*

These fees will be discussed and agreed with you prior to the transaction or completion of the paperwork required.

Commissions received from product providers

Upfront or ongoing commissions from insurance providers may be received by us.

Where we arrange a risk insurance product for you or your cover is increased, an initial commission may be paid to us by the relevant insurer. From January 1 2020, the rate of commission is between 0% and 66% and is calculated as a percentage of the insurer's base premium (which may include stamp duty, fire services levy, GST, policy loading and policy fee, but excludes other government charges, taxes, fees and levies).

Life Insurance Products

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission p.a. (% 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%

* Eastwoods Wealth Management Pty Ltd 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 or apply for 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.

Example: Your life insurance policy has a premium of \$1,000 per year. The insurer pays us a commission of 66% (\$660) upon establishing your policy (inclusive of GST). This is not an extra cost to you.

We may also receive ongoing commission paid by the insurer and calculated as a percentage, per annum, of the value of your premiums for a product, for as long as you hold the product and we remain associated with the policy. The rate of ongoing commission is between 0% and 22% per annum (inclusive of GST).

Example: After 12 months you renew your life insurance policy and your premiums are now \$1040 p.a. The insurer pays us a commission of 22% of your premium (\$228.80). This is not an extra cost to you.

If the policy is cancelled or lapses within the first year, there is a mandatory clawback of 100% of commission. If a cancellation or lapse occurs within the second year, the clawback is 66%. If either situation eventuates, an invoice will consequently be issued for the services provided, as discussed and agreed at the time of the advice and disclosed in the SoA.

Referral fees

Beyond Bank Australia Ltd has Community Partnership Agreements with various organisations, not-for-profits and clubs.

With your prior approval, we will pay \$250 of your initial advice fee to a community partner of Beyond Bank Australia Ltd with which you are associated, or to B Lab where you are associated with a Certified B Corporation. This will be disclosed in your Statement of Advice.

We do not currently have any other arrangements in place for which a fee would be paid to a third party.

If an organisation introduces you to us and we do pay them a fee, this is not an additional cost to you and this will be disclosed in your advice document.

Where referral fees or benefits are received by us from a third party as a result of us providing a referral, we will disclose the referral payments in your advice document.

Other benefits

We may also receive additional benefits such as help with marketing expenses, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events that are below \$300 in value.

Other benefits that relate to information technology software, or support provided by a product issuer, or educational and training purposes, are recorded in a register which meets legislative requirements. The Beyond Bank Australia Wealth Management Register is publicly available and we can provide a copy to you for a small charge at your request.

Any potential conflict of interest

As outlined above, we may receive fees and/or commissions for implementing and reviewing products or strategies we recommend.

We have an agreement with and pay BT Open Services to provide us with support services such as those relating to compliance, training and technical issues. BT Open Services is a subsidiary of the Westpac Group.

We and/or your Adviser may be given non-cash benefits from product providers. These may result in a potential conflict of interest. However, we adhere to our obligations to ensure the advice we provide you is in your best interest and not in our interest. The non-cash benefits are not additional charges to you and are paid for out of the fund manager or platform provider's own resources. They may include training assistance and resources, marketing allowance and tickets to entertainment events. They are sometimes given because of the amount of product placed with that provider. Other times the benefits are purely discretionary on the part of the product provider. You may ask to see our Alternative Remuneration Register if you would like more details – we (and our representatives) maintain registers that list all material forms of substantial alternative remuneration (other than commissions) (ie benefits of \$100 or more). This register is publicly available, and you may ask your Adviser or Beyond Bank Australia Wealth Management for a copy.

Your privacy

We understand the importance of protecting your privacy and we are committed to complying with the *Privacy Act 1988* (the Privacy Act), the Australian Privacy Principles set out in the Privacy Act, applicable Codes of Practice to which we subscribe and other laws and codes affecting your personal information. A copy of our Privacy Policy is available on our website or on request. Our Privacy Policy contains information on how you may access or request to correct your personal information, as well as information on procedures for making a complaint about a breach of the Australian Privacy Principles.

We collect, use, disclose and maintain personal information, including sensitive information (eg health) which includes details of your objectives, financial situation and needs in order to provide you with financial services and products.

We are required, pursuant to the *Anti-Money Laundering and Counter-Terrorism Financing Act* (AML/CTF Act) and its corresponding rules and regulations, to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you and from time to time in order to meet our legal obligations. We have certain reporting obligations pursuant to the AML/CTF Act, and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

While you are not obliged to provide us with the information requested, if you decline to do so, we may be unable to provide the level of service and advice required and expected of us.

Who to contact if you have a complaint

We endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible. If you have a complaint about the service provided, staff, products or the handling of a complaint, please contact us and we will try to resolve it.

You can contact us about your concerns using any of the following methods:

- Contact your Financial Adviser
- Write to us:

Compliance Manager
Beyond Bank Australia Wealth Management
GPO Box 1430
Adelaide SA 5001
- Email us at wealth@beyondbank.com.au
- Call our office on 1800 061 320 (free call).

If the complaint cannot be resolved to your satisfaction within 30 days*, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). We are a member of AFCA which was established to help individuals resolve certain disputes and problems which cannot be resolved by the internal complaint process. AFCA provides fair and independent financial services complaint resolution. This service is provided to you free of charge.

You can contact AFCA at:

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne Vic 3001.

If your concerns involve unethical conduct, you can write to the Financial Planning Association of Australia, PO Box 109, Collins Street West, Melbourne VIC 8007.

*Timeframe may depend on what your complaint is about. For more information, please refer to our complaints policy on our website: www.beyondbank.com.au/complaints.

Compensation arrangements

The law requires us to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by us or our representatives (Advisers). We have internal compensation arrangements as well as professional indemnity insurance to satisfy these requirements. The insurance includes cover of former representatives and employees for work done while they were employed by us.

Further questions

If you have any further questions about the financial services that we and our Financial Advisers provide, please call us on 1800 061 320.

Please retain this document for your reference. Changes occur from time to time and the most recent version of our FSG will be available on our website: www.beyondbank.com.au.

Getting in contact:

Phone: 1800 061 320

Address: GPO Box 1430, Adelaide SA 5001

Email: wealth@beyondbank.com.au