BDO PRIVATE WEALTH ADVISERS PTY LTD

FINANCIAL SERVICES GUIDE

JULY 2023

AFSL No: 238280
ABN: 62805 149 677

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FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is designed to give you an understanding of our group before you receive any of our financial services and/or advice from our Wealth Advisers. This guide provides you with important information about BDO Private Wealth Advisers Pty Ltd (BDO PWA) including who we are, the services we provide, our fees and charges and our dispute resolution process.

This FSG is a very important document, and we recommend that you read it carefully. If you need further explanation or if you are unsure about any part of this document, we encourage you to reach out to an adviser with any questions.

This FSG is made up of two parts:

- Part 1 – BDO PWA FSG (this document)
- Part 2 – The Adviser Profile.

The Trustee for BDO Private Wealth Advisers Trust ABN 62 805 149 677 is the owner of BDO Private Wealth Advisers Pty Ltd ACN 010 862 290 which holds an Australian Financial Services Licence (AFSL) number 238280. We are a national advisory company with locations in Brisbane, Sydney, Adelaide and the Sunshine Coast.

Specific information about your Wealth Adviser, their experience and specialisation, is provided in the Adviser Profile attached to this guide.

LACK OF INDEPENDENCE

Because BDO Private Wealth Advisers receive commissions from life insurance companies, neither it nor its Wealth Advisers are independent, impartial or unbiased. The Corporations Act states that if a licensee receives commissions from a product issuer it cannot claim to be independent, impartial or unbiased.

THE BDO TEAM

YOUR BDO WEALTH ADVISER

A wealth adviser must have exceptional qualifications to join our team. We employ people who dig deeper to discover your concerns and are willing to go the extra mile to help resolve your wealth needs and objectives.

We want you to be able to access our help. If your Wealth Adviser is unavailable, there will always be another experienced Adviser available to assist you.

ABOUT US

BDO Private Wealth Advisers have been in business since 1988. We have our own licence and are responsible for the advice given by our Wealth Advisers. We have no obligation to sell products and will always act in your best interests. In order to do that we will always try and see things from your point of view and offer 'lifetime advice'.

OUR GUIDING VALUES

We believe reliability, communication and understanding are key to a successful relationship. They are our guiding values, and we endeavour to demonstrate them in every area of our business.

PROVIDING ADVICE

When we provide personalised financial advice, you will receive a Statement of Advice (SoA). This takes into account your objectives, financial situation and needs. The SoA will contain specific advice, the basis on which the advice is given and information about fees, commissions and associations that may have influenced the provision of the advice.

In the event we make a recommendation to acquire a particular financial product (other than securities), we will also provide you with a Product Disclosure Statement (PDS). This will contain information about the particular product and will enable you to make an informed decision in relation to the acquisition of that product.

We will explain any significant risks associated with the financial products and recommended strategies.

A Record of Advice (RoA) will be used to record any instances where we have provided you with subsequent advice and where your personal circumstances have not changed.

A Fee Disclosure Statement (FDS) will be issued to you in instances where you have entered into an Ongoing Fee Arrangement for a period greater than 12 months.

The FDS will contain information about the services you were entitled to receive, the services you received, and the fees you paid during the preceding 12 months. It will also contain information about the services you can expect to receive and ongoing fees to be paid in the next 12 months. This renewal requires you to elect to renew or terminate the ongoing fee arrangement for ongoing advice and services provided, and to notify us of this election within 120 days of the anniversary of your agreement.

In most cases personal advice will be provided, however if you do not require personal advice, general advice is available.We can also take your specific instructions to transact on your behalf and place a financial product (that BDO PWA is able to offer) without providing any personal or general advice. After you engage us as your Wealth Adviser, we can act on your instructions whether you provide them by telephone, email, fax or other agreed means of communication.

You may request a copy of any SoA, PDS, RoA and/or FSG that we have provided to you up to seven (7) years after the date it was provided to you at no cost.

PROTECTING YOUR PRIVACY

ANTI-MONEY LAUNDERING

BDO PWA is required, pursuant to the Anti-Money Laundering (AML) and Counter Terrorism Financing (CTF) Act, to implement certain client identification processes. We will be required to collect identification records about you at the time of implementing any financial products on your behalf.

PRIVACY

BDO PWA is required to collect personal information about you to provide our financial advice and services. We maintain a record of your personal information that includes details of your objectives, financial situation and recommendations we have provided to you. If you give information to us about another person in relation to the services we provide, you have an obligation to let them know that we hold their information. In the event we request your personal information and you do not provide it to us, we may not be able to provide you with any financial advice.

Information acquired by us in the course of providing our services will not be disclosed to any other party without your express consent, except as required by law. We are not likely to disclose your information to organisations overseas. However, we may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it is not always practicable to know which country your information may be held.

The BDO PWA Privacy Policy details how we collect, use and protect your personal information. A copy of our Privacy Policy is available from our website www.bdo.com.au or by requesting a copy.

THE FINANCIAL PRODUCT CLASSES

We are licensed under the Corporations Act 2001 (Cth) to provide the following advice services:

- Wealth creation
- Wealth protection
- Retirement planning
- Superannuation needs
- Centrelink benefits
- Estate planning
- Salary packaging

We are licensed to provide advice on, and deal in, the following products to retail and wholesale clients:

- Deposit products
- Government debentures, stocks and bonds
- Life insurance investment products
- Managed investment schemes
- Investor directed portfolio services
- Retirement savings account products
- Securities
- Superannuation
- Standard margin lending facility

COMPLAINTS

We are committed to meeting your needs and maintaining a high level of client satisfaction. If you are unsatisfied with a service we have provided you, we have avenues available to you for the investigation and resolution of any complaint you may have.

To make a formal complaint, please see the BDO Complaints Policy available on our website.https://www.bdo.com.au/en-au/about/ethics-regulatoryand-compliance/complaints-policy

BDO Private Wealth Advisers Pty Ltd is a member of AFCA (Member Number 10515). Where you are unsatisfied with the resolution reached through our Internal Dispute Resolution process, you may escalate this complaint to the Australian Financial Complaints Authority (AFCA). AFCA can be contacted on 1800 931 678 (www.afca.org.au).

PROFESSIONAL INDEMNITY INSURANCE

BDO PWA has in place Professional Indemnity Insurance that satisfies the requirement imposed by the Corporations Act 2001 s912B and ASIC's requirements and covers present and past advisers.

1300 138 991
www.bdo.com.au

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