



# Financial Services Guide

Version 1<sup>st</sup> November 2018

## Our Details

Australian Financial Service License	ExchangeIQ Advisory Group Pty Ltd	AFSL Number	255016
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ABN	86 003 990 627
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Address	Level 11, 1 Chifley Square, Sydney NSW 2000
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## Your Adviser

Authorised Representative Name	Darrin Newport	Authorised Representative Number	404149
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Corporate Authorised Representative Name	Newport Consultancy Pty Ltd T/A Newport Financial Group	Corporate Authorised Representative Number	404150
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Email	<a href="mailto:newport@newportfinancial.com.au">newport@newportfinancial.com.au</a>	ABN	91 090 736 806
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Phone Number	(02) 8488 0934	Website	<a href="http://www.newportfinancial.com.au">www.newportfinancial.com.au</a>
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Address	Level 12, Plaza Building, 87-95 Pitt Street, Sydney NSW 2000
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This Financial Services Guide (**FSG**) provides you with important information about the financial services and products offered by ExchangelQ Advisory Group Pty Ltd (the licensee) ACN 003 990 627 (Australian Financial Services License 255016.) and its authorised representatives.

## About this Financial Services Guide

This FSG may assist you in deciding whether to use the services we offer. It can help answer any questions about:

- who we are and our contact details;
- the services we provide;
- details of our associations and relationships;
- how we and your Financial Adviser are remunerated; and
- how we resolve complaints.

This FSG has been authorised for distribution by the licensee. The licensee's contact details can be found at the end of this FSG.

## Who provides the financial services described in this FSG?

The financial services described are provided by your Financial Adviser as an authorised representative of the licensee. The licensee is responsible for the financial services offered in this FSG, and we do not act on behalf of any other person.

## The services we offer

We can provide financial product advice (general and personal advice) and deal in financial products including:

- personal financial advice
- basic and non-basic deposit products
- managed investments
- life insurance
- general insurance
- retirement products
- superannuation
- margin loans
- government debentures, and bonds
- equities and exchange traded funds

We maintain an Approved Products List (**APL**) which our Financial Advisers have access to. Products contained in the APL have been researched and approved by us. Our Financial Advisers will only recommend a product to you if they are satisfied that it is in your best interest and it is appropriate for you. In some cases, this may require the Financial Adviser to investigate and ultimately recommend a product which is not on the APL.

## Documents you may receive

Before you invest in a financial product you will receive a Product Disclosure Statement (**PDS**) or other disclosure document issued by the product provider. It contains information about the product, including risks, benefits, features and fees payable. It is designed to help you make an informed decision about whether to invest.

When we provide personal advice, it will be documented and provided to you in a Statement of Advice (**SoA**). Personal financial advice takes into account your financial objectives, financial situation and financial needs.

The SoA will set out your goals and strategies and any financial products we may recommend to achieve your goals. The SoA will set out your goals and strategies, our recommendations including the basis of our advice and why it is appropriate for you, as well as other relevant information such as fees, commissions and other benefits we or our Financial Advisers may receive as a result of providing financial advice to you.

If further advice is provided, a Record of Advice (**RoA**) will be prepared. You may request a copy of any further personal advice we provide you for seven years.

## How to instruct us

We will work with you to complete a 'Client Profile' which summarises your situation. We then create a SoA for you to consider and sign to acknowledge your agreement with the strategies and activities contained in our advice.

## Advice Preparation Fees

Your initial consultation with us is complimentary. Generally we will charge you a fee for the preparation of your SoA. Fees will vary according to the service you select, complexity and scope of advice provided and specific products you purchase, with the fee agreed prior to preparation. The precise fee will be set out in the SoA.

SoA preparation fees start from \$3,300 and are generally capped at \$16,500, inclusive of GST (depending on the complexity of the advice to be prepared). Depending on the arrangement agreed to between you and your Financial Adviser, payment of the SoA preparation fee may be able to be offset (partially or entirely) by any commissions received by the Licensee and/or your Financial Adviser from insurance providers in relation to an insurance product recommended to you (less GST).

## Ongoing Advice/Service Fees

Depending on the arrangement agreed to between you and your Financial Adviser, you may also be charged a fee for ongoing personal advice and service. The precise fee will be set out in the SoA.

Your adviser will also provide you with a breakdown of ongoing advice fees on an annual basis in a Fee Disclosure Statement.

## Life Insurance commissions

Upfront and ongoing commissions may be received by the Licensee and/or your Financial Adviser from insurance providers. These commissions are paid by insurance providers in relation to insurance products that our Financial Advisers recommend to you. The commissions vary and are based on the policy cost for the particular product recommended.

Upfront commissions are paid in the first year by the insurance provider to us, while ongoing commissions are paid in each following year.

The upfront commission rates applicable to you will depend on the date the insurance product is issued. The following table is a guide of the commissions we may receive, inclusive if GST:

Date of product issue	Upfront commission	Ongoing commission
Before 1 January 2018	Up to 130%	Up to 30%
1 January 2018 – 31 December 2018	Up to 88%	Up to 30%
1 January 2019 – 31 December 2019	Up to 77%	Up to 30%
From 1 January 2020	Up to 66%	Up to 30%

Upfront Commissions in relation to insurance products applied for prior to 1 January 2018 and issued before 31 March 2018 will be subject to the pre 1 January 2018 commission rates.

## Managed funds

The Licensee does not accept upfront commissions from managed fund investments for managed funds.

## How our Financial Adviser are remunerated

Our Financial Advisers remuneration is not linked to recommendations related to specific financial products.

If your Adviser is employed by a Corporate Authorised Representative your Adviser may be paid a salary or receive profit share from fees and commission paid to that corporate Authorised Representative.

## Referral Fees & Other Remuneration

The Licensee or your Financial Adviser may pay a referral fee for third party referrals. We may also receive a benefit for referring you to other specialist service providers. This fee will be disclosed in the SoA.

We may also receive other benefits from product providers, such as hospitality, sponsorship to attend conferences and training within regulatory guidelines. This may include non-financial benefits valued at less than \$300 such as gift vouchers, business lunches and tickets to sporting events. The Licensee keeps a register of non-financial benefits we receive.

## Fees for Other Services

From time to time you may require other services from us. We may charge you on an hourly rate of between \$220 and \$440, inclusive of GST, or a set price. With respect to brokerage for ASX share transactions, you will be charged for the actual cost of share trading transactions, and depends on the broker used. These fees or brokerage will be disclosed in the SoA.

## Execution Only

Where we provide a financial service to you which includes dealing in a financial product but does not include providing financial product advice, a one-time only fee of between \$440 and \$1,100, inclusive of GST, may apply.

## Interests, Associations and Relationships

The Licensee is a wholly owned subsidiary of Yellow Brick Road Group Pty Limited ACN 124 415 194. Smarter Money Fund, Smarter Money Higher Income Fund and Smarter Money Long-Short Credit Fund and each managed investment schemes. OneVue RE Services Limited AFSL 223271 ABN 94 101 103 011 (the 'Responsible Entity') is the responsible entity of the managed investment schemes and is the issuer of the Product Disclosure Statements ('PDS'). The Responsible Entity has appointed Smarter Money Investments Pty Limited ACN 153 555 867 authorised representative number 414337 ('SMI') as investment manager of the funds. SMI is an authorised representative of ExchangeIQ Advisory Group Pty Limited ABN 86 003 990 627 AFSL 255016. SMI and ExchangeIQ Advisory Group are subsidiary companies of the Yellow Brick Road Group of companies.

The Yellow Brick Road Group (but not its authorised representatives) may receive payments from the above Product and Service providers

## Your Privacy

The Licensee understands how important it is to protect your personal information. We recognise that any personal information we collect about you will only be used for the purposes we have collected it, or as allowed under the relevant law. It is important to us that you are confident that any personal information we hold about you will be treated in a way that ensures protection of your personal information.

Our commitment in respect of personal information is to abide by the Australian Privacy Principles for the protection of personal information, as set out in the Privacy Act 1988 and any other relevant law.

The kinds of personal information we may collect about you include your name, date of birth, address, account details, occupation, and any other information we may need to identify you.

Where reasonable and practical we will collect your personal information directly from you. We may also collect your personal information from Wealth Managers and other people such as accountants and lawyers. Information will also be collected from records we maintain about the products or services you receive from us.

We may use information about you for purposes including:

- giving you information about financial products and related services;
- considering whether you are eligible for a particular financial product or any related service you request;
- providing you with a financial product or related service;
- to answer requests or deal with complaints;
- confirming your identity;
- telling you about other products or services we and our related entities make available and that may be of interest to you, unless you tell us not to;
- allowing us to run our business efficiently and to perform administrative and operational tasks effectively;
- preventing or investigating any fraud or crime or any suspected fraud or crime;
- as required by law, regulation or codes binding us; and
- any purpose to which you have consented.

We will take reasonable steps to protect your personal information by storing it in a secure environment. We may store your personal information in paper and electronic form. We will also take reasonable steps to protect any personal information from misuse, loss and unauthorised access, modification or disclosure.

For a copy of the Licensee you may visit <https://ybr.com.au/privacy-policy>

## Compensation Arrangements

The Licensee has professional indemnity insurance covering our products and services that meets the requirements for compensation arrangements under s912B of the Corporations Act 2001 (Cth).

It is important that the information you provide us is accurate, complete and up to date, as if we proceed on incomplete or incorrect information, you may be in breach of your legal obligations.

## Our Dispute Resolution Procedures

### Internal Dispute Resolution

If you are unhappy with our services, please contact us first by contacting our Complaints Manager on the following:

#### YBR Head Office (Complaints Manager)

Telephone 02 8226 8212  
Email [complaints@ybr.com.au](mailto:complaints@ybr.com.au)  
Fax 02 8226 8201  
Post GPO Box 5002  
Sydney NSW 2001  
Website [www.ybr.com.au](http://www.ybr.com.au)

We will endeavour to resolve your complaint quickly and fairly. If your complaint has not been resolved to your satisfaction, you may contact the Australian Financial Complaints Authority (AFCA), which is an independent dispute resolution scheme for financial services complaints.

#### Australian Financial Complaints Authority (AFCA)

Telephone 1800 931 678  
Email [info@afca.org.au](mailto:info@afca.org.au)  
Post GPO Box 3  
Melbourne VIC 3001  
Website [www.afca.org.au](http://www.afca.org.au)

## How to Contact Us

You may contact us by:

Telephone (02) 8226 8200;  
Email [info@ybr.com.au](mailto:info@ybr.com.au)  
Post Yellow Brick Road Wealth Management  
Level 11, 1 Chifley Square  
Sydney NSW 2000  
Website [www.ybr.com.au](http://www.ybr.com.au)