

Financial Services Guide

Version 1 November 2023

Redgum Wealth Group Pty Ltd
ABN 75 108 781 040

Life Insurance Broker
AFSL No 277780

Financial Services Guide

Licensee

Redgum Wealth Group Pty Ltd (“Redgum Wealth Group”)

AFSL 277780

ABN 75 108 781 040

Purpose of this FSG

This Financial Services Guide (FSG) will help you decide whether to use the services that we offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

Not Independent

We are not independent, impartial or unbiased as:

- we receive commissions for the advice we provide on life risk insurance products; and
- we typically recommend financial products where an entity that we own (Nucleus Investment Management) receives fees for investment management services.

Redgum Wealth Group

Redgum Wealth Group holds an Australian Financial Services License. It is required to comply with the obligations of the Corporations Act and the conditions of its license. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that its current and past representatives provide.

Our services

Redgum Wealth Group provides personal advice, general advice and dealing services in the following areas:

- Wealth creation
- Superannuation
- Self-Managed Superannuation Funds
- Retirement planning
- Portfolio management
- Personal risk insurance
- Managed Investments
- Securities
- Margin lending

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA).

The SoA will explain the basis for our advice, the benefits, consequences and main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We will provide you with a Product Disclosure Statement (PDS) or Managed Discretionary Account Contract where we recommend a financial product other than Securities. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via email and via a phone call (which we may record with your permission). In some cases, we may require you to provide signed instructions. We can accept electronic signatures although not all financial product providers will allow this.

Depending on your relevant circumstances, you may require ongoing advice or a review of your strategy. Further advice will typically be documented in a Record of Advice (RoA) which we retain on file.

You may request a copy of the RoA document at any time up to to seven (7) years after the advice is provided.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

Redgum Wealth Group may advise you to invest in portfolio management services on a discretionary basis, if you agree with this approach. Where your portfolio is managed with discretion, decisions regarding your portfolio are implemented without consulting with you. These decisions must comply with the portfolio mandates agreed with you.

How Are We Remunerated

We charge fees based on the time, complexity and risk involved in making and managing recommendations for our clients. These fees are made up of one or more of the following fees:

Advice Preparation Fee

The Advice Preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA.

The Advice Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice. You only pay this fee if you authorise us to prepare the SoA.

Advice Implementation Fee

If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Financial Adviser Services Fee

The Financial Adviser Service Fee we will charge you will depend on the ongoing services that we provide to you. They may be a percentage of your portfolio value or an agreed fixed fee which is paid monthly.

The services and fees will be set out in the SoA or RoA that we provide to you and the Fixed Term Agreement we agree with you.

Insurance Commissions

Redgum Wealth Group may receive a one-off up-front commission when you take out an insurance policy we recommend. We may also receive a monthly commission payment for as long as you continue to hold the policy. Any commissions received will be included in the SoA or RoA provided to you.

Other Benefits

Redgum Wealth Group and its representatives may also receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained

on a register which is available to you on request.

Financial Adviser Remuneration

Mark McLennan is the owner of the practice and he is remunerated through the profits generated by the practice.

Financial Advisers employed by the practice are paid a salary.

Referral Fees and Commissions

In some situations, we pay fees or commissions to external parties who have referred you to us. We will disclose the referral arrangements to you when we provide you with a SoA.

Conflicts of Interest

Your financial adviser may recommend investments in shares that they or their associated parties may hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

Nucleus Investment Management

Nucleus Investment Management Pty Ltd (Nucleus) is a wholly subsidiary of Redgum Wealth Group Pty Ltd.

As part of providing our services we may recommend that you invest in a Managed Account Service or Superannuation Service where Nucleus has been appointed as the investment manager or sub-investment manager. Prior to investing in the Managed Account Service or Superannuation Service, you are required to consent to this fee, which is disclosed in the SoA or RoA provided to you and in the Application Form for the Managed Account Service or Superannuation Service you invest in.

Any fees earned by Nucleus are paid to Redgum Wealth Group.

Wholesale Clients

In some circumstances we may provide services to you as a wholesale client. We will seek your consent before providing services to you as a wholesale client.

Making a Complaint

We endeavor to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us, send us an email, or put your complaint in writing to our office. You can direct your complaint to your financial adviser or to the Managing Director, Mark McLennan.

If you are not satisfied with our response after 30 days, you can lodge your complaint with the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. AFCA provides fair and independent financial services complaint resolution which is free to consumers.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.