

FINANCIAL SERVICES GUIDE

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and its distribution is authorised by Park Street Group Pty Ltd

FINANCIAL SERVICES GUIDE

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement (‘PDS’) containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product. Where we recommend a ‘Platform’ or ‘Wrap Account’ or ‘Masterfund’ you will be given a PDS and / or Investor Guide for that product and, in addition, you will be given what is referred to as a ‘Short Form PDS’ which provides information about the particular managed funds we have recommended, if that information is not already contained in the Platform’s PDS or Guide.

If we recommend that you authorise Park Street Group Pty Ltd and its representatives to exercise discretion in managing your investments held on a Regulated Platform and you accept that recommendation, then you will need to sign a Managed Discretionary Account (‘MDA’) Contract that we provide to you. The MDA Contract will set out the terms and conditions of the limited authority as well as either contain or append an Investment Program.

The Investment Program is designed by Park Street Group Pty Ltd for a client’s personal circumstances and objectives. It contains the asset allocation ranges within which the discretion you have given to us is exercised as well as any specific restrictions agreed.

Who will be providing the financial service to me?

Licensee: Park Street Group Pty Ltd

ABN: 51 164 533 680

Australian Financial Services Licence Number: 445489

Address: Suite 3, Level 5, Exchange House, 10 Bridge St, Sydney, NSW 2000

Email: peter@parkstreetgroup.net.au and james@parkstreetgroup.net.au

Telephone: Peter Eichmann 0411 575 891 James Dakin 0402 133 121

Who is my adviser?

Your advisers will be Peter Eichmann and James Dakin, employees of Park Street Group Pty Ltd.

What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Park Street Group Pty Ltd can offer you the following services:

- Investment Advice and Portfolio Management
- Financial Planning Strategies
- Retirement Planning
- Superannuation Advice
- Life Insurance needs

Park Street Group Pty Ltd is licensed to provide advice on, and deal in, the following financial products;

- Deposit products (Cash and Term Deposits), both basic and non basic
- Government Debentures, Stocks or Bonds
- Securities (listed shares and fixed interest Exchange)
- Superannuation (including Self managed Superannuation Funds, Account Based Pensions and Complying Pensions)
- Managed Investment Schemes (including retail funds and IDPS)
- Managed Investment Schemes (limited to Managed Discretionary Accounts)
- Retirement Savings Accounts
- Life Insurance risk products (Term Life, Income protection, TPD, Key Man etc)
- Life Insurance Investment products (Superannuation and savings products)
- Standard margin lending facilities.

When we provide advice on listed investments, we may place those trades via a regulated platform (BT Panorama) or via the services of a stockbroking firm to facilitate the trades.

The Managed Discretionary Accounts service we offer is limited to the discretionary switching of investments held on a Regulated Platform, i.e. operated by an appropriately licensed Responsible Entity. Therefore, the assets backing your investments are held beneficially for you by the Responsible Entity or the Trustee of the Superannuation Fund. At this time this is BT Panorama, part of the Westpac group, who can be contacted by phone on 1300 784 207 or email professional@panorama.com.au. They will provide you with online access to your account(s) and notify you when reports are published for you to access about your accounts.

Portfolio Monitoring

Internal databases are maintained detailing client's investments that were recommended by Park Street Group Pty Ltd. This does not constitute portfolio monitoring. Portfolios are reviewed on an agreed frequency and at least annually, subject to the client's discretion.

Who do you act for when you provide financial services for me?

We act for you and Park Street Group Pty Ltd is responsible for the financial services provided to you.

How will I pay for the service?

Park Street Group Pty Ltd will charge you a fee. Commissions are not accepted - if a commission is unavoidable then it will be rebated to you as soon as practicable. Your advisers are paid a salary by Park Street Group Pty Ltd.

What are the fees and commissions Park Street Group Pty Ltd receives?

FEES PAID BY YOU FOR SERVICES INVOLVING INVESTMENTS

Park Street Group Pty Ltd operates on a fee for service model, with a maximum portfolio management fee of up to 1.25% including GST. A detailed table of fees are set out in the table at the end of this FSG.

COMMISSIONS RECEIVED FOR INSURANCE PRODUCTS.

Park Street Group does not accept commissions. If a commission is unavoidable then it will be rebated to you as soon as practicable.

Stockbroking

Park Street Group generally absorb any stockbroking costs incurred for listed transactions. Where a fee is applied it will be a flat fee based on the total dollar amount and liquidity of the security. We will confirm the fee amount before placing the trade. You will be informed if such a flat fee applies to you and how much it will be before we place the trade.

Do any relationships or associations exist which might influence you in providing me with the financial services?

Park Street Group Pty Ltd, its representatives and any related companies do not have any association with any product issuer that could be expected to influence us in the provision of the financial services.

Will you provide me advice, which is suitable to my needs and financial circumstances?

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should listen to and read the warnings carefully.

Will the Investment Program in the MDA Contract comply with the Law?

The Investment Program that we prepare for you will either be contained in the MDA Contract or appended to the MDA Contract.

In either case we must comply with the Corporations Act Division 3 of Part 7.7, Division 2 of Part 7.7A and ASIC Corporations (Managed Discretionary Account Services) Instrument 2016/968. This means that we must determine if the MDA is in your best interest based on your personal circumstances and objectives. Our Investment Program for you will contain:

- (i) a statement about the nature and scope of the discretions the licensee will be authorised to, and those that the licensee is required to, exercise under the MDA contract and the investment strategy that is to be applied in exercising those discretions; and
- (ii) information about any significant risks associated with the MDA contract; and
- (iii) the basis on which the licensee considers that MDA contract to be suitable for the client; and
- (iv) any applicable warnings if you provide us with limited or inaccurate information or, if in future, your circumstances change.

Furthermore, we must provide you with a Statement of Advice that includes our recommendations, explanations for those recommendations and our remuneration disclosures. The Statement of Advice may contain the Investment Program and be part of the MDA Contract or be a separate document to them.

Will the Investment Program be reviewed?

We will review annually the continued appropriateness of the MDA service and Investment Program to your relevant circumstances and objectives.

What should I know about the risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

You should also be aware that there are additional risks if you grant us the discretion over your investments. We cannot guarantee that the changes we make will improve your position and you will not be aware of these changes beforehand but will be bound by them. More detailed information on the additional risks will be included in the Statement of Advice and Investment Program if we recommend this discretionary option to you.

What information do you maintain in my file, and can I examine my file?

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs.

We also maintain records of any recommendations made to you, and if applicable, the MDA contract and the Investment Program.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy statement is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing, and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, email, or other means.

Can I participate in any special offers, corporate actions or rights issues with the MDA?

If investments held on the Platform provide you with any rights or entitlements (e.g. bonus rights, special issues, corporate actions, etc) then we will review the investment merits of each opportunity and act on your behalf accordingly.

Who can I complain to if I have a complaint about the provision of the financial services to me?

Park Street Group Pty Ltd has in place Professional Indemnity Insurance that is required by the Corporations Act and which meets ASIC's requirements and covers present and past representatives.

If you have any complaint about the service provided to you, you should take the following steps and we will seek to resolve your complaint quickly and fairly:

1. Contact your adviser and discuss your complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please ring Park Street Group Pty Ltd and speak with our Complaints Officer or put your complaint in writing marked for the attention of the Complaints Officer and send it to Park Street Group Pty Ltd at the address on page 3 of this FSG. Your complaint should be finalised within 30 days of receipt of your complaint.

Park Street Group Pty Ltd is a member of the Australian Financial Complaints Authority service (AFCA).

If the complaint cannot be settled to your satisfaction you have the right to complain to the AFCA. This service is free of charge to you and AFCA can be contacted on:

Phone: 1800 931 678

Email: info@afca.org.au

Mail to: GPO Box 3, Melbourne Victoria 3001.

Fees involved with using the Park St Group MDA Service

Table 1

<i>Park St Group MDA</i>		
Type of fee or cost	Amount	How and when paid
Fees when your money moves in or out of the managed investment product	\$0	n/a
<i>Establishment fee</i> The fee to open your investment	\$0	n/a
<i>Contribution fee</i> The fee on each amount contributed to your investment	\$0	n/a
<i>Withdrawal fee</i> The fee on each amount you take out of your investment	\$0	n/a
<i>Exit fee</i> The fee to close your investment	\$0	n/a
Management costs	BT Panorama (Investment & Super) Account keeping fee (fixed) \$540 Account keeping fee (tiered) Account balance Fee rate \$0 - \$1,000,000 0.15% pa Balance over \$1,000,000 Nil Custodial HIN (optional) \$300	Monthly in arrears
<i>Expense Recovery</i> Is a cost of implementing legislative changes	BT Panorama Investment \$80 flat fee BT Panorama Super 0.03% (Charged by BT and not by Park Street Group)	
<i>The fees and costs for managing your investments</i>	Adviser fee of 1.1% p.a. including GST Management Expense Ratio for the underlying managed funds are between 0.04% to 1.75% p.a.	Monthly in arrears Incorporated in the unit price

<i>Park St Group MDA</i>		
Type of fee or cost	Amount	How and when paid
Service fees	\$0	N/a
<i>Switching fee</i> The fee for changing investment options	\$0	
<i>Buy/Sell margin</i> Applicable to all transactions for managed investments	This ranges between 0% & 0.5%	At time of transaction
<i>Brokerage costs</i>	\$0 for listed securities (including ETFs cost)	On purchase or sale of listed securities

Tables 2 & 3

These tables give examples of how the fees and costs in the Medium Risk investment option for this Managed Discretionary Account Service can affect your investment over a 1 year period. You should use this table to compare this product with other managed investment products.

EXAMPLE --the Medium Risk Investment Option BT Panorama Investment account		BALANCE OF \$500,000 WITH A CONTRIBUTION OF \$50,000 DURING YEAR
Contribution Fees	0%	For every additional \$50,000 you put in, you will be charged \$0.
PLUS BT Administration fee	0.26%	And , for the first \$500,000 you have in the Medium Risk investment option you will be charged \$1,290 each year
PLUS BT Expense Recovery fee	\$80	A flat fee charged each year
PLUS Adviser fee	1.1%	And , for first \$500,000 you have in the Medium Risk investment option you will be charged \$5,500 each year.
PLUS Indirect costs for typical portfolio of managed funds	0.55%	And , for every \$500,000 you have in the Medium Risk investment option you will be charged \$2,750 each year
EQUALS Cost of balanced investment option		If you had an investment of \$500,000 at the beginning of the year and you put in an additional \$50 000 during that year, you would be charged fees from: \$9,620 to \$10,520 * What it costs you will depend on the investment option you choose and the fees you negotiate.

EXAMPLE -- the Medium Risk Investment Option BT Panorama Super account		BALANCE OF \$500,000 WITH A CONTRIBUTION OF \$50,000 DURING YEAR
Contribution Fees	0%	For every additional \$50,000 you put in, you will be charged \$0.
PLUS BT Administration	0.26%	And , for the first \$500,000 you have in the Medium Risk investment option you will be charged \$1,290 each year
PLUS BT Expense Recovery fee	0.03%	A scaled fee charged each year capped at \$395
PLUS Adviser fee	1.1%	And , for first \$500,000 you have in the Medium Risk investment option you will be charged \$5,500 each year.
PLUS Indirect costs for typical portfolio of managed funds	0.55%	And , for every \$500,000 you have in the Medium Risk investment option you will be charged \$2,750 each year
EQUALS Cost of balanced investment option		If you had an investment of \$500,000 at the beginning of the year and you put in an additional \$50 000 during that year, you would be charged fees from: \$9,785 to \$10,700 * What it costs you will depend on the investment option you choose and the fees you negotiate.

The above tables take into consideration the fees charged by the BT Panorama Platform, those payable to PSG as well as those payable to the underlying fund managers. There will be further information in the Product Disclosure Statement for the BT Platform.

PRIVACY STATEMENT

The privacy of your personal information is important to us.

1. Your representative will ask you many questions. Why is so much information required?

We collect your personal information to enable us to provide you with the products and services that are appropriate to your needs. Under the following Australian laws we may be authorised or required to collect your personal information:

- Corporations Act 2001,
- Australian Securities and Investment Commissions Act 2001,
- Anti Money Laundering and Counter Terrorism Financing Act,
- Taxation Administration Act 1953,
- Superannuation Guarantee (Administration) Act 1992 and
- Superannuation (Unclaimed Money and lost members) Act 1999

as those acts are amended and any associated regulations. From time to time other acts may require, or authorise us to collect your personal information.

We are required to collect sufficient information to identify a person's needs, objectives and financial circumstances so that we can provide appropriate financial advice.

We will gather the information by asking you numerous questions about you and possibly your family. We will record this information. We endeavour to retain accurate, complete and up to date personal information about you so we will ask you to review the information from time to time.

If the information you provide to us is incomplete or inaccurate this will impact on our analysis of your requirements and may result in advice that is not appropriate to your needs and circumstances. If this does occur you will need to make your own assessment concerning the appropriateness of our advice.

At times, we may collect personal information from someone other than yourself and you may not be aware that we collect or have collected this information.

2. Access and correction

You may (subject to permitted exceptions) access and update your information by contacting us. You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law. We will give you reasons if we deny access though will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependent to a large degree on the information you provide and you should advise us if there are any errors in your personal information.

3. Providing personal information

We may provide personal information to:

- organisations (who are bound by strict confidentiality) to whom we outsource certain functions such as our auditors. In these circumstances, information will only be used for our purposes;
- other professionals such as solicitors, accountants and stockbrokers when a referral is required;
- entities based overseas (see below for details);
- third parties when required to do so by law, e.g. legislation or Court Order.

4. Overseas disclosure

Sometimes we need to provide personal information to or get personal information about you from persons located overseas. For example we may outsource a function involved in the financial planning business to someone based overseas. Nevertheless, we will always disclose and collect your personal information in accordance with Privacy Principles.

5. Identifiers

Although in certain circumstances we are required to collect government identifies such as tax file numbers, Medicare number or pension card number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

6. Dealing with us anonymously or using a pseudonym

The nature of the provision financial services does not lend itself to treating customers with anonymity. All transactions require personal information about the individual for whom the transaction is being completed. However, in some instances we may be able to provide information or a service anonymously or to you under a pseudonym, for example, enquiries about products from a potential client.

You can deal with us anonymously where it is lawful and practicable to do so.

7. Marketing Practices

Every now and then we might let you know, via mail, SMS, telephone or online, about news, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. At any time, you can contact us to update your marketing preferences.

8. Sensitive Information

Without your consent, for example where information is provided by you for insurance and or risk purposes, we will not collect sensitive information about you. Exceptions to this include where the information is required by law, or for the establishment, exercise or defence of a legal claim.