

Financial Services Guide Part 1

Wealth IQ Group Pty Ltd

Version Number 2.0

This Financial Services Guide ('FSG') has been authorised for distribution by the authorising licensee, Wealth IQ Group Pty Ltd ABN 45 644 154 914, AFSL no. 527880 ('Wealth-IQ'). Wealth-IQ is the financial services licensee that authorises your Wealth-IQ financial adviser ('Adviser') and their firm ('we', 'us', 'our') to provide financial services.

This is an important document designed to provide you with information to make an informed decision about whether to use the financial services that we provide.

This FSG is divided into two parts and both parts must be read in conjunction as together they form the full FSG. Part One of this FSG provides high level disclosure of the financial services provided by us as well as important information about Wealth-IQ whereas Part Two of this FSG is an Adviser Profile and more specifically outlines the financial services provided and products recommended by us.

Contacting us If you need to contact us, you can speak with your Adviser. You can contact Wealth-IQ using the following details:



PO Box 435, Highgate, SA, 5063



+61(8) 8271 5427

Part One

Part One of this FSG contains information about:

- Wealth-IQ, as the holder of the Australian Financial Services Licence that authorises us to provide financial services.
- Lack of Independence disclosure.
- Other disclosure documents you may receive.
- The financial services and types of products we provide or recommend.
- Collecting your personal information and providing us with instructions.
- Fees or costs that may apply to you.
- Remuneration that we, your Adviser or a related entity may receive.
- Relationships or associations with other entities, that could create potential conflicts of interest, and
- What you can do if you are not happy with our services or have a complaint.

Who Is Wealth IQ Group Pty Ltd?

Wealth-IQ's purpose is to help all Australians afford their dreams. We educate clients to help them make informed decisions about their future. So, whether you are just starting out or approaching retirement, we assist you by providing you with financial advice which gives you greater control over your financial future.

Lack of Independence

Wealth IQ Group Pty Ltd and its Representatives listed in FSG Part 2 are not independent, impartial, or unbiased because we:

- Receive commissions for the advice we provide on life risk insurance products.

Authorised Representative Profile – Part Two

Your financial adviser will be the Authorised Representative listed in Part Two of this FSG.

This FSG must be read in conjunction with the Authorised Representative Profile as it forms part of this FSG. It provides detailed information about your financial adviser such as their contact details, referral sources and the types of financial products and services they are authorised to advise/deal in. Please retain both Part One and Part Two of the FSG for your reference and any future dealings with Wealth-IQ and your financial adviser.

What Other Documents Might You Receive?

You might receive the following documents when your Adviser provides financial services to you:

Statement of Advice (SoA) If your Adviser provides personal advice tailored to your circumstances and needs you will receive a SoA. The information contained in the SoA will help you make an informed decision in relation to the advice provided. It also sets out the advice, the reasons for the advice and details about any remuneration payable.

Record of Advice (RoA) Where further advice is provided to you in reference to previous advice (SoA) and there have been no significant changes to your relevant personal circumstances, your adviser will provide you with a RoA. There are no limitations in relation to time or how you make your requests for a copy of the RoA.

Product Disclosure Statement (PDS) You will receive a PDS if your Adviser recommends a financial product or offers to arrange the issue of a financial product on your request. The PDS contains information about a financial product's features, fees, benefits, and risks.

Advice Services We Provide

Our licence can provide advice in the following financial products:

- Basic & non-basic deposit products.
- Life insurance.
- Government debentures, stocks, and bonds.
- Managed investment schemes including IDPS.
- Retirement Savings Accounts.
- Securities.
- Superannuation.
- Standard Margin Lending Facilities.

Wealth-IQ and your Adviser will consider the tax consequences that relate directly to the financial advice being provided. However, this financial advice will not include an assessment of your overall tax position. To determine how your Adviser's financial advice fits with your overall tax position, you should seek separate tax advice about liabilities, obligations or claim entitlements that arise, or could arise, under a taxation law.

Instructing your Adviser

You will generally need to instruct your Adviser in person and your signature will be required for verification. For some products and services though, special arrangements can be put in place to instruct your Adviser by electronic means, for example phone, e-mail, or fax.

What Information Should You Provide to Receive Personal Advice?

Your adviser must act in your "Best Interests". To assist your adviser in acting in your best interests, as well as helping us to advise you in an appropriate manner and protecting you throughout our relationship, we request you.

- ▶ Supply accurate information about your personal circumstances, needs and objectives.
- ▶ Update your adviser on any changes to this information.
- ▶ Do not make any payments for investments, contracts, or fees "made payable" to your adviser.
- ▶ Never sign blank forms.
- ▶ Never sign any form or agree to any recommendation without fully understanding what you are signing or agreeing to.

You have the right to withhold personal information, but this may have an impact on the appropriateness of the advice you receive. You should read any warnings contained in any advice document (whether SoA or RoA) carefully before making any decision relating to a recommended financial strategy and/or product. Your adviser will request you sign an acknowledgement if you do not wish to provide complete information or if they believe that the information is not accurate.

How We Handle Your Personal Information

Wealth-IQ and we are committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality Wealth-IQ has adopted the principles set out in the Privacy Act 1988. For further details you can refer to Wealth-IQ's Privacy Policy.

Non-Advisory Transactions

At times you may wish to make an investment transaction and do not need assistance from us with any decisions in relation to the product or transaction. In these cases, we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without advice from us, we will ask you to confirm your instructions in writing and sign an acknowledgment form. Any assistance we provide to complete your transaction should not be taken as a recommendation or endorsement of the product or transaction.

How do You Pay for Wealth-IQ Advice and Services?

All advice fees and commissions are required to be paid directly to Wealth-IQ as the licensee. Wealth-IQ may retain a percentage and the balance that is attributable to the financial services we provide is passed on to us. If the fees, commissions, or benefits are not calculable at the time we provide personal advice, we will describe the manner in which they are calculated at the time the advice is given or as soon as practicable after.

Financial Planning Advice Fees

Fees may be a Fixed Rate Fee, Hourly Rate Fee, or a combination of both depending on the complexity of your personal situation and the time and effort in the work done for you. The fees will be discussed and agreed with you prior to services being provided. If advice is provided the fees will be disclosed in your Statement of Advice (SoA).

Ongoing fee arrangements may be based on a Flat Fee or an Asset Scale Fee. These will be outlined in FSG Part 2.

Retail Insurance Product Commissions

Wealth-IQ may be paid initial and ongoing commissions by retail insurance product issuers where you acquire any of the retail insurance products via our services.

Where the commission in the first year is greater than that payable in later years, the maximum upfront (year 1) commission is 66% and the maximum ongoing (years 2+) commission is 22% (inclusive of GST). For example, for an insurance premium of \$1,000, the commission is up to \$660 upfront and up to \$220 each year thereafter.

Where upfront and ongoing commissions are the same, there is no legislated maximum however product providers generally pay up to 33%.

Where the insurance product(s) was purchased prior to 1 January 2018, we may continue to be paid commissions in the same manner as what would have previously been advised to you at the time of obtaining the product(s).

Other Benefits We May Receive

Wealth-IQ has purely commercial relationships with several of Australia's leading life risk and wealth management product providers. These companies may give Wealth-IQ or your financial adviser non-commission benefits such as entertainment or sponsorship up to a maximum value of \$300 per annum. Both Wealth-IQ and your financial adviser maintain a Register to document any alternative forms of payment received. These registers are publicly available and must be provided within 7 days after request.

Complaints, Privacy & Compensation Arrangements

We always strive to provide quality advice and service and welcome any feedback that allows us to continue to improve our services.

What to Do If You Have A Complaint

We are committed to resolving your concerns. If you are not fully satisfied with any part of the service or advice for whatever reason, you should take the following steps:

Step 1: Contact your Adviser

If you have a complaint or are not satisfied with the advice or services provided to you, you should contact your Adviser in the first instance and discuss your concerns with them. Most complaints can be resolved quickly and fairly at this stage.

Step 2: Complaints Manager

If your complaint has not been resolved to your satisfaction, you can contact our Complaint Resolution Manager by:



PO Box 435, Highgate, SA, 5063



compliance@wealth-iq.com.au



+61(8) 8271 5427

Step 3: Australian Financial Complaints Authority (AFCA)

If you are not satisfied with our handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). The AFCA offers a free independent dispute resolution service for consumer and small business complaints.



Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

info@afca.org.au

1800 931 678 (free call) Email:

www.afca.org.au

Information about your rights can also be obtained from the Australian Securities and Investments Commission on 1300 300 630.

Our Compensation Arrangements

We have professional indemnity insurance cover in place and these arrangements comply with the requirements for compensation under the Corporations Act. Our professional indemnity insurance is subject to terms and exclusions and generally covers claims arising from the actions of our current and former employees or authorised representatives whilst they acted on our behalf.

Issued by Wealth-IQ Pty Ltd
Date of Issue 1st July 2021

Financial Services Guide Part 2

Wealth IQ Group Pty Ltd

Version Number 1.0

Part Two - Adviser Profile

This adviser profile is Part Two of the Wealth IQ Group Pty Ltd (**Wealth-IQ**) Financial Services Guide (**FSG**) **1st June 2023** and should be read in conjunction with Part One of our FSG dated **1st July 2021**. Together these documents form the complete FSG.

Matthew James Wilson is an Authorised Representative of Wealth IQ Group Pty Ltd (**Wealth-IQ**). The individual(s) listed in this FSG are authorised by Wealth-IQ to provide personal advice through Excelerate Financial Services Pty Ltd.

Authorised Representatives Profile

Corporate Authorised Representative Profile

Authorised Representative Name	Excelerate Financial Services Pty Ltd
Authorised Representative ASIC Number	1303910
Trading name	Excelerate Financial Services Pty Ltd
Business Address	4 Frederick Street, FREWVILLE SA 5063
Postal Address	4 Frederick Street, FREWVILLE SA 5063
Telephone	0433 229 310
Email	matthew@exceleratefinancialservices.com.au

Excelerate Financial Services Pty Ltd is a Corporate Authorised Representative of Wealth IQ Group Pty Ltd AFSL 527880

Authorised Representative Profile

Authorised Representative Name	Matthew James Wilson
Authorised Representative ASIC Number	1285016
Telephone	0433 229 310
Email	matthew@exceleratefinancialservices.com.au

Matthew James Wilson is a Sub Authorised Representative of Excelerate Financial Services Pty Ltd.

Matthew Wilson

Authorised Representative Background

In addition to being an ASIC registered Financial Adviser, Matthew is also a Chartered Accountant and has over 30 years of experience in a variety of financial roles.

Matthew has a Bachelor of Economics and is a member of the Institute of Chartered Accountants (Australia & New Zealand). In terms of Financial Planning qualifications, Matthew has completed a Graduate Diploma in Financial Planning as well as a specialist course provided by Kaplan covering Self-Managed Superannuation Funds.

Matthew Wilson is authorised to provide advice in the following areas:

- Deposit and payment products.
- Government debentures, stocks, and bonds.
- Life products.
- Managed investment schemes including IDPS.
- Retirement Savings Accounts.
- Securities.
- Superannuation.

How to Contact Me matthew@exceleratefinancialservices.com.au or **0433 229 310**

Your Authorised Representative will provide you with an initial and additional meetings including the preparation, implementation, and ongoing advice you will be charged by one or a combination of methods as outlined below. You may elect to be invoiced directly for these fees to be paid to Wealth-IQ or you may elect to have these fees deducted from your investments.

What are the Costs?

You will be provided with an estimate of all applicable fees/costs once your needs and requirements have been understood and agreed. The work required may vary from fairly uncomplicated and straight-forward to overly complex and/or protracted. As you would expect, greater complexity involves more time and therefore more cost.

These fee options include:

Initial Appointment

At this initial meeting, we will collect information about you and provide general advice only during this meeting. Costs in providing advice services will be quoted during this meeting. The cost for this meeting will be \$330 (including GST). *However, if referred by a valued client, then this meeting is at our expense.*

Service Based Charging.

The fee for the preparation and implementation of our advice is calculated based upon a fixed price agreement. This fixed dollar amount will vary based upon the complexity of advice being provided and agreed upon prior to commencement. Our minimum fee for this is \$1,320 (incl. GST) up to a maximum of \$20,700 (incl. GST).

Life Insurance

- i. The fee as detailed in schedule 2 below.
- ii. We may also charge a minimum fee of \$550 (incl. GST) for preparation of our insurance analysis and advice where you do not proceed to implementation.

Schedule 2

Life Insurance (1st year only)

This commission is payable by the insurance company and is a percentage of the insurer's base premium i.e., premium excluding stamp duty, fire services levy, GST, model loadings or any other government charges, taxes, fees, or levies.

For insurance approved from 1 Jan 2020 onwards, the insurance commission can vary from 0% up to 66%.

Example: *if the annual premium were \$1,000 Wealth-IQ would receive up to \$660 in the first year based on the maximum.*

Life Insurance (Year 2 onwards)

Wealth-IQ may also receive a renewal commission from the insurance company each year while your policy is in force. This is a percentage of the base annual premium you pay and can vary from 0% up to 33%.

Example: *if your annual premium is \$1,000 Wealth-IQ would receive up to \$330 per annum based on the maximum.*

If you decide not to implement our recommendations, the fee for the preparation of the Statement of Advice will be payable in full.

Ongoing Fee Arrangements

Our ongoing advice fees vary depending on scope and complexity. This fee can be charged as either a flat dollar and range from \$770 to \$22,000 p.a. (incl. GST) unless otherwise agreed or an asset scale fee range of 0% to 1.25% p.a. based on the account balance of your superannuation and investment portfolio/s.

Example: *If your account balance is \$200,000 and the fee charged is 1.1%, Wealth-IQ would receive \$2,200 per annum.*

The exact cost of the service will depend on the service offering we recommend, and this will be disclosed within the Annual Service Agreement provided to you. Should you require any additional services outside of any agreement between you and your adviser, an amount of up to \$330 per hour, may be applied.

Non-advisory implementation fees

Managed investments: A fee of up to \$150 per transaction (excluding any non-rebateable component of fund manager fees) may be applied, plus any applicable ongoing commission paid by the product provider.

Other: If we assist you on an execution only basis (i.e., where you have been offered and declined advice), a fee of up to \$1,980 **OR** \$330 per hour may be applied.

Other Costs

Other costs that are not covered here will be fully disclosed in your Statement of Advice.

Privacy Policy



Version Number 2.0

This Privacy Policy applies to Wealth IQ Group Pty Ltd ('Wealth IQ') ABN 45 644 154 194, AFS Licence N°.527880 and our representatives. Wealth IQ is bound by the *Privacy Act 1988* (Cth), which includes the Australian Privacy Principles ('APP'). This policy outlines the type of personal information we collect, how that information is collected, used, stored, and protected and to whom it may be disclosed.

Collection of information

Personal information is information, or an opinion about, an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. We collect and hold personal information for the purposes of providing financial products and services to you and for managing and administering those products and services.

The types of personal information we collect includes:

- Your name, date of birth, tax file number (TFN), contact details.
- Details of your dependents and family commitments.
- Your occupation, employer, employment history, employment circumstances.
- Financial details, including your assets and liabilities, income, and expenses.

We only collect information that is reasonably necessary for us to perform our functions or activities in advising you and dealing with you. There are specific circumstances in which we may ask for sensitive information, such as personal health information when we are advising on or dealing with risk products. We will seek your prior consent if we need to obtain sensitive information unless the APPs otherwise permit.

We are subject to legislative and regulatory requirements which require us to ask for certain information. To comply with the Anti-Money Laundering and Counter Terrorism Financing Act 2006 we must collect personal information and documentary evidence to verify your identity.

How we collect personal information

Generally, collection of your personal information will occur either in meetings with you, by phone, email, completion of data collection forms or by the use of our on-line facilities.

We may obtain such information your accountant or a product issuer or other third party once you have authorised us to obtain such information or authorised other parties to provide us with this information.

When you visit our website, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our website and to improve our website.

Cookies

We use cookies on our website. Cookies are small data files that are downloaded from our website and stored on your computer when you visit our website. Cookies are used to allow us to see which pages and what information is of most interest to visitors to our website, which in turn enables us to improve our offerings to our customers. Your computer's web browser will allow you to configure your computer to refuse to accept cookies. You can also delete cookies from your computer's hard drive at any time. However, please note that doing so may negatively impact your experience on our website.

Third party sites

Our website has links to other websites that are not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites, except as required by law. Use of link to third party websites is entirely at your own risk.

Are you obliged to provide the information to us?

You are not required to provide us with the personal information that we request, or to allow us to collect the information from third parties. However, where you choose not to provide us with the information we request or the information you give is not complete or accurate, we may not be able to provide you with services that you have requested from us.

What happens if we obtain information about you which we have not solicited?

Where we receive unsolicited personal information about you, we will consider if we could have collected the information if we had solicited the information. Where we determine that we could have collected the personal information from you, we will treat your personal information in the same manner as if we have solicited the information directly from you. Where we determine that we could not have collected the personal information, we will destroy the information or ensure that the information is de-identified as soon as practicable.

How we use your information

We use your personal information for the purposes for which the information was provided to us. This includes:

- Providing financial advice to you
- Administering your investments and accounts
- Communicating with you on an on-going basis about your investments and the market.

Personal information will also be used where you have consented to such use or as is permitted under the APPs. For example, where you would reasonably expect that usage, or in permitted health situations, or in connection with certain activities by or on behalf of an enforcement body.

How we disclose your personal information

We may disclose your personal information to persons or entities outside Wealth IQ, including:

- Organisations involved in providing, managing, or administering products and services that you have elected to use.
- Any financial institution that holds an account for you

Privacy Policy



Version Number 2.0

- Your external service providers, such as a margin lending facility provider.
- Your professional advisers, including your solicitor, accountant, or your personal representative, as authorised by you.
- Businesses that have referred you to us, or Professional advisers appointed by us.
- Our external service providers (e.g., IT providers, professional advisers and contractors)

There are circumstances where Wealth IQ may also disclose your personal information where it is:

- Required by law, such as to the ASIC or AUSTRAC.
- Authorised by law, regulation or by a court order.
- Required to be reported to the Office of the Information Commissioner (OAIC) under the Notifiable Data Breach (NDB) Scheme.

In certain circumstances we collect government identifiers such as your tax file number, 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 consented to disclose this information to any third party.

We may disclose personal information to external service providers located overseas (including, but not limited to, the United States, Taiwan, Singapore, Finland, Belgium & Ireland) in the course of storing that information.

We take reasonable steps to ensure that recipients of your personal information keep your personal information confidential and only use it for the purposes that they and Wealth-IQ have been authorised.

Store and protection of your personal information

We keep your personal information in your client file and on a cloud-based database. We take reasonable steps to ensure the personal information collected and held by us is protected from misuse, interference, loss, unauthorised access, modification, or disclosure. Hard copy files are accessible to authorised personnel only and are appropriately secured. All computer-based information is protected through the use of access passwords. Data is backed up regularly and stored securely off-site. In the event you cease to be a client of ours, any personal information which we hold about you will be maintained for a period of 7 years in order to comply with legislative and professional requirements. After this, the information will be destroyed.

Risk of using the internet - You should be aware that the internet is not a secure environment. Whilst we take reasonable steps, we cannot guarantee the security of information you provide through the internet or via our website.

Ensure your personal information is correct.

We will take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and relevant. In the event that you become aware, or believe, that any personal information which we hold about you is inaccurate or incomplete, you may contact us and request us to correct the information. If we disagree about the correction you have supplied, we are not required to alter the information we will provide you with the reasons why and how you may complain about our decision.

Access to your personal information

You may request access to the personal information we hold about you by contacting us at compliance@wealth-iq.com.au. Your request should state your adviser's name and the information you require. We will respond within a reasonable period after the request is made.

Sometimes it may not be possible for us to give you access in which case we will explain why.

Complaints

If you have a concern about the privacy of your information, you may lodge a complaint with us by writing to the Privacy Officer at compliance@wealth-iq.com.au. To enable us deal with your complaint in a timely fashion you should set out a brief description of your privacy problem, the reason for your complaint and what action or remedy you are seeking from us. Your complaint will be investigated and responded to within 14 days.

If you are not satisfied with the outcome of your complaint, or require further information on privacy, you may contact the Office of the Australian Information Commissioner by:

 1300 363 992 (free call) Email:
 www.oaic.gov.au

Policy updates

This policy is subject to change from time to time. The most current version of our Privacy Policy is available on our website (www.wealth-iq.com.au) or by contacting us.

Contact Details

 8/435 Fullarton Road, Highgate, SA, 5063
 compliance@wealth-iq.com.au
 +61 8 8271 5427