



Structured Bespoke Wealth

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Financial Services Guide

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This guide is designed to answer some of the questions you may have to help you decide whether to use any of the services offered by Thomas Price Pty Ltd. It contains important information about the services we can offer you, how we and your adviser are remunerated, how to contact us, the details of any potential conflict of interest as well as our internal and external dispute resolution procedures and how you can access them.

Who is responsible for the advice provided?

The financial services referred to in this guide are offered to you by your Financial Adviser (Adviser) on behalf of Thomas Price Pty Ltd (Thomas Price). Thomas Price Pty Ltd (Thomas Price) is responsible for the financial services provided including the distribution of this FSG.

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Which additional documents will you receive?

When providing you with personal advice, we will give you a Statement of Advice (SOA). The SOA 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.

We are required by law to collect sufficient information to provide the appropriate services to you. If you do not provide this information we may not be able to deliver you the appropriate services for your needs.

On an ongoing basis, a Record of Advice (ROA) will be used instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your ROA at any time.

If we recommend a particular financial product to you we will provide a Product Disclosure Statement (PDS). This will help you to make an informed decision about the financial product.

Which services can be provided to you?

Under its Australian Financial Services Licence (AFSL), Thomas Price is authorised to provide retail and wholesale clients with financial product advice and deal in financial products on your behalf, including:

- Basic deposit products
- Retirement savings accounts
- Interests in managed investment schemes, including IDPS
- Managed funds
- Life products
- Securities
- Margin Lending

What Information do you need to provide to receive personalised advice?

You need to provide us with details of your personal goals & objectives, your current financial situation and any relevant personal information, so that we can offer you the most appropriate advice possible. You have the right not to disclose your total situation, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation. You should read the warnings contained in the SOA carefully before making any decision relating to a financial product/s.

How to provide your instructions about your financial product/s?

You may instruct us in writing, by mail, e-mail or by telephone. However, certain instructions will only be accepted when signed, to ensure your interests are protected. Where this is the case you will be notified at the time.

How will you pay for the services provided?

We will charge you for our services in one or more different ways depending upon the service to be provided. Your Adviser will discuss this with you. You may pay us a fee or we may receive a payment called brokerage, which is paid to us by the financial product issuer/s. Where personal advice is given, the details of our fees and any payments made to us by a financial product issuer/s will be in SOA provided.

You have the right to request further particulars in relation to the remuneration received by the licensee and our authorised representatives at any time.

How are brokerage, fees and other benefits calculated?

The payment we receive may vary from one financial product issuer to another. Details of this payment are contained in the PDS's for most financial product issuers available from your Adviser. Your Adviser can give you full details. If you receive personal advice from us we will tell you about any brokerage, fees and any other benefits, where possible in actual dollar amounts, in the SOA. Your Adviser will give you this SOA before we proceed to act on your instructions.

The alternative arrangements are:

- We may be paid by the financial product issuer at the time you invest or contract, and during the life of your investment or insurance contract. This can be calculated as a percentage of the premium or amount invested both initially and on an ongoing basis (this can be paid monthly, quarterly or annually depending on the product provider).
- We may charge you a fee, depending on the time we spend developing your plan, or depending on the value of funds you invest.
- We may invoice you for a fee when you receive our written recommendations.
- You may have to pay us a management fee annually or in installments.
- We may receive ongoing payments from the financial product issuer.

The SOA will contain information as to the fee to be charged for the financial service provided to you as well as any payments we may receive from the product issuer of the financial products recommended to you.

For strategy advice and SOA

A fee is charged dependent upon the type of advice that you are seeking. This fee is charged on the basis of a standard hourly rate ranging from \$200 - \$350 plus GST.

Your Adviser will provide an indicative cost for the preparation of the SOA & strategy, and you will be required to sign an engagement authority authorising your Adviser to proceed on this basis. In the case of complex advice that may require additional time over and above that initially anticipated, the additional time required will be charged at the standard hourly rate. If it becomes apparent that additional time will be required, your Adviser will inform you immediately upon it becoming evident.

SOA presentation and implementation

Upon completion of the SOA and strategy preparation your Adviser will contact you to organise a convenient time to present and explain the SOA and strategy. Provided you feel that it is appropriately structured and addresses your current financial situation, needs & priorities, and your short term and longer term goals & objectives, and does not require amendment, your Adviser will proceed to implement the agreed SOA and strategy.

The implementation fee takes into consideration the size of the portfolio of funds that you would like us to be responsible for. The implementation fee that is charged is generally between 0 - 5% of the funds being invested. For example, if you invested \$250,000 and the applicable implementation fee was 1%, the total implementation fee would be \$2,500 (inc. GST).

On-going service program

The standard ongoing service program fee is between 0.55% - 2% p.a. of the funds under review and management. For example, the fee on a portfolio of \$400,000, with a negotiated fee of 0.55% per annum would be \$2,200 p.a. (inc. GST).

The cost of this fee varies according to the size and complexity of your portfolio and will be agreed in consultation with you at the time of placing the investment. At that time, your Adviser will also specify the exact nature of the ongoing service program. For additional services outside of those specified in the ongoing service program, further costs may incur at the Adviser's standard hourly rate.

For insurance advice and recommendations

An initial commission, paid by the life insurance company, could be up to of 66% of the first year premium. Example :\$1,000 premium x 66%= \$ 660

An ongoing commission, paid by the life insurance company, to a maximum of 40% of each year's premium, may be paid. Example : \$1,000 x 33% = \$330 pa

What are the different forms of payment possible?

Once the fee to be charged for each of the above services has been determined and agreed, you must then decide which payment option most appropriately suits your needs. Thomas Price and/or your Adviser may receive remuneration for services in one of two ways:

Direct invoice for fees - Our Adviser may charge a fee directly to you for services provided which is then payable to Thomas Price.

Brokerage from product providers - Thomas Price may also receive fees deducted from the funds invested and forwarded by the product providers as brokerage. Brokerage may vary between 0 - 5% for initial placement of funds and ongoing transactions. With 0-2% p.a. charged on an ongoing basis. Regardless, the fees received by Thomas Price will not exceed the agreed fees.

Will anyone be paid for referring you to us?

Where you have been referred to us by someone else, if we pay them a fee or brokerage in relation to that referral, we will tell you in the SOA as to who will receive that fee or brokerage and the amount they will receive.

Will Thomas Price or your adviser receive any other benefits?

From time to time, financial product issuers offer our representatives invitations to social and sporting events and the occasional gift such as a bottle of wine or hampers on special occasions. Instances of such occurrences are disclosed in the Alternative Forms of Remuneration Register.

Professional Indemnity Insurance

Being a holder of an Australian Financial Services License, Thomas Price Pty Ltd has professional indemnity insurance (PII) for itself and its Advisers, in relation to the financial advice which they have been authorised to provide.

What to do if you have a complaint?

If you have any complaints about the service provided to you, you should take the following steps:

1. Contact your Adviser and tell him/her about your complaint.
2. If your complaint is not satisfactorily resolved within 15 days, please contact us in writing at Thomas Price Pty Ltd, Complaints Department, PO Box 18303 Melbourne, VIC 3001. We will endeavor to resolve your complaint quickly and fairly.

If the complaint cannot be resolved within 45 days to your satisfaction, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA): This service is free of charge.

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Tel: 1800 931 678
info@afca.org.au

3. You can also contact the Australian Securities and Investments Commission (ASIC) free call info line on 1300 300 630 to make a complaint and obtain information about your rights.

If you need more information or clarification on the above, or have any further questions about the financial services we provide, please contact your Adviser or Thomas Price Pty Ltd.

Please retain this document for your reference and any future dealings with Thomas Price Pty Ltd.