

FINANCIAL SERVICES GUIDE PART ONE

Clime Advice Pty Ltd
ABN 35 122 720 512
AFSL No. 308200
Level 12, 20 Hunter Street, Sydney NSW 2000
1300 788 568

VERSION 1
Date Effective: November 2024

WE ARE REQUIRED BY LAW TO GIVE YOU A FINANCIAL SERVICES GUIDE (FSG), THAT HELPS EDUCATE, PROTECT AND ASSIST YOU TO MAKE AN INFORMED DECISION ABOUT THE FINANCIAL SERVICES WE OFFER.

HOW TO READ THIS FINANCIAL SERVICES GUIDE

Clime Advice Pty Ltd ABN 35 122 720 512

'Clime' is providing you with this FSG to assist you in making an informed decision about the financial services and products we offer. Clime ('we,' 'us' or 'our') provides financial services through its Australian Financial Services Licence (AFSL) No. 308200.

Your financial adviser ('Adviser') is an Authorised Representative of Clime and provides services on behalf of Clime. Clime is responsible for the services and product advice provided to you by your Adviser, in line with their authorisation, as well as the content and distribution of this FSG.

Clime's Financial Services Guide is comprised of two parts and both parts must be read together.

Lack of Independence

Clime, our Related Parties and Representatives are not independent in that they may receive life risk commissions, volume-based payments or other gifts or benefits from some products recommended to clients. This is described in further detail throughout this FSG and will be disclosed in your advice document.

Recommendations are made with a focus on client best interest and in accordance with the FASEA Code of Ethics.

Part One – Includes general details about:

- About Clime
- Financial Services and Products we provide
- Advice Process
- Documents you may receive
- Our Associations and Relationships
- Fees and Other Costs
- What you should do if you are not satisfied with our services
- Professional Indemnity Insurance

Part Two – Provides your Adviser's details including:

- Advisers Details and Remuneration
- Fees and other costs you may incur when engaging with an Adviser

FINANCIAL PLANNING PROCESS

About Clime

For almost 20 years, Clime Investment Management Ltd has helped thousands of Australians see what's possible when they work with a trusted and professional financial adviser. Quality financial advice helps you develop a plan and structure so you can achieve, protect, and enjoy what matters most to you, and we've seen the positive difference it can make in the lives of our clients.

Financial Services and Products we provide

We can provide personal financial advice, general financial advice and transact on your behalf in relation to the following types of financial products:

- Deposit and payment products;
- Government debentures, stocks or bonds;
- Life products including investment life insurance products, life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- Managed Investment Schemes;
- Retirement savings account products;
- Securities;
- Standard margin lending facility; and
- Superannuation products.

Additional specialist advice areas may include Aged Care, Self Managed Super Funds (SMSFs), Direct Equities, Margin Lending and Gearing. Some of the financial services or products that we are authorised to provide may be beyond those which we authorise your Adviser to offer. Please refer to Part Two for your Adviser's scope of authorisation.

Your Adviser can recommend products listed on the Clime Approved Product List. When it is appropriate and depending on your objectives, financial situation and needs, your Adviser may need to recommend a financial product that is not on the Approved Product List. If this happens, this recommendation must meet our selection criteria and approval process.

General Advice

When engaging with your Adviser you may receive General advice. General advice is different from personal advice as it does not take into account your personal circumstances, needs or objectives. When receiving General advice, you should consider whether you need personal advice.

Personal Advice Process

ENGAGE	<ul style="list-style-type: none">• Establish relationship• Understand your personal and financial circumstances
COLLECT	<ul style="list-style-type: none">• Determine personal and financial goals and timeframes• We discuss your comfort level in relation to taking financial risks
ANALYSE & DEVELOP	<ul style="list-style-type: none">• Analyse your current data and determine options to address your goals and objectives• Develop your financial plan and include the rationale behind the recommendations
ADVISE	<ul style="list-style-type: none">• Present our recommendations• Discuss benefits of strategy• Explain costs and guide you on next steps
IMPLEMENT	<ul style="list-style-type: none">• We manage the implementation of your plan• Complete applications, follow up with product providers• Provide you with regular updates
REVIEW	<ul style="list-style-type: none">• Review your goals, objectives and personal circumstances annually• Ensure your financial plan is still appropriate to your situation• Adjust as required

DOCUMENTS YOU MAY RECEIVE

You may receive other documents in addition to this FSG when your Adviser provides you with personal financial advice.

Statement of Advice

Advice provided to you by an Adviser that is personal in nature, in that it considers your individual needs, objectives and financial circumstances, and must be presented to you in a written Statement of Advice (SoA). The SoA includes the advice recommended by the Adviser and the basis on which the advice is given, details of the providing entity and information on any payments or benefits the Adviser or licensee will receive. This document will contain enough detail for you to make an informed decision as to whether to act on the advice provided.

Record of Advice

When providing personal advice, your Adviser may provide you with a Record of Advice (RoA). A RoA is provided to existing clients to confirm changes to, or implementation of, advice provided in a previous SoA. A RoA is only appropriate if there have been no significant changes to your personal circumstances. Where your circumstances or the basis of the SOA are significantly different, your Adviser will provide you with a SoA.

Product Disclosure Statement

A Product Disclosure Statement (PDS) is a document that your Adviser will provide to you when recommending or offering a financial product. It includes information about the product's key features, fees, commissions, benefits, risks and the complaints handling procedure.

OUR ASSOCIATIONS AND RELATIONSHIPS

Related Parties

Clime has a number of related parties. Each entity and their Advisers are liable only for the services provided within their discipline.

The following entities are all subsidiaries of Clime Investment Management Limited ABN 37 067 185 899:

- Clime Advice Pty Ltd 35 122 720 512 is the holder of the Australian Financial Service Licence No. 308200 provides financial services;
- MTIS Wealth Management Pty Ltd 29 641 379 857 is a Corporate Authorised Representative of Clime Advice Pty Ltd and provides financial services;
- Ralton AM Pty Limited 31 639 028 809 is a Corporate Authorised Representative of Clime Asset Management Ltd and provides financial services;
- Proactive Portfolios Pty Ltd 52 141 064 717 is a Corporate Authorised Representative of Clime Asset Management Ltd and provides financial services;
- Stocks In Value Pty Ltd 43 162 644 724 is a Corporate Authorised Representative of Clime Asset Management Ltd and provides financial services;
- Clime Asset Management Pty Limited 72 098 420 770 is the holder of the Australian Financial Service Licence No. 221146 and provides financial services;
- Clime Private Wealth Pty Ltd 87 617 235 168 is a Corporate Authorised Representative of Clime Advice Pty Ltd and provides financial services.

Our Relationships

Where acting in their capacity as Investment Manager or Model Manager the Group or its related parties may receive payments or revenue from Clime Investment Management Ltd, Clime Asset Management Ltd, Proactive Portfolios Pty Ltd and Ralton AM Pty Ltd for investments recommended by Advisers of Clime. Fees can be received as a percentage of the investment balance and/or a fixed dollar fee. Should these fees apply to an investment recommended to you, they are made by the product provider to the Group from the administration fees charged to your accounts and the information will be disclosed in your advice document.

Benefits I should be aware of

From time to time, your Adviser may be entitled to receive benefits, at no additional cost to you, such as:

- Educational conferences and seminars: these are arranged by Clime and attendance may be fully or partially subsidised by Clime;
- Non-monetary benefits: these may include business lunches, tickets to sporting and cultural events, promotional goods or other minor benefits from Clime or product providers.

Any benefits that Clime or its Adviser may receive will only be accepted to a value of less than \$300 per provider per year. Any benefits received exceeding this limit will not be accepted. Clime and its Advisers maintain a register for any alternative remuneration received, where such remuneration has a value greater than \$100. The 'Alternative Forms of Remuneration Register' includes these details, this is maintained by fund managers, IDPS (platform) providers, and licensees. Registers are publicly available and can be provided upon request.

Applicable Client Rebates

Clime may receive one-off payments where you decide to purchase products or services from Provider direct marketing. We currently have arrangements in place with AIA Vitality, myOwn Health Insurance and TAL Health Insurance. If Clime receives these payments for services provided or products purchased by you, we will disclose further detail in your advice document.

Fees and Other Costs

Fees and other costs may be paid for the advice you receive and the financial products used, when engaging our services. Your Adviser will describe their fees and what services this includes, upon initial engagement and before providing any financial advice.

All fees and other costs will be disclosed, in a written disclosure or advice document, to you at the time of personal financial advice or when transacting on your behalf. Part Two of this FSG describes what types of costs you may incur and the value of these, should you decide to receive personal financial advice from your Adviser. The fees charged are inclusive of Goods and Services Tax (GST).

The license may receive a flat fee per Adviser for provision of services required under its AFSL. Where any additional remuneration is received to the Adviser, this will be disclosed in Part two of the FSG.

What should you do if you are not satisfied with our services?

If you are not happy with your Adviser or the services provided to you, we encourage you to:

- If you feel it is appropriate, discuss the issue with your Adviser in the first instance,
- If you are unable to resolve the issue, please contact Infocus Professional Standards who assist Clime in the management of complaints by either;

Phone: (07) 5406 5000

Mail: Complaints Manager
PO Box 1856
Sunshine Plaza QLD 4558

Email: Professional.Standards@Infocus.com.au

We will aim to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction within 30 calendar days, you have the right to refer the matter to an external dispute resolution scheme. Lodgement of complaints should be directed to Australian Financial Complaints Authority (AFCA), of which Clime is a member. You can contact AFCA by;

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Website: www.afca.org.au

Email: info@afca.org.au

Professional Indemnity Insurance

Clime maintains Professional Indemnity (PI) Insurance which covers claims in relation to the conduct of Advisers who are currently authorised by Clime, or were previously authorised by Clime at the time of the relevant conduct.

Clime's Financial Services Guide is comprised of two parts and both parts must be read together.

The information in this document is considered to be true and correct at the date of publication. Changes to circumstances after the time of publication may impact on the accuracy of the information held.

If you have any questions about the financial services Clime provides, please contact your Financial Adviser.

PART TWO REPRESENTATIVE DETAILS

Version 1.0 Date Effective 20 November 2024

Clime Private Wealth Pty Ltd, ABN 87 617 235 168, is a Corporate Authorised Representative (Corporate Authorised Representative Number 1263076) of Clime Advice Pty Ltd ("Clime"), ABN 35 122 720 512, Australian Financial Services Licence Number (AFSL) 308200.

Office Contact Information

OFFICE ADDRESSES	Level 12, 20 Hunter Street, Sydney NSW 2000 101 Moray Street South Melbourne VIC 3205 8/4 Sixth Avenue Palm Beach, QLD 4221
PHONE NUMBER	Matt - (07) 5551 0915 Anna - (03) 9211 0235 Amanda - (03) 9211 0235 David - (03) 9211 0235 Pauline - (03) 9211 0235 Sean - 0455 052 236 Stephen - 0466 986 467
WEBSITE	www.clime.com.au
EMAIL	Matt - mattr@clime.com.au Anna - agaruccio@clime.com.au Amanda - ahorne@clime.com.au David - dnovotny@clime.com.au Pauline - phammer@clime.com.au Sean - scummins@clime.com.au Stephen - swilson@clime.com.au

The following individuals are Authorised Representatives of Clime and provide personal financial advice through Clime Private Wealth Pty Ltd:

Matthew Rencken (CFP, BComm, AdvGradDipFinPlan)
Senior Financial Adviser
Authorised Representative - No. 1263074

Anna Garuccio (Fellow Charter Financial Practitioner & SMSF Specialist Adviser)
Senior Financial Adviser
Authorised Representative - No. 224782

Amanda Horne (Bcomm & Accredited Aged Care Professional)
Senior Financial Adviser
Authorised Representative - No. 319099

David Novotny (BBus FP & SMSF Specialist Adviser)
Senior Financial Adviser
Authorised Representative - No. 296839

Pauline Hammer (CFP)
Senior Financial Adviser
Authorised Representative - No. 250842

Sean Cummins (CFP, BBus Acc)
Senior Financial Adviser
Authorised Representative - No. 1263661

Stephen Wilson (M.Fin, BBus)
Senior Financial Adviser
Authorised Representative - No. 1263661

Financial services and product types your Adviser can provide

Anna, Amanda, David, Pauline, Sean and Stephen are authorised to provide personal financial advice, general financial advice, and transact on your behalf (dealing) in relation to the following types of financial products:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Life Products (Investment Life Insurance and Life Risk Insurance Products)
- Managed Investment Schemes
- Retirement Savings Account Products
- Superannuation (investment and risk)
- Securities - excluding direct equities & ETFs

There are some additional specialist advice areas your Adviser is authorised for as indicated below by a tick '✓'.

SPECIALIST AREA	MATT	ANNA	AMANDA	DAVID	SEAN	STEPHEN	PAULINE
AGED CARE		✓	✓	✓			✓
DIRECT EQUITIES	✓	✓	✓	✓	✓	✓	✓
MARGIN LENDING & GEARING		✓		✓	✓	✓	✓
SMSF	✓	✓	✓	✓	✓	✓	✓

In addition, if your adviser identifies that you require specialist advice on a particular product or service outside of their authorisation, they will provide recommendations to seek further advice.

Representative Remuneration

Clime Private Wealth Pty Ltd receives 100% of the fees and or commission; the licensee, Clime Advice Pty Ltd (Clime), receives the balance, being 0%.

All advisers are remunerated by means of a salary and bonus paid by Clime Private Wealth Pty Ltd.

Shareholding

Your advisers may either directly or indirectly, holds ordinary shares in Clime Investment Management Limited ABN 37 067 185 899. This will further be disclosed in your Statement of Advice where applicable.

HOW WILL I PAY FOR SERVICES PROVIDED?

A breakdown of the types of payments we may receive is set out in the following

INITIAL ADVICE FEES

Initial advice fees may be invoiced directly or collected from the product. Such fees include:

Initial Consultation - You may be charged for an initial consultation with your Adviser at a rate not exceeding \$440 per hour (including GST), with prior agreement.

Advice Preparation - This includes the costs associated with the enquiries made to collect and confirm your circumstances and financial position, the research and analysis of suitable strategies to achieve your goals and objectives, investment and product selection and suitability to your needs and goals as well as amalgamating this into your financial plan and presenting it to you. This fee will vary based on the complexity and type of strategy. Your Adviser will discuss this with you prior to commencement, to ensure you can make an informed decision.

A set fee between \$1,800 to \$50,000 for the preparation of a SoA.

IMPLEMENTATION

The cost of implementing your financial strategy will cost between \$5,000 and \$50,000, depending on the products, strategies and time involved.

These costs may be in addition to any advice fee and set out in your advice document.

ONGOING SERVICE ADVISER

Additional fees may sometimes be charged when you take up our ongoing services, or invest in retail products through us. Any ongoing service fees that we charge will be detailed in your advice document and client service agreement.

Ongoing fees may be charged based on a fixed dollar amount, the value of the funds invested, or a combination depending on the methodology agreed to in your client service agreement. Ongoing fee will be agreed with you and can range from \$5,000 to \$50,000.

Alternatively, an Adviser service fee of up to 2.2% of funds under management. These fees will typically be paid on an ongoing basis while the investment is still in place.

Where Cash Flow Monitoring strategies are recommended, the following ongoing fees will apply:

Monthly cash flow monitoring of up to \$30,000 per annum plus a fee of 0.275% (per annum) of funds under management. A minimum fee of up to \$2,000 per half year may be charged.

HOURLY RATE DIRECT CHARGES

We may charge for agreed services based on an hourly rate of \$350 per hour or up to a maximum total fee of \$30,000.

Ad-hoc services can be provided on an as needs basis.

Fees will be agreed before any work commences.

UPFRONT

This is paid by the issuer of the financial product/s recommended when the product is issued to you. This may be deducted from the initial amount you have invested or it may be payable from the product provider's own resources.

PERSONAL INSURANCES

From 1/01/2020 the maximum amount of commission payable by providers to advisers is restricted to 66% of the premium payable in the first year. Based on a premium of \$1,000pa, this equates to a maximum of \$660 in year one.

ONGOING

This is paid by the issuer of the financial product/s recommended and is payable on an ongoing basis while the investment/insurance is still in place.

PERSONAL INSURANCES

From 1/01/2020 the maximum amount of commission payable by providers to advisers is restricted to 22% of the premium payable while the hybrid policy is in force (33% per annum of the premium for level policies). Based on a premium of \$1,000pa, this equates to a maximum of \$220 for hybrid policies or \$330 for level policies.

Referral Fees

Where we refer you to other product or service providers and you decide to purchase products or services from them, we may receive a payment as a result of our referral. Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. If we pay or receive these payments for services provided or products purchased by you, they do not involve additional costs and we will disclose further detail in your advice document. All relevant referral arrangements will be disclosed in your advice document. Payment and receipt of referral fees is subject to regulatory change under the FASEA Code of Ethics.

Your advice document will disclose any benefits or fees received by Clime and/or your adviser.

All of the above fees and commissions are inclusive of GST.

This in combination with FSG Part One, concludes the Financial Services Guide.