

FINANCIAL SERVICES GUIDE PART ONE

Infocus Securities Australia
Pty Ltd ABN 47 097 797 049
AFSL No. 236523.
Level 2, Cnr Maroochydore Road & Evans St,
Maroochydore QLD 4558
1300 463 628

VERSION 12.0
Date Effective: January 2021

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

Infocus Securities Australia Pty Ltd ABN 47 097 797 049
'Infocus' is providing you with this FSG to assist you in making an informed decision about the financial services and products we offer. Infocus ('we,' 'us' or 'our') provides financial services through its Australian Financial Services Licence (AFSL) No. 236523.

Your financial adviser ('Adviser') is an Authorised Representative of Infocus and provides services on behalf of Infocus. Infocus 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.

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

Part One – Includes general details about:

- Who is Infocus?
- 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:

- Representative's Details and Remuneration
- Fees and other costs you may incur when engaging with an Adviser

FINANCIAL PLANNING PROCESS

About Infocus

Infocus is proudly Australian-owned and together, we have been helping Australians dream, plan and achieve since 1994. Infocus operates our own AFSL and Australian Credit Licence, so we can offer you the scale and sophistication of a large organisation, yet retain our strong family foundations to ensure we remain closely connected to each of our clients.

Financial Services and Products we provide

We can provide 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, direct equities, margin lending, gearing and credit assistance. 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 only recommend products listed on the Infocus 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.

Advice Process

CONNECT	<ul style="list-style-type: none">• Meet your Adviser• Introduce our services and how we can help you• Discuss the FSG and Letter of Initial Engagement
COLLECT	<ul style="list-style-type: none">• With your consent, discuss your goals and objectives and understand why you seek financial advice• Gather information relevant to your situation
ANALYSE	<ul style="list-style-type: none">• Evaluate the information provided• Consider what strategy will best achieve your goals• Research all possibilities• Construct our recommendations
ADVISE	<ul style="list-style-type: none">• Present your financial plan• Discuss how our recommendations can help achieve your goals and objectives
IMPLEMENT	<ul style="list-style-type: none">• Agree to proceed and implement your financial future• Client Service Agreement to secure our ongoing relationship
RECONNECT	<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 further personal advice, your Adviser may provide you with a Record of Advice (RoA). Most often, 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 or the basis of the initial advice. Where your circumstances or the basis of the advice is 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

The following entities are all wholly-owned subsidiaries of Infocus Wealth Management Ltd ABN 28 103 551 015:

- Infocus Property Advisory Pty Ltd ABN 33 140 154 570, is a specialist property advisory company holding the following Real Estate Licenses NSW 20028743, QLD 3894354, VIC 082027L and Property Investment Professionals Association Licence Number 10513
- Infocus Lending Advisory Pty Ltd ABN 19 134 237 031 and Australian Credit Licence Number 392704, trading as Infocus Lending Advisory, provides all mortgage and lending services.
- Infocus Tax & Business Advisory Pty Ltd ABN 40 615 064 983, trading as Infocus Tax & Business Advisory, is responsible for the provision of tax, accounting and business advisory services.
- Infocus Financial Planning Pty Ltd ABN 78 129 238 099, trading as Infocus Financial Advisory, is a Corporate Authorised Representative of Infocus Securities Australia Pty Ltd ABN 47 097 797 049 Australian Financial Services Licence and Australian Credit Licence No. 236523, responsible for all financial services provided.
- Alpha Fund Managers Pty Ltd ABN 37 124 085 883 operates as investment manager for the Alpha fund series of investments with Equity Trustees Ltd operating as the responsible entity.
- Alpha Investment Management Pty Ltd ABN 13 122 381 908 Australian Financial Services Licence 307379 is an investment manager for the Alpha Separately Managed Accounts (SMAs) and PlatformplusWRAP.
- Platformplus Pty Ltd ABN 46 103 551 533 is the entity responsible for Platformplus Wealth, Revenue and Advice Management Systems and is the Promoter of PlatformplusWRAP.

Each entity and their representatives are liable only for the services provided within their discipline.

Infocus is a corporate member of the Association of Financial Advisers Limited (AFA) and the Tax Practitioners Board (TPB). As a member of these organisations, Infocus is required to adhere to the AFA and TPB's standards.

Our Relationships

Grandfathering arrangements end on and no longer apply from 1 January 2021. Where acting in capacity as Promoter, Infocus or its associated entities may continue to receive various payments from these financial institutions based on the average balance of all funds placed by Infocus Authorised Representatives in each relevant institution's investment.

Infocus' related entities act as the Promoter for a number of providers including IOOF Pursuit Select for Infocus, Praemium Australia Pty Ltd (Infocus Managed Accounts), Ultimate Investment Service and PlatformplusWRAP.

These payments include rebates, marketing arrangements etc. from a number of preferred administrative platform/s or product providers. Payments can be received as a percentage of business placed/retained, profit share arrangement/s or an agreed dollar amount. The maximum rebate or payment we may receive is up to 0.3% of the portfolio balance and in most cases is lower than this.

Please note these payments are made by the product provider to Infocus and not charged to you and the amount will be disclosed in your advice document.

Financial institutions may contribute to the cost of providing training opportunities throughout the year as part of our Alliance Partner Program (APP). This support helps to offset the costs associated with the delivery of training and support to our Authorised Representatives. Our Alliance Partners are listed below.

These payments are received from IOOF, ANZ Wealth Management, Colonial First State, Netwealth, Praemium, MLC, Zurich, TAL Life Limited, AIA Australia Limited, BT Financial Group, CommInsure, Morningstar, Bennelong Funds Management, La Trobe Financial Asset Management Limited, Generation Life, First Sentier, Fidelity, Rare Infrastructure, Perpetual, Blackrock/iShares, Perennial, Aberdeen Standard, Nikko AM, Challenger/Fidante and NEOS Life.

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

Any benefits that Infocus or its Representatives 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. Infocus and its Representatives maintain a register for any alternative remuneration received, where such remuneration is material and value greater than \$100. The 'Alternative Forms of Remuneration Register' includes details is maintained by fund managers, IDPS (platform) providers, representatives and licensees. Registers are publicly available and can be provided upon request.

Applicable Client Rebates

Infocus 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 Infocus 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 costs you may incur and the value of these, should you decide to receive personal financial advice from your Adviser. The types of fees that we may charge for the are inclusive of Goods and Services Tax (GST).

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. You can contact them by:
 - Writing to: Professional Standards Manager, PO Box 1856, Sunshine Plaza QLD 4558
 - Emailing: professionalstandards@infocus.com.au; or
 - Calling: 07 5406 5000.

We will aim to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction within 45 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 Infocus is a member. You can contact them by:

- Writing to: GPO Box 3, Melbourne VIC 3001; or
- Calling: 1800 931 678.

Professional Indemnity Insurance

Infocus maintains Professional Indemnity (PI) Insurance which covers claims in relation to the conduct of Authorised Representatives who are no longer authorised by Infocus, but who were at the time of the relevant conduct.

Infocus' 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 further questions about the financial services Infocus provides, please contact your Financial Adviser.