

Financial Services Guide

1 JANUARY 2023

VERSION 10



LYTHGO CREW WEALTH MANAGEMENT PTY LTD

ABN: 30 144 973 786 AFSL: 370951



LYTHGO CREW
— WEALTH MANAGEMENT —

Issue date

This Financial Services Guide (FSG) is dated 1st of January 2023 and replaces all previous versions.

About this guide

The purpose of this FSG is to provide you with sufficient information to enable you to decide whether to obtain financial services from Lythgo Crew Wealth Management Pty Ltd (Lythgo Crew Wealth Management) or one of our Authorised Representatives.

Within this FSG, we refer to our Authorised Representatives as 'your Financial Adviser'. We have authorised your Financial Adviser to operate on our behalf when providing you with financial services.

Your Financial Adviser may operate their financial advisory business through a corporate structure. Where they do this, we will authorise that entity to act as a Corporate Authorised Representative on our behalf. The main reason for operating with this dual authorisation structure is so that fees and commissions can be paid by Lythgo Crew Wealth Management to your Financial Adviser's business.

Details of your Financial Planner and their Corporate Authorised Representative are set out on the enclosed Adviser Profile. The Adviser Profile forms part of this FSG. Within this FSG, Lythgo Crew Wealth Management, your Financial Adviser and their Corporate Authorised Representative are collectively referred to as 'we', 'our' or 'us'.

This FSG, together with the Adviser Profile, is an important document that is designed to tell you about:

- Who we are
- How you can contact us
- The financial services we offer
- Information we need from you
- The cost of our services and how we are paid
- What insurances Lythgo Crew Wealth Management holds, and
- What to do if you have a complaint about our services.

About us

Lythgo Crew Wealth Management holds an Australian Financial Services Licence (AFSL) (No: 370951) which authorises us to provide advice and deal in respect of the following financial products:

- Deposit Products (basic and non-basic)
- Derivatives (futures, options, warrants and CFD)
- Foreign Exchange
- Government Debentures, Stocks or Bonds
- Managed Investment Schemes (including investor directed portfolio services (IDPS))
- Securities (shares)
- Standard Margin Lending Facilities
- Life Insurance Products (investment related and risk insurance)
- Superannuation, and
- Retirement Savings Accounts.

We are licensed to provide all of the above financial services to both retail and wholesale clients.

The enclosed Adviser Profile sets out the financial services that your Financial Adviser and their Corporate Authorised Representative are authorised on behalf of Lythgo Crew Wealth Management to provide.

Our contact details

You can contact Lythgo Crew Wealth Management by any of the following means:

- In person:** Lythgo Crew Wealth Management
Head Office
Level 2, 117 McLachlan Street
Fortitude Valley QLD 4006
- By mail:** PO Box 111
Newfarm QLD 4005
- Phone:** (07) 3137 1331
- Email:** info@lcwm.com.au

The contact details for your Financial Adviser are set out on the enclosed Adviser Profile.

The financial services we provide

Personal financial advice

If we provide you with personal financial advice (i.e. advice which takes into account your personal objectives, financial situation and needs), we will give you a Statement of Advice (SOA). An SOA is a document that helps a retail client understand, and decide whether to rely on, personal advice. The SOA will set out the advice and the reasoning that led to the advice; information about remuneration and benefits; all conflicts of interest that may affect the advice; and the costs, loss of benefits and other significant consequences when recommending switching between financial products.

If you maintain an ongoing advice relationship with us, then generally we will not provide an SOA for further advice situations unless there have been significant changes to either your personal circumstances or the basis on which the advice has been given. In these circumstances, we will keep a Record of Advice (ROA), a copy of which you can request from your Financial Adviser free of charge at any time.

General financial advice

There may be times where we offer you general financial advice. This advice does not take into account your particular objectives, financial situation or needs and therefore may not be appropriate to you. You need consider this before deciding whether or not to act on the advice.

Product Disclosure Statements

When we provide advice about a particular financial product, we will give you, where appropriate, a Product Disclosure Statement (PDS). A PDS is prepared by or on behalf of the issuer of the financial product and must contain sufficient information so that a retail client may make an informed decision about whether to purchase a financial product. The PDS sets out fees payable, risks, benefits and significant characteristics of the financial product.

SMSF establishment and administration service

Lythgo Crew Wealth Management, in conjunction with various providers, offers establishment and administration services for self-managed superannuation funds (SMSF) for those investors who wish to have greater control over their superannuation savings and are prepared to put in the time to be trustee of their own superannuation fund.

Information we need from you

As part of our financial planning process we need to ensure we provide you with appropriate and personalised financial advice. To do this, we need to collect detailed personal and financial information about you using a Fact Find document.

As the holder of an AFSL, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to verify your identity. To do this, we may ask you to present identification and other documents, such as your passport or driver's licence. We are required to retain copies of the information we collect.

All information we obtain about you will be held securely and kept strictly confidential at all times. For more information, you can obtain a copy of our Privacy Policy from your Financial Adviser or from our website (www.lythgocrew.com.au).

Can I look at the information on my file?

We maintain a record of all the personal information that you have provided to us, or that we have collected on your behalf, along with any SOAs or ROAs we have prepared. You can request to view your file at any time.

Providing investment instructions to us

You can specify how you would like to give us instructions to buy and sell shares or make other investments, e.g. by telephone, fax or other means. However, for transactions greater than \$25,000 we reserve the right to require that instructions are confirmed in writing.

The cost of our services

The fees charged by us vary depending on the nature and scope of the financial advice and financial products we recommend. This section sets out the maximum amount of fees and charges that could apply for the financial services we provide. All amounts shown are inclusive of GST.

Your Financial Adviser will agree with you the form and amount of any fees and charges before implementing the advice. Details of the fees and charges, including the method of calculating them, will be disclosed at the time the advice is provided or as soon as practicable after that time.

SOA and advice implementation costs

We may charge you for the preparation of an initial SOA and the implementation of the advice. This fee will be negotiated with you before the SOA is prepared and may be up to \$8,000. If the advice is acted upon this fee may be waived or reduced at our discretion. Where there is a significant change in your circumstances and you request further advice from us, a new SOA may need to be provided to you. The cost of this will be negotiated at the time and may be up to \$8,000. There will be instances where we need to provide further advice during the course of our relationship, in particular where a significant change to your circumstances has occurred. We may charge as much as \$500.00 per hour for these services and we will provide an estimate to you before providing the advice.

Buying and selling shares and derivatives

You can appoint us to act as your agent to buy and sell shares and derivatives (on the Australian Securities Exchange (ASX) or any other prescribed financial market) on your behalf. Following a transaction, you will receive a contract note from the executing broker setting out the details and costs of the transaction (i.e. the amount of brokerage paid).

At the commencement of our arrangement with you, we will agree the brokerage rates with you and we may review them periodically. As a guide, the brokerage paid by you will fall within the following ranges:

Australian Shares	0.11% or \$12.50 to 1.10% or \$110 whichever is greater.
Australian CFD's	0.12% or \$12.50 to 1.00% or \$110 whichever is greater.
Australian Options	Between \$1 and \$20 per contract with a minimum of up to \$100.
Futures	between \$4 and \$25 per lot in the base currency of the contract.
Foreign Exchange	between 1 and 2 pips per side.
US Shares	between 1c and \$1 per share.
US Options	between 1c and \$1 per option.

From the above brokerage, Lythgo Crew Wealth Management may receive a rebate of up to 100% from the broker.

For example, if you traded Australian shares to the value of \$40,000 and we had agreed with you from the outset that your brokerage rates would be 0.55% or \$66 (whichever is greater), the brokerage you would pay to the broker would be \$220. From this \$220, the broker may pay us up to \$220 as a rebate. If you traded Australian shares to the value of \$5,000, the brokerage would be the \$66 and the broker may pay us up to \$66 as a rebate.

In addition, if you engage us to provide an ongoing advisory service, a management fee for any funds invested in shares and derivatives of up to 1.95% p.a. calculated and paid monthly can be charged. For example, if you have a \$100,000 share portfolio and you would like us to provide you with an ongoing direct equities advice, we may charge you up to \$1,950 p.a. (or \$162.50 per month).

Managed investment and superannuation products

We do not receive any upfront or ongoing commissions for new managed investment and superannuation product recommendations made after 1 July 2014. However, we may negotiate an ongoing advisor service fee up to 1.50% p.a. with you. For example, where a client invests \$10,000 in a new product we will not receive any upfront or ongoing commissions. However, with your consent we may receive an ongoing advisor service fee of up to \$150 p.a. which is usually paid monthly over the course of the year. Where an adviser service fee is agreed to, your adviser will need to gain your permission to continue charging this fee annually by way of a signed client opt in agreement.

For clients with managed investment and superannuation product which were acquired before 1 July 2014, if we recommend an additional contribution, we may receive ongoing commissions and/or advisor service fees of up to 1.50% p.a. For example, where a client invests \$10,000 into an existing product we may receive ongoing commissions and or advisor service fees of up to \$150 p.a. which is usually paid monthly over the course of the year.

Life insurance

The initial commission we receive on life insurance products may be up to 66% of the first year's premium. The ongoing commission we receive may be up to 22% p.a. of the renewal premium.

For example, for an insurance product with an annual premium of \$2,000, the issuer may pay us upfront commission of up to \$1,320 upfront and \$440 p.a. usually paid monthly over the course of the year.

Since 1 July 2014, we are not permitted to receive commissions on group life risk insurance policies inside superannuation or an individual life insurance policy for a member of a default fund, unless we were entitled to receive these payments through existing arrangements with the product issuer which were in place as at 30 June 2014.

SMSF establishment and administration service

If we recommend that you establish an SMSF, the establishment costs may be up to \$8,000 depending on structures, trustee and investment type. The administration costs (charged on an annual basis) may be up to \$3,000 p.a.

How our Authorised Representatives are paid

Lythgo Crew Wealth Management's Authorised Representatives will be paid a percentage ranging from 10% to 95% of fees and commissions received by Lythgo Crew Wealth Management from any products or advice (less any general costs of administration or support staff salaries) provided to you and disclosed in the SOA or ROA. This amount will be paid to your Financial Adviser's Corporate Authorised Representative. At times you may receive advice from a Director of Lythgo Crew Wealth Management – in this instance the Directors are remunerated by way of salaries and as such no commission splits are applicable.

On occasions, we may also receive non-monetary benefits from product issuers. However, other than for genuine educational or training purpose and financial services IT software and support, we cannot accept a non-monetary benefit if it is worth more than \$300. Examples of these non-monetary benefits could include sponsorships, lunches, invitations to sporting events, theatre tickets, branded promotional items and occasional gifts such as Christmas hampers and bottles of wine. We maintain a register of all non-monetary benefits we receive between \$100 and \$300. You can view the register at any time on request free of charge.

Additional benefits are not permitted to be paid to your Financial Adviser if they are as a result of, or conditional on, the amount of business they provide to a product issuer. Outside of normal brokerage rebates, Lythgo Crew Wealth Management may be entitled to bonuses, incentives or expense rebates from product issuers based on the total

revenue generated from certain products. These amounts are paid out of the product issuer's own administration fees and do not increase the management fees you pay, or the Management Expense Ratio above what you would normally pay if these payments were not made.

Are fees and commissions payable to any third parties?

If you have been referred to us by another person, we may have an arrangement with them to share any fees and commissions we receive in respect of the financial services we provide to you. The amount we share may be up to 50% of the fees and commissions we earn from you. For example, if we earn \$1,500 in fees and commissions as a result of the financial advice we provide to you, we may pay up to \$750 to the person who referred you to us. The amount we pay is referred to as a 'referral fee'. If we pay a referral fee in respect of the advice we are providing to you, we will disclose full details in the SOA we provide to you.

What insurance does Lythgo Crew Wealth Management hold?

Lythgo Crew Wealth Management holds a Professional Indemnity (PI) insurance policy for the activities conducted under its AFSL. The PI insurance policy provides coverage in the aggregate of up to \$3.5 million in accordance with s.912B of the **Corporations Act 2001**, ASIC Regulatory Guide 126.

If your Financial Adviser ceases to be an Authorised Representative of Lythgo Crew Wealth Management and you choose to stay as a client of Lythgo Crew Wealth Management, the PI insurance will continue to cover the work done by your Financial Adviser whilst he was advising on behalf of Lythgo Crew Wealth Management.

How are disputes and complaints handled?

We want to know about any problems or concerns you may have with our services so we can take steps to resolve them. We have an internal and external dispute resolution process. Full details of this process can be obtained from your Financial Adviser. This section includes a brief summary of the process.

Initially, if you have a complaint, you should contact your Financial Adviser who will try to address your concerns fairly within 5 business days. If you feel that your Financial Adviser has not responded appropriately or you are having difficulty raising your concerns directly with him/her, you should contact our Complaints Officer through any of the below means. He/she will seek to resolve your complaint as soon as practicable and in any event within 30 days.

In person: Lythgo Crew Wealth Management
Head Office
Level 2, 117 McLachlan Street
Fortitude Valley QLD 4006

By mail: PO Box 111, Newfarm QLD 4005

Phone: (07) 3137 1331

Email: info@lcwm.com.au

Should you feel dissatisfied with the outcome proposed by the Complaints Officer or your complaint has not been resolved to your satisfaction within 30 days, you have the right to escalate your complaint free of charge to our external dispute resolution service (EDRS). Lythgo Crew Wealth Management is a member of the AFCA (Australian Financial Complaints Authority) member number 23625 which is an ASIC approved EDRS that can deal with financial services complaints. AFCA will only consider your complaint after you have given Lythgo Crew Wealth Management the opportunity to consider your complaint.

AFCA can be contacted through any of the following means:

By mail: GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678 (free call)

Web: www.afca.org.au

Email: info@afca.org.au



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