

# Financial Services Guide (FSG)

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Below is our Financial Services Guide, prepared on 05 July 2023.

## What is a Financial Services Guide?

This Financial Services Guide ('FSG') helps you understand and decide if you wish to use the financial services we are able to offer you.

It provides you with information about the entities that may provide you with financial services:

- the licensee's Corporate Authorised Representative Soundbridge Pty Ltd, trading as Soundbridge Financial Services,
- individual Authorised Representatives of the Licensee.

We collectively refer to Authorised Representative(s) in this FSG as "us, our, we". We are the providing entity and are the authorised representative(s) of the Licensee. The authorised representative number of Soundbridge Pty Ltd is 436726.

This FSG sets out the services we provide. It tells you:

- who we are and how we can be contacted;
- who the licensee is and how it can be contacted;
- what services and products we are authorised to provide to you;
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

## Not Independent

Soundbridge is not able to describe itself as being independent, impartial or unbiased as defined in Section 923A of the Corporations Act because:

- We don't charge you a fee for advice on risk insurance advice, because if you implement our recommendations, we receive commission payments directly from the insurer.

We may provide you with personal advice that takes into account your needs, financial situation and circumstances. Where we provide you with personal advice, we will provide you with a Statement of Advice ('SOA'). The SOA outlines our advice and the basis on which the advice was given. It also outlines relevant information about us, our fees and charges associated with our advice. We are only able to provide personal advice about certain products as stipulated under the Licensee's Australian Financial Services Licence ('AFSL').

If we provide further personal advice after providing our initial advice, we may record this in a Record of Advice, instead of an SOA. You may request a record of the further advice that is provided to you, if you haven't already been provided with it. You can also contact us, using the details at the start of this FSG, within 7 years from when the advice is provided to request this record.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives. Additionally, we will provide you with an applicable Product Disclosure Statement ('PDS') (if one is available) which you should read before making a decision that the product is right for you.

When a financial product is recommended to you, you will be provided with a PDS issued by the product provider. The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

The Licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under s912B of the Act.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.

## Who will be providing the financial services to you?

### *The Licensee*

The Licensee is the authorising licensee for the financial services provided to you, and is responsible for those services.

The Licensee authorises, and is also responsible for, the content and distribution of this FSG.

The Licensee's contact details are as follows:

**Licensee name:** AFTA Pty Ltd  
**AFSL number:** 507423  
**Address:** 166 Quay Street, Rockhampton QLD 4700  
**Phone:** (07) 4922 2624  
**Email:** licensee@myafta.com.au

The licensee's Authorised Representatives who may provide services to you are listed below.

### *Authorised Representative details*

**Name:** Soundbridge Pty Ltd, trading as Soundbridge Financial Services, Authorised Representative Number 436726  
**Address:** 166 Quay Street, Rockhampton QLD 4700  
**Website:** [www.soundbridge.com.au](http://www.soundbridge.com.au)  
**Phone:** (07) 4922 2624  
**Email:** [admin@soundbridge.com.au](mailto:admin@soundbridge.com.au)

Our other office locations include:

#### **Gladstone Office**

A: 7 Breslin Street, Gladstone QLD 4680  
4740  
P: (07) 4972 8644  
F: (07) 4972 3377  
E: [admin@soundbridge.com.au](mailto:admin@soundbridge.com.au)

#### **Moranbah Office**

A: 143 Mills Avenue, Moranbah QLD 4744  
P: (07) 4941 5825  
F: (07) 4921 3821  
E: [admin@soundbridge.com.au](mailto:admin@soundbridge.com.au)

#### **Mackay Office**

A: 159 Shakespeare Street, Mackay QLD  
P: (07) 4944 0422  
F: (07) 4957 3242  
E: [mackay@soundbridge.com.au](mailto:mackay@soundbridge.com.au)

#### **Brisbane Office**

A: Suite 47, Level 4, Silverton Place, 101  
Wickham Terrace, Spring Hill QLD 4000  
P: (07) 4922 2624  
F: (07) 4921 3821  
E: [admin@soundbridge.com.au](mailto:admin@soundbridge.com.au)

The individual authorised representatives under this licensee are:

<b>Name:</b> James Farrell	<b>AR number:</b> 420275
<b>Name:</b> Dimitri Kondilis	<b>AR number:</b> 1242451
<b>Name:</b> Barry Lucas	<b>AR number:</b> 1272866

The authorised representatives named above share the same office as those listed above.

You can provide instructions to us by contacting us using the contact details above.

The Licensee and the Authorised Representatives listed in this FSG act on your behalf when we provide financial services to you.

## **What services and products are we authorised to provide to you?**

We are authorised to provide financial product advice and deal in the following financial products:

- Deposit and payment products limited to:
  - Basic deposit products
  - Deposit products other than basic deposits
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life products including:
  - investment life 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; and
  - 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
- Interests in managed investment schemes including:
  - investor directed portfolio services
- Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997)
- Securities
- Standard margin lending facility
- Superannuation

We are authorised to provide these services and products to both retail and wholesale clients.

All Authorised Representatives of AFTA Pty Ltd hold formal qualifications.

There is an important difference between 'general advice' and 'personal advice'. If we provide you with 'general advice' it means that we have not considered any of your individual objectives, financial situation and needs.

If we provide you with 'personal advice' we will consider your individual objectives, financial situation and needs when making our recommendation to you.

We will only provide services to you, with your prior, informed consent. If you do not understand any of the information in this Financial Services Guide, or have any other questions relating to the terms on which we will be acting, please contact us.

In providing our services, other financial matters may arise, however, we are not authorised to assist with any financial and product services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

## What fees and commissions are payable to us?

Fees for providing you with our services are collected by AFTA Pty Ltd and these fees are remitted to the corporate authorised representative, Soundbridge Pty Ltd. Soundbridge Pty Ltd receives 100% of the fees and our advisers are paid a salary. Soundbridge Pty Ltd pays a fee for the services provided by AFTA Pty Ltd.

All fees described in this FSG include GST.

### *Service fees*

We will discuss and agree our fee structure with you before we provide you with services. From time to time we may provide general advice of a fee for services. These fees may be based on a hour rate which ranges from \$100 per hour to \$500 per hour, depending on who provides services to you.

The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

### *Fees for advice*

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation, and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice. These fees may range from \$500 to \$10,500.

### *Ongoing advice fees*

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be agreed with you and is either a set amount or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances. These fees may be charged as a flat dollar amount ranging between \$700 and \$22,000 per annum. Alternatively, we may charge an amount as a percentage of funds under our advice ranging between 0.8% and 1.65%, or as a sliding scale.

We may charge two types of ongoing fees:

**Ongoing Advice Fee:** Includes the review of your financial goals, objectives, implemented financial plan and changes to your financial strategy as required.

**Portfolio Management Fee:** Includes preparation and review of recommended asset allocation, purchase of assets, purchase of Term Deposits, maintenance of Cash Management Account, investment or payment of investment income, investment strategy and changes to your portfolio as required.

### *Commissions*

If you take out a financial product through us, we may receive payments in the form of initial commissions and/or ongoing commissions from the financial product providers. These commissions are included in the fees, premiums and interest rate (in the case of margin loans) you pay for the product. They are not an additional cost to you. We may agree to rebate some or all of these.

The commission payable for different classes of financial products include the following:

## Life insurance products

Initial and ongoing commissions from insurance providers may be received by us. These commissions are paid to us by the company that issues the product that we recommend to you, and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to us. Ongoing commissions are payments paid by product issuers to us in the years after the first year.

If you initiate an increase to your cover, we may receive an initial commission and ongoing commissions on the increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), we may receive up to 60.00% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that we may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

\* Soundbridge Pty Ltd may receive the pre 1 January 2018 commission rates above from the product issuer if:

- your policy was issued before 1 January 2018 and you exercise an option or apply for additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

### Example

We recommend an insurance product to you and it is applied for and issued on 2 February 2018. The annual policy cost is \$450. AFTA Pty Ltd may receive up to \$360 (80% excl. GST) as an initial commission, and may pass up to \$360 to us. Assuming the policy cost stays the same each year, AFTA Pty Ltd may receive up to \$90 pa (20% excl. GST) as an ongoing commission, and may pass up to \$90 pa to us.

From 2 April 2020, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to AFTA in respect of this increase will be \$60 (60% excl. GST). The ongoing commission payable to AFTA in respect of this increase will be \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 April 2021). These commissions may be passed onto us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that AFTA and we are entitled to receive, if you decide to purchase a life insurance product, in your SOA or ROA.

## How are we and third parties remunerated?

The authorised representatives of Soundbridge are remunerated by salary and may also be awarded an annual bonus. Bonuses will depend on several factors including:

- company performance;
- professionalism and adherence to compliance procedures; and
- team performance.

The Licensee's shareholders and directors will also receive a benefit based on the Licensee's ongoing company performance and on Soundbridge's ongoing company performance.

### Third party relationships

Third party provider, The Capricornian Ltd (the Referrer), may refer you to Soundbridge Pty Ltd for financial planning advice. The Referrer may identify individuals or corporations who from time to time have the need for the provision of a Financial Service, which Soundbridge and its Representatives are authorised to provide. Where Soundbridge provides written advice via a Statement of Advice and you agree to proceed with the advice, Soundbridge will pay The Capricornian a referral payment as follows:

- \$1,500 excluding GST, one-off payment for Comprehensive Advice
- \$300 excluding GST, one-off payment for Single Strategy Advice

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

1. All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. We do not charge asset-based fees where you are investing using borrowed money.
3. You understand, consent to, authorise and direct us to charge you in this way.

### Ausiex

We may recommend you utilise the services of third party provider, Ausiex for direct share trading purposes. Ausiex will pass on \$5.00 per trade of all brokerage to third party provider, Investum Pty Ltd, covering the cost of reporting Investum provides. This is built into the direct share trading charge of the greater of either \$14.50 or 0.07% (incl. GST).

### Associated Businesses

We may refer you to Gladstone Accounting & Taxation for accounting and tax services or to Soundbridge Home Loans & Lending for credit services. Likewise, these companies may refer clients to Soundbridge Pty Ltd for financial planning advice. Both businesses are owned by Soundbridge Pty Ltd. There is no referral fee or remuneration exchanged between these businesses. These entities may remit dividends to the shareholders of their businesses.

## What arrangements may influence our advice to you?

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$100 and \$300 and other benefits that relate to information technology software or

support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request.

## What should you do if you have a complaint?

If you have a complaint, you can contact us to discuss your complaint.

Please contact the Complaints Manager of our Licensee using any of the contact details below. We will try and resolve your complaint quickly, fairly and within prescribed timeframes. A copy of our public complaints policy can be found at [www.soundbridge.com.au](http://www.soundbridge.com.au)

Our complaint contact information:

 <b>Telephone</b>	<ul style="list-style-type: none"><li>• (07) 4922 2624</li><li>• +61 74922 2624</li><li>• National Relay Service 133 677</li></ul>
 <b>Email</b>	<ul style="list-style-type: none"><li>• <a href="mailto:complaints@myafta.com.au">complaints@myafta.com.au</a></li></ul>
 <b>Writing</b>	<ul style="list-style-type: none"><li>• PO Box 8386, Allenstown QLD 4700</li></ul>
<b>In person</b>	<ul style="list-style-type: none"><li>• 166 Quay Street, Rockhampton QLD 4700</li></ul>

If the complaint cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

## Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Act. This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

**Preparation date:** 05 July 2023

**Version:** 13