

Financial Services Guide

Important Information

The financial services we refer to in this guide are offered on behalf of Evidentia Financial Services Pty Ltd and its representatives, collectively referred to as “Evidentia, us, we or our”.

This Financial Services Guide (FSG) is designed to clarify who we are and what we do, and help you decide whether to use our services.

To make things simple, this guide explains:

- the services and types of products we’re able to offer you;
- how we and our associates are paid and any other benefits we may receive;
- any potential conflicts of interest we may have;
- how we protect your privacy and handle your personal information; and
- how we resolve disputes, and what you should do if you have one.

We have prepared this guide to provide an overview of our services. Please take the time to review this document before engaging our services.

Who is responsible for the financial services we provide?

Evidentia Financial Services Pty Ltd is an Australian Financial Services Licensee and is responsible for the financial services provided including the distribution of this FSG.

Evidentia Financial Services Pty Ltd
ABN 97 664 546 525
Australian Financial Services Licensee number 546217
Level 10, 1 Chifley Square, Sydney NSW 2000

How are we related to other financial providers?

Evidentia Financial Services Pty Ltd is a wholly owned subsidiary of Evidentia Group Holdings Pty Ltd. We may provide **general advice** on financial services and products managed by companies within Evidentia Group Holdings or companies in which a shareholding is maintained by an Evidentia Group Holdings member. These include products and services managed by the following entities:

Evidentia Group Pty Ltd (Auth Rep # 001303344)
Evidentia Implemented Consulting Pty Ltd (Auth Rep #001303263)
Evidentia Private Markets Pty Ltd (Auth Rep #001304891)
Evidentia IP Pty Ltd (Auth Rep #001306239)

If you acquire a product or service managed by an Evidentia Group Holdings company, we will benefit by receiving investment management fees from you. Please refer to the relevant Product Disclosure Statement and/or offer documents for further information.

What kinds of financial services are you able to provide me – and what financial product/s do they relate to?

Evidentia is authorised under its AFSL to provide the following financial services:

- provide financial product advice to wholesale clients;
- provide general financial product advice to retail clients; and
- deal in financial products to retail and wholesale clients

These services may be provided for a range of financial products including:

- deposit and payment products limited to:
 - basic deposit; and
 - deposit products other than basic deposit products
- derivatives;
- foreign exchange contracts;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- interests in managed investment schemes including:
 - investor directed portfolio services (IDPS)
- securities; and
- superannuation.

Cost of services provided

There is no charge for the provision of financial services by our representatives. That means we do not charge for the provision of any general advice to retail clients and we do not accept any investment related product commissions. Evidentia is remunerated for its services by way of an asset management fee by the product issuer, an explanation of the fees and charges paid will be detailed in the relevant PDS.

Other Benefits

Our representatives who act as Asset Consultants are paid via salary and may also be entitled to a bonus based on performance against a balanced scorecard criteria, which may include adherence to service standards, new business, revenue growth and completion of continuing education.

Non-monetary benefits

We keep a register detailing certain non-monetary benefits that we receive (e.g. benefits valued between \$100 and \$300, genuine education or training and information technology software or support). You can review this register by contacting us. Please be aware that Evidentia may charge you for the cost of providing this information to you.

Sponsorship

Evidentia receives contributions from product providers who sponsor and attend training presentations, conferences and/or professional development days. Amounts vary between product providers and Evidentia or its representatives does not directly share in the sponsorship payment; however, they may indirectly benefit as these payments subsidise the costs associated with these training and professional development events.

Privacy

Evidentia and its representative are subject to certain legislative and regulatory requirements that necessitate collecting, holding and using detailed information that personally identifies you and/or contains information about you.

Evidentia respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. If you want to access your personal information at any time, please let us know.

For detailed information on how we handle your personal information, please see our Privacy Policy. This policy is available on request and on our website.

Complaint resolution

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let our representative know in the first instance. You can also raise your complaint at any time by contacting us at:

Evidentia Complaints
Suite 2, Level 10
1 Chifley Square
Sydney NSW 2000
Email: support@evidentiagroup.com

2. If your complaint isn't resolved within 30 days or to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA):

Website: afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne, VIC, 3001

AFCA provides fair and independent financial services complaint resolution that's free to consumers.

Time limits may apply to lodge a complaint with AFCA, so you should act promptly. You can check the AFCA website to find out if a time limit applies or when the time limit relevant to your circumstances expires.

Evidentia holds professional indemnity insurance that satisfies the requirements of Section 912B of the Corporations Act. This insurance also covers the conduct of our advisers who were authorised by Evidentia at the time of providing the advice but are no longer representatives of Evidentia at the time of your complaint.

Contact Details

For more information on anything you have read in this FSG please contact our representative. If you require any further advice or services, you can contact Evidentia at:

Address: Evidentia Complaints
Suite 2, Level 10
1 Chifley Square
Sydney NSW 2000
Email: support@evidentiagroup.com
Phone: 02 9060 0240