

Financial Services Guide (FSG)

This Financial Services Guide was prepared
on 1 July 2025.



A N N E X
W E A L T H

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:

- Annex Wealth Advisory Pty Ltd ACN (622 930 812) Australian Financial Services License Number 504681 "licensee" including representatives who may be its employees or employees of the licensee's related body corporate; and
- individual representatives of the licensee.

The licensee and its employees (including any employees of a related body corporate of the licensee) are collectively referred to as "us, our, we" throughout this FSG.

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

While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the strict definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.

We may provide you with personal advice that considers your needs, financial situation, and circumstances. We will make enquiries about your personal financial situation and goals so that we can provide appropriate advice. Where you choose to provide us with incomplete or inaccurate information, the resulting advice may not be suitable in light of your broader circumstances, and you will therefore carefully consider whether to proceed. If you do not wish to disclose information that we request, there are situations where we may not be able to advise you. Our Privacy Policy explains how we collect, store, use and disclose the information that you provide to us, available at www.annexwealth.com.au.

TYPES OF DOCUMENTS YOU MAY RECEIVE FROM US

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 (ROA), instead of an SOA. You may request a copy of the ROA, 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 the ROA.

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 deciding 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.

Please retain this FSG for your reference and any future dealings with us. We may also update or 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:

Annex Wealth Advisory Pty Ltd ACN (622 930 812)

AFSL NUMBER:

504681

ADDRESS:

16/459 Collins Street Melbourne VIC 3000

WEBSITE:

www.annexwealth.com.au

PHONE:

(03) 8456 1037

EMAIL:

contact@annexwealth.com.au

You may be provided with services by the licensee through its employees, or directors (or the employees of a related body corporate), or financial advisers.

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

REPRESENTATIVE DETAILS

The individual representatives (financial advisers) under this AFSL are:

NAME: Lindsay Felsenthal (Director)
PHONE: 0421 479 069
EMAIL: lindsay@annexwealth.com.au

NAME: Simone McMullin (Director)
PHONE: 0402 075 758
EMAIL: simone@annexwealth.com.au

NAME: Mark Rowell (Director)
PHONE: 0422 079 227
EMAIL: mark@annexwealth.com.au

NAME: Mark Doubleday
PHONE: 0412 447 176
EMAIL: mark.doubleday@annexwealth.com.au

The representatives named above share the same office as the licensee.

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

The licensee and the 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:

Basic and non-basic deposit products

Government debentures, stocks or bonds

Managed investments including Investor Directed Portfolio Services

Securities

Life insurance investment products

Life insurance risk products

Superannuation (including SMSFs)

Retirement savings accounts

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

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?

All fees described in this FSG include GST. We are remunerated by the fees you pay and/or insurance commissions received from product issuers. The fees charged by our advice and services may be based on a combination of:

- a set dollar amount; or
- a percentage-based fee.

Our agreed advice and service fees may include charges for:

- initial advice; and
- ongoing advice.

The licensee, or its nominee, receives 100% of these fees.

The licensee's directors and employees (including any employees of a related body corporate) are remunerated by salary and may also be awarded an annual bonus. Bonuses will depend on several factors including:

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

The licensee's director's and shareholders (including any shareholders of a related body corporate) will also receive dividends based on the licensee's ongoing company performance.

All fees will be clearly stated and agreed with you in the SOA.

SERVICE FEES

We will discuss and agree our fee structure with you before we provide you with services. 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. This will

generally range between \$2,200 and \$11,000 depending on the complexity.

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. Our ongoing fees can be dollar based or % based. Where % based they may range between 0%-2.2%. For example, a portfolio of \$200,000 with an ongoing fee of 1.1% would have a fee of \$2,200.

EXAMPLES OF COMMISSIONS WE MAY CHARGE

Life Insurance Products

We may receive initial (up to 66% of premium) and ongoing commissions (up to 22% of premium) from insurance providers. 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. We may agree to rebate some or all of these.

Example

We recommend an insurance product to you, and it is applied for and issued on 2 August 2024. The annual policy cost is \$1,000. We may receive up to \$660 (66% inc. GST) as an initial commission. Assuming the policy cost stays the same each year, we may receive up to \$220 pa (22% excl. GST) as an ongoing commission.

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 we and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

You may request more details about the way we are remunerated within a reasonable time after receiving this document.

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How are we and third parties remunerated?

We may receive payments to refer you to other service providers (e.g. mortgage brokers). These amounts do not involve additional costs and will be disclosed in your SOA. Where referral fees are received, these are paid to the company and not to the adviser. We may receive up to 33% including GST of their upfront and ongoing remuneration for referring you to them. We will disclose the referral arrangements to you when we provide you with a SOA.

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.

What arrangements may influence our advice to you?

The licensee has an Approved Product and Services List which includes superannuation and investment products, Australian and International fund managers and insurance providers. The licensee periodically reviews these products to ensure they remain competitive and appropriate to address client needs and objectives. Generally, we recommend products that are on the Approved Product and Services List, however, if appropriate for your needs we may recommend other products, subject to the licensee approval process.

Occasionally, 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 in excess of \$100 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 free of charge.

What should you do if you have a complaint?

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

Please contact the Compliance Manager of our licensee using any of the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed time frames and in any event will acknowledge receipt of your complaint within one business day.

If your complaint is not resolved to our satisfaction, you may choose to lodge a complaint with the Australian Financial Complaints Authority (**AFCA**). The contact details for AFCA are:

WEBSITE:

www.afca.org.au

EMAIL:

info@afca.org.au

TELEPHONE:

1800 931 678 (free call)

IN WRITING TO:

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001.

The Australian Securities & Investments Commission (**ASIC**) also has an Infoline on 1300 300 630 which you may use to obtain information about your rights. Compensation arrangements

Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Corporations Act 2001. 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.

www.annexwealth.com.au

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