FINANCIAL SERVICES GUIDE

HEALTH PROFESSIONALS PLUS PTY LTD

TRADING AS WALLIS PAYNE & CO

ABN: 57 107 368 383

AFSL: 341220

LEVEL 45 / 55 COLLINS STREET

MELBOURNE VICTORIA 3000

PHONE: 1300 070 920

EMAIL: INFO@WALLISPAYNE.COM.AU

WEBSITE: WWW.WALLISPAYNE.COM.AU

ABOUT WALLIS PAYNE & CO

Wallis Payne & Co is a privately-owned wealth management business that was established in 2009 to assist clients with meeting their long term financial and lifestyle objectives through tailored financial strategies and prudent management of funds.

We operate under our own licence and offer a range of financial services as listed within this Financial Services Guide. These services will be delivered by an advisor who has the necessary skills and accreditation to assist you with the services you require.

Health Professionals Plus Pty Ltd is 50.1% owned by entities controlled by our Managing Director and 49.9% owned by Janus Growth Partners (a joint venture between Merchant Investment Partners and Janus Financial Pty Ltd). Janus Growth Partners is a passive investor in Health Professionals Plus and we have no obligation to utilise any products or services associated with their business.

The services referred to in this Financial Services Guide are offered by Health Professionals Plus Pty Ltd trading as Wallis Payne & Co. Health Professionals Plus Pty Ltd is referred to as Wallis Payne & Co throughout this Financial Services Guide.

LACK OF INDEPENDENCE

Wallis Payne & Co is not independent, impartial or unbiased because we:

- May receive commissions from insurance products.
- For some listed securities transactions, such as initial public offerings (IPO) or new listings, Wallis Payne & Co receives remuneration and benefits (stamping fees) from the product issuer.
- Representatives can only recommend products that are on the 'Approved Product List' (APL) unless approval is sought via the off-APL approvals process.

ABOUT THIS GUIDE

The purpose of this Financial Services Guide is to provide clients with sufficient information to make an informed decision when deciding whether to utilise our services.

This Financial Services Guide (FSG) includes important information about Wallis Payne & Co, it's Representatives (Advisers who will provide you with the services we offer), how we are paid, any potential conflicts of interest, and our complaint resolution procedures.

This Financial Services Guide is issued by Health Professionals Plus Pty Ltd ABN 57 107 368 383, Australian Financial Services Licence 341220, trading as Wallis Payne & Co.

Health Professionals Plus Pty Ltd (trading as Wallis Payne & Co) is the holder of Australian Financial Services Licence 341220 and is the providing entity for the financial services described in this Financial Services Guide. All financial services are provided under this licence by Health Professionals Plus Pty Ltd through its authorised employees and representatives.

This FSG is subject to periodic review that may result in changes. A current version is always publicly available on our website (www.wallispayne.com.au). You may access the latest version at any time, and we will tell you how to access it before providing financial services where required.

References in this FSG to 'me', 'I', 'us', 'we' and/or 'our' should be read as either Wallis Payne & Co or its representatives, as the context requires.

SERVICES WE OFFER

Our licence allows us to carry on a financial services business which provides advice and deals in the following financial products:

- deposit and payment products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- investment life insurance products (such as investment bonds);
- risk life insurance products (such as term life, TPD, income protection and trauma insurance);
- interests in managed investment schemes including managed funds, property trusts and investor directed portfolio services;
- retirement savings accounts;
- securities; and
- superannuation, including Self-Managed Super Funds (SMSF).

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

SERVICES WE DON'T OFFER

We do not provide advice or services in the following areas but can refer you to an appropriate professional should you require one.

- Accounting and taxation
- Legal services
- Transaction or valuation services related to real estate
- Finance broking, refinancing, or review of your current loans
- General insurance, such as home and contents, or car insurance.
- SMSF Administration

WHO PROVIDES THE SERVICES DESCRIBED IN THIS FSG

The financial services described in this FSG are provided by Wallis Payne & Co through its employees and representatives.

While you will generally deal with a primary adviser, you may interact from time to time with other representatives of Wallis Payne & Co. This may occur during meetings, implementation of advice, portfolio administration, or when your primary adviser is unavailable. All advisers who may provide services to you are representatives of Wallis Payne & Co.

Regardless of which adviser you interact with, all financial services are provided under our Australian Financial Services Licence (AFSL 341220), and Wallis Payne & Co is responsible for the services provided to you.

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED

Wallis Payne & Co is responsible for the financial services provided in this Financial Services Guide through our Australian Financial Services Licence 341220.

WHAT OTHER DOCUMENTS YOU MAY RECEIVE

If you receive personal financial advice from us, you can expect to receive several documents.

Statement of Advice (SOA)
You are entitled to receive a Statement of Advice whenever Wallis Payne & Co provides you with personal advice which considers your objectives, financial situation and needs. Your Statement of Advice will contain our recommendations, the basis on which they are given and specific information about relevant fees and associations that may have influenced the provision of the advice.

We will provide you with the Statement of Advice at the time the advice is provided, or in limited circumstances, as soon as practicable and no later than 5 business days after the advice is given. We will implement our recommendations only once you have authorised us to proceed.

Record of Advice (ROA)
Where a further review is conducted and personal advice provided, in some circumstances we are not required to provide you with an SOA for this further advice. Where this is the case, we will record an ROA and retain this on your file. You may request a copy of the ROA for a period of 7 years from when the further advice was first provided.

Product disclosure statements (PDS)
Where we recommend financial products, we will provide you with a PDS or other disclosure document containing information about each product recommended, to help you make an informed decision about whether to purchase that product.

Ongoing Fee Arrangement and Fee Renewal
If you enter an ongoing fee arrangement with us, this arrangement must be renewed annually. We will provide you with a fee renewal on an annual basis.

General Advice
We may also provide you with General Advice that has not considered your personal objectives, circumstances, or needs. General Advice is typically provided through seminars and newsletters. We would provide you with a warning to alert you to the implications of receiving General Advice and you would need to consider whether General Advice suits your requirements.

DELIVERING OUR SERVICES

To ensure we provide advice suitable for your needs and financial circumstances, we firstly need to understand your financial situation, personal financial objectives and needs. This may occur across several meetings prior to advice being provided.

Initial Consult

During this meeting, we will discuss your expectations and provide you with details of the services we can offer.

Data Collection

We will collect all the information we need from you, including your personal financial situation, financial objectives and needs. If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing your full personal information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter you request.

Goals & Objectives

We will help you identify your goals and may discuss your attitude towards investment risk.

Advice

We will discuss our recommendations with you including the reasons and benefits to you, as well as explain any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

Implementation

We will implement the recommendations on your behalf after making any changes you require and confirming your agreement to implement those recommendations

Ongoing Review

Where you enter into an ongoing agreement with us, we will periodically review your financial circumstances, strategies, and products. Ongoing agreements must be renewed each year, and we will provide you with the documentation for this.

HOW DO I GIVE YOU INSTRUCTIONS

You may give us instructions in writing, by telephone, email or any other method we agree to accept.

For instructions relating to trades, withdrawals, transfers, changes to account details or other actions affecting your investments, we may require written confirmation, completion of an authority form, or identity and security verification before acting.

We may decline to act on an instruction if it is unclear, incomplete, inconsistent with your authority, appears unauthorised, cannot be verified, or if we reasonably believe acting on it may cause harm. We are not responsible for delays caused by incomplete instructions, verification requirements or the need for further information.

If you give instructions by email, you acknowledge that email may be insecure and subject to delay, interception or unauthorised access. We may ask you to confirm email instructions through another method before acting.

HOW WE ARE PAID FOR OUR SERVICES

It is important that you understand the various costs associated with the financial services that we provide. The fees will depend on the services you receive and will be disclosed in your relevant disclosure document such as a Statement of Advice.

Full details of all fees and charges will be discussed and agreed to prior to being charged.

Initial consult

We will not charge for your initial consultation which will allow us to discuss your financial position and determine if we are able to assist with meeting your financial objectives.

Preparation of Advice

We may charge fees for the preparation of our advice. The cost for preparing a Statement of Advice will vary depending on the complexity of advice and estimated time involved and will be agreed to in writing prior to work commencing.

Where it becomes apparent that additional work is required beyond the scope of our initial proposal, we will advise you of any additional fees in writing, which we will agree on prior to completing the additional work.

The minimum cost we charge for advice is $5,500 including GST.

The Preparation of Advice fee may be reduced or waived where clients subsequently choose to utilise our Ongoing Advice Service.

The Preparation of Advice fee will apply and be charged to you should you choose not to accept or implement our advice.

Ongoing Advice Service Fees

Our ongoing service includes investment advice, financial planning and portfolio administration services and may be charged as a percentage of funds under management or a flat dollar amount. The agreed fee rate will depend on the complexity of advice and the level of service required.

As a guide, our percentage-based fee structure is:

Funds under Management	Fee Rate
$0 - $500 000	0.99%
$500,001 and above	0.44%

For example, a portfolio of $600,000 will incur ongoing advice service fees of $5,390 including GST.

Brokerage
We will charge a transaction-based fee (brokerage) when buying or selling listed investments on your behalf. Brokerage is calculated as a percentage of the transaction price and will have a minimum fee applied to each transaction.

Our standard brokerage rate is up to 1.1% including GST of the transaction value with a minimum charge of $82.50 per trade. This cost is added to the purchase cost or subtracted from sales proceeds and collected by the executing broker.

For example, a transaction of $100,000 may incur brokerage of $1,100; a transaction of $5,000 may incur brokerage of $82.50.

Stamping fees
We may assist you with a range of investment opportunities such as initial public offerings, placements and corporate actions for which a stamping fee is paid. In these circumstances, we may be paid a fee by the product issuer for assisting with the investment opportunity which would be disclosed to you.

For example, if you purchased bank notes valued at $10,000 through an initial public offering and the issuing bank paid us a 0.75% stamping fee (plus GST), we would receive $75 (plus GST) to facilitate the transaction.

Commission
We do not receive commissions from new products and services we recommend to retail clients or trail commissions from legacy products such as cash management accounts and insurance policies, where these can be refunded to the client. In some instances, we will receive commission for products recommended to wholesale clients.

If you take out a Life Insurance 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 premiums you pay for the product. This is not an additional cost to you. We may agree to rebate some or all of these.

The commission that may be payable for Life Insurance Products are outlined below:

- The maximum upfront (year 1) commission is 66% and the maximum ongoing (years 2+) commission is 22% (inclusive of GST). Where upfront and ongoing commissions are the same, there is no legislated maximum however product providers generally pay up to 33%.
- Example We recommend an insurance product to you. The annual premium is $500 p.a. We may receive up to $330 (66%) as an initial payment. Assuming the premium stays the same, each year, we may receive up to $110 (22%) p.a. as an ongoing (trail) commission.

For insurance products purchased prior to 1 January 2018, we may continue to be paid commissions in the same manner as what would have previously been advised to you at the time of obtaining the product(s).

Other benefits
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 more than $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 on request for a small charge.

Any benefits that we receive that are relevant to your consideration of our advice to you will be disclosed in your advice document.

HOW IS MY ADVISOR PAID

All representatives of Wallis Payne & Co are salaried employees who may be paid bonuses which are discretionary and dependent upon the contribution of the individual representative.

Andrew may also receive company dividends in his capacity as a shareholder of Health Professionals Plus Pty Ltd. Any such dividends are paid to Andrew as a shareholder and are not an additional cost to you.

WILL ANYONE BE PAID FOR REFERRING ME TO YOU

In some circumstances, we may have arrangements in place where we pay referral fees to third parties which would need to be disclosed in your Statement of Advice.

PRIVACY OF CLIENT INFORMATION

Wallis Payne & Co is committed to protecting your privacy and the security of your personal information.

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at www.wallispayne.com.au or by contacting us directly. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We may use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

Why we collect your personal information

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

Collecting and disclosing your personal information

We may disclose your personal information to anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We cannot ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

Wallis Payne & Co is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations, to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time to meet our legal obligations. We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

WHAT TO DO IF YOU HAVE A COMPLAINT

If you are unhappy with our services, please let us know as soon as possible. We will consider your complaint fairly, keep you informed, and aim to resolve it as quickly as we can.

1. **Contact us first.** You can make a complaint by contacting your adviser or Wallis Payne & Co using the contact details in this FSG. Please tell us what your complaint is about and the outcome you are seeking.
2. **We will acknowledge your complaint.** We will acknowledge your complaint as soon as practicable and will usually do this within 24 hours, or one business day, of receiving it.
3. **We will review and respond.** Our complaints manager will review your complaint and work with you to try to resolve it. If we cannot resolve the complaint within 5 business days, we will provide a written Internal Dispute Resolution response within 30 calendar days of receiving your complaint, unless a different timeframe applies under the law.
4. **If we need more time.** If we are unable to provide our written response within the required timeframe because of circumstances beyond our control, we will tell you the reasons for the delay, explain your right to complain to AFCA and provide AFCA's contact details.
5. **If you are not satisfied.** If you are not satisfied with our response, or if we do not respond within the required timeframe, you may take your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is a free and independent external dispute resolution scheme for financial services.

Australian Financial Complaints Authority

AFCA can consider complaints about financial services and products where the complaint has not been resolved through our internal dispute resolution process.

GPO Box 3
Melbourne Victoria 3001
T: 1800 931 678
W: www.afca.org.au

Compensation arrangements

Wallis Payne & Co is covered by Professional Indemnity Insurance that satisfies the requirements under the Corporations Act for compensation arrangements. This cover extends (subject to policy terms and conditions) to the conduct of employees who no longer work for Wallis Payne & Co but who did at the time the conduct occurred, that could give rise to a claim for compensation.

ADVISER PROFILES

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WALLIS PAYNE

WEALTH MANAGEMENT

Andrew Wallis

Managing Director and Financial Advisor

Andrew has worked in financial markets for 35 years and has been helping private clients grow their wealth with a disciplined approach to asset allocation and portfolio management.

Prior to Wallis Payne, he held senior positions with Credit Suisse First Boston, Potter Warburg, Intersuisse and Morgans.

In his spare time, Andrew travels to all corners of the world with family to explore, ski and golf. Tennis, bushwalking and sailing are also on the agenda when time allows.

Andrew can advise on the following product areas

- Provide financial product advice
    - Deposit and Payment Products
        - Deposit and Payment Products - Non-basic Deposit Products
    - Government Debentures, Stocks or Bonds
        - Government Debentures, Stocks or Bonds
    - Life Products
        - Investment Life Insurance Products
    - Managed Investment Schemes
        - Managed Investment Schemes, including IDPS
    - Retirement Savings Account Products
        - Retirement Savings Account Products
    - Securities
        - Securities
    - Superannuation
        - Superannuation - All
    - Life Products
        - Life Risk Insurance Products

Qualifications

- Bachelor of Engineering (Chemistry) - University of Melbourne
- Diploma of Applied Finance - FINSIA

Contact Details

✆ 0409 991 640
✉ andrew@wallispayne.com.au

Andrew is authorised by Wallis Payne & Co to provide the financial services described in this FSG and is authorised by Wallis Payne & Co to distribute this FSG. Representative number 259122.

WALLIS PAYNE
WEALTH MANAGEMENT

Mark Buisman

Senior Financial Advisor

Mark is an experienced Certified Financial Planner (CFP) who has over 20 years' experience within the banking and finance sector.

Mark has a particular interest in strategies for estate planning, aged care, superannuation (including self-managed superannuation funds) and wealth accumulation. He is also a member of the Financial Advice Association of Australia (FAAA) and the Mortgage & Finance Association of Australia (MFAA).

In his spare time Mark enjoys travelling and spending time with his Wife and 3 daughters.

Mark can advise on the following product areas

- Provide financial product advice
    - Deposit and Payment Products
        - Deposit and Payment Products - Non-basic Deposit Products
    - Government Debentures, Stocks or Bonds
        - Government Debentures, Stocks or Bonds
    - Life Products
        - Investment Life Insurance Products
    - Managed Investment Schemes
        - Managed Investment Schemes, including IDPS
    - Retirement Savings Account Products
        - Retirement Savings Account Products
    - Securities
        - Securities
    - Superannuation
        - Superannuation - All
    - Life Products
        - Life Risk Insurance Products

Qualifications

- Bachelor of Business (Finance) – Swinbourne University of Technology
- Advanced Diploma of Financial Planning – Tribeca
- Ethics & Professionalism in Financial Advice – Kaplan Professional
- Certified Financial Planner – Financial Planning Association

Contact Details

✆ 0488 108 533
✉ mark@wallispayne.com.au

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