



ARBITRAGE
PRIVATE



Financial Services Guide

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Arbitrage Private Wealth Pty Ltd
Arbitrage Private Wealth Pty Ltd | ACN 613 065 062
Level 12, 141 Walker Street, NORTH Sydney NSW 2060
www.arbitrageprivate.com.au

*Advice
you
can
trust*

Arbitrage Private Wealth Pty Ltd is a Corporate Authorised Representative
(CAR number 1256890) of Evaro Wealth Partners Pty Ltd
(ABN 63 602 260 579, Australian Financial Services License No 472429).

IMPORTANT INFORMATION

Before we provide you with financial advice, you should read this Financial Services Guide (FSG) as it contains the following important information designed to help you decide on whether to use our services:

- who we are
- the initial and ongoing advice and services we provide
- how we are paid
- who to contact should you have a complaint

This FSG comprises a business profile as well as a professional profile in respect of each adviser.

ABOUT OUR FIRM

Arbitrage Private Wealth Pty Ltd (ABN 51 613 065 062), trading as Arbitrage Private Wealth, Corporate Authorised Representative (CAR) number 1256890, is authorised to provide financial services on behalf of Evaro Wealth Partners Pty Ltd (ABN 63 602 260 579, Australian Financial Services License No 472429).

Arbitrage Private Wealth provides a range of advisory services to help people grow, manage and protect their wealth. We can help you create, sustain and protect the lifestyle that you desire.

CONTACT DETAILS

Arbitrage Private Wealth
Level 12, 141 Walker Street, Sydney NSW 2060
Email: info@arbitrageprivate.com.au

This FSG contains some important information about the services we offer and how we charge for these services. Attached to this document is an adviser profile for each adviser in our firm. The adviser profile contains information about your adviser such as their qualifications, experience and any memberships they may hold. It also outlines the strategies and products that they can advise you on.

LACK OF INDEPENDENCE

In terms of Section 923A of the Corporations Act, Arbitrage Private Wealth may not describe itself as independent, impartial or unbiased because we receive commissions on risk products (e.g. life insurance policies) held by some of our clients.

All other advice services are provided on a fee for service basis and we do not receive commissions on any other products we advise on.



ADVICE WE CAN PROVIDE

APPROVED PRODUCTS

Evaro Wealth Partners Pty Ltd maintains a broad approved list, containing investment and insurance products that have been researched by a number of external research houses as well as our in-house research team.

We may recommend products, platforms and portfolio administration services (PAS) promoted or issued by any of the companies on the above mentioned approved list.

In addition we may recommend products that are not on the approved list where appropriate to your circumstances, if agreed to by Evaro Wealth Partners Pty Ltd.

A copy of the approved list for investment and insurance can be supplied to you upon request.

TRANSACTION SERVICES

If you do not require advice from us, but you would like us to help you complete a particular transaction, we can also arrange for you to apply for the kinds of products referred to in your adviser's profile. In these cases, we can take your instructions and arrange for the transaction to be completed without providing you with personal advice.

It is important to understand that in these circumstances we will generally ask you to confirm your instructions in writing and to sign a letter that acknowledges you have declined our offer of advice as well as understand the risks of a transaction service. You will be provided with a copy of the letter for your own records. You can also contact us directly with any instructions relating to your existing financial products. We will accept instructions from our existing clients via telephone, mail or email.

DOCUMENTS YOU MAY RECEIVE

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SoA).

The financial plan contains a summary of your goals and the strategies and financial products we will recommend to achieve your goals. It also provides you with detailed information about the fees, costs and other benefits we will receive as a result of the advice we have provided.

We will keep a record of any further advice we provide you for seven years. You may request a copy for your records by contacting our office.

If we recommend or arrange a financial product for you, we will make available a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.



OUR FINANCIAL PLANNING PROCESS

We follow a defined financial planning process so that you can achieve all of the benefits of financial planning advice. Of course, everyone is different, with different circumstances, needs and goals. We treat every client as an individual but by following a defined process, you will know what to expect.

1. IDENTIFYING WHERE YOU WANT TO BE

We help you to identify your financial and lifestyle goals. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs. We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide if you want our advice to meet a single need or a broad range of issues.

2. CONSIDERING THE OPPORTUNITIES AND RISKS

We assess your current situation and investigate the range of financial options available for you to reach your goals.

3. BRIDGING THE GAP

Based on discussions with you and the research conducted by us, we will devise a strategy to bridge the gap between where you are now and where you want to be.

4. BRINGING YOUR PLAN TO LIFE

We work closely with you to implement your financial strategy. We help you complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and other professionals to ensure that your strategy is implemented efficiently.

5. STAYING ON TRACK WITH REGULAR ONGOING ADVICE

As time goes on and circumstances change, your financial plan will need to be changed to keep up to date with your changing needs. The final step in the advice process ensures your financial plan remains on track, by providing you with regular ongoing advice and service. We offer an ongoing service program to ensure your plan remains up to date as your needs and circumstances evolve over time.



ADVICE WE CAN PROVIDE

STRATEGY

- Tax (financial) advice
- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Gearing and margin lending strategies
- Debt management
- Estate planning considerations

PRODUCTS

- Cash management trusts
- Retirement income streams
- Direct fixed interest
- Retail and wholesale managed investment schemes
- Limited investment guarantees
- Socially responsible investments
- Hedge funds
- Platform and master trust products
- Superannuation products
- Personal and group insurance (excluding general insurance)
- Business succession insurance (excluding general insurance)
- Geared products
- Self-managed super funds (including limited recourse borrowing arrangements)
- Direct (Listed) Shares & ETFs

Although we do provide limited estate planning advice as part of or incidental to the provision of financial planning advice, we can arrange to provide access to specialist estate planning services, where required.



OUR REMUNERATION ARRANGEMENTS

FEES FOR OUR ADVICE SERVICES

The fees charged for our advice services may be based on a combination of:

- A set dollar amount that is agreed between you and your wealth adviser; or
- A percentage-based fee based on the amount you invest that is agreed between you and your wealth adviser.

The advice fees may include charges for the following advice services:

1. INITIAL ADVICE

The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare a Letter of Engagement. This document is an agreement that sets out what our initial advice will cover and how much it will cost you.

In addition, the initial advice fee will be disclosed in your financial plan.

2. ADVICE IMPLEMENTATION

The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount.

The advice implementation fee will be disclosed in the Letter of Engagement or in your Statement of Advice.

3. ONGOING ADVICE

The ongoing advice fee covers the cost to review or manage the strategies and the products recommended in your Statement of Advice. An ongoing review helps you take advantage of opportunities as they become available.

The ongoing advice fee is calculated as either a set dollar amount or a percentage of your investments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee increases as a result of CPI inflation.

Before providing you with ongoing advice, Arbitrage Private Wealth will prepare an Ongoing Service Agreement. This agreement sets out our ongoing advice offer, which includes the advice and services we will provide, as well as the frequency of delivery, how much it will cost, your payment method and how the service can be terminated. In addition, the ongoing advice fee will be disclosed in your Statement of Advice.

4. ADDITIONAL ADVICE

For all other advice, an additional advice fee may be charged based on a set dollar amount.

Any additional advice fee will be disclosed in your Statement of Advice.

5. COMMISSIONS

Please note that for services in relation to insurance, margin lending and agribusiness, commissions may be paid as follows:

- Initial Commission - Up to 60% of first year premiums, and
- Ongoing Commission - up to 20% of subsequent premiums

Your advice fees will be calculated at the time we provide you with personal advice. Your Statement of Advice will outline the advice fees and any commission inclusive of GST. Example: on a premium of \$1,000 p.a. we may earn \$600 upfront and \$200 p.a. in subsequent years (before deduction of the licensee fee).

OUR REMUNERATION ARRANGEMENTS (CONTINUED)

PAYMENT METHODS

We offer you the following payment options for payment of our advice fees:

- Cheque, electronic transfer
- Deduction from your investment
- Ongoing advice fees may be deducted in a single instalment or in monthly or quarterly instalments over twelve months.

DISTRIBUTION OF FEES

We believe the advice services we offer are valuable and the remuneration we receive is a fair reward for our expertise and skills. Our fees and any brokerage, commissions or additional payments paid by product providers (total remuneration) are receivable by Evaro Wealth Partners Pty Ltd as the Licensee and then paid to us.

OTHER BENEFITS WE MAY RECEIVE

We may be offered or receive non-commission benefits such as attendance at training events, entertainment or sponsorship from some product providers at no extra cost to you.

Both Arbitrage Private Wealth and your wealth adviser maintain a register to document any benefits received with a value greater than \$300. A copy of this register can be made available to you within seven days of your request.

PRODUCT COMPETITIONS

We do not participate in product competitions operated by any product providers that we deal with.

PAYMENTS TO OTHER PROFESSIONALS

We may make payments to people or organisations that refer clients to us. This will be disclosed in your financial plan if applicable.

EVARO WEALTH PARTNERS PTY LTD

Evvaro Wealth Partners Pty Ltd holds an Australian Financial Services License (License number 472429) and authorises your wealth adviser to give advice under this license.

Essentially, Evvaro Wealth Partners works with its wealth advisers to ensure they are equipped to give high quality, up-to-date wealth advice.

CONTACT DETAILS

Phone: (02) 9922 6155

Postal address: PO Box 1890, North Sydney NSW

2059 Website: www.erywealth.com

Evvaro Wealth Partners has approved the distribution of this Financial Services Guide by your wealth adviser.

YOUR PRIVACY

Your privacy is important to us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy please refer to the Appendix to this FSG.

Another financial adviser may be appointed to you if your adviser leaves Arbitrage Private Wealth or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Arbitrage Private Wealth will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your portfolio information. They will be responsible for providing you with ongoing advice relating to those products and you should confirm ongoing fee arrangements with them.

PROFESSIONAL INDEMNITY INSURANCE

Professional indemnity insurance is maintained by Evvaro Wealth Partners Pty Ltd and your wealth advisers to cover advice, actions and recommendations which have been authorised by Evvaro Wealth Partners and provided by your wealth adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

CONFIDENCE IN THE QUALITY OF OUR ADVICE

If, at any time, you are not satisfied with the advice you receive, or any other aspect of the service provided by your wealth adviser, you should take the following steps:

- Contact your wealth adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Evaro Wealth Partners Complaints on (02) 9922 6155 or put your complaint in writing and send it to:

Evaro Wealth Partners Pty Ltd
Attention: Complaints Case
Manager PO Box 1890, North
Sydney NSW 2059

- Evaro Wealth Partners will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the External Dispute Resolution Schemes listed below.

TYPE OF COMPLAINT

EXTERNAL COMPLAINTS SERVICE

Financial advice, investments, superannuation or insurance matters

Australian Financial Complaints Authority (AFCA)

Address: GPO Box 3
Melbourne Victoria 3001
Phone: 1800 931 678
Email: info@afca.org.au

Personal information held

The Privacy Commissioner

Address: GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
Fax: (02) 9284 9666
Email: privacy@privacy.gov.au

ASIC may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.





DIETMAR BIRKMANN



Your wealth adviser, Dietmar Birkmann, is a Director and Senior Wealth Adviser of Arbitrage Private Wealth Pty Ltd and an Authorised Representative of Evaro Wealth Partners Pty Ltd (ASIC number 1256925). He is registered as a Tax (financial) adviser with the Tax Practitioners Board (TPB) and oversees all tax (financial) advice provided by the firm) as required by the TPB.

EDUCATION AND QUALIFICATIONS

- Certified Financial Planner (Financial Planning Association)
- Diploma of Financial Administration (Deakin University)
- Bachelor of Financial Administration (Accounting) (University of New England)
- Diploma of Business (TAFE)
- Self-Managed Superannuation Accreditation (Securitor)
- ASX Listed Products Accreditation (ASX)

EXPERIENCE

Dietmar is a Director and Senior Adviser of the firm and has been providing financial advice and services since 1994. He was first awarded the CFP status in 1999 and continues to maintain the rigorous education standards required for this designation. He has gained extensive experience in both private practice and in larger financial organisations as a senior adviser. Over the last 12 years this has been exclusively with higher net worth and higher income earning individuals and families. He therefore understands well the more specific needs of clients with greater amounts of wealth and income to be protected and managed. He is passionate about helping clients to achieve their individual needs and goals and to leverage the opportunities they have. He is a strong believer in working as a team with client's other professional advisers and thus achieving the best outcome for clients.

MEMBERSHIPS

- Financial Planning Association (FPA) - CFP Membership

ADVICE DIETMAR CAN PROVIDE

Dietmar can provide you with strategic advice as well as arrange the types of financial products listed below.

PRODUCTS

- Cash management trusts
- Retirement income streams
- Direct fixed interest
- Retail and wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Platform and master trust products
- Superannuation products
- Personal and group insurance (excluding general insurance)
- Business succession insurance (excluding general insurance)
- Geared products
- Self-managed super funds (including limited recourse borrowing arrangements)
- Direct shares

STRATEGIES

- Tax (financial) advice
- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Gearing and margin lending strategies
- Debt management
- Estate planning considerations

PAYMENT

Dietmar is paid a director's fee and may also be entitled to a share of company profits. This is based on his performance and the profitability of Arbitrage Private Wealth.



APPENDIX: PRIVACY COLLECTION STATEMENT

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money- Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations. We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Arbitrage Private Wealth may have access to this information when providing financial advice or services to you;
- Your adviser may, from time to time, disclose information to other financial advisers, brokers and those who are authorised by Evaro Wealth Partners to review customers' needs and circumstances from time to time;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser in providing financial advice and services to you;
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Arbitrage Private Wealth will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your planner or Arbitrage Private Wealth holds about you at any time to correct or update it, as set out in the Evaro Wealth Partners Privacy Policy. This Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles. For a copy of the Privacy Policy visit www.erywealth.com/privacy-statement or you can contact us.



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