

Financial Services Guide

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Bluepoint Consulting Pty Ltd – Australian financial services licensee

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INTRODUCTION

Bluepoint Consulting Pty Ltd (Bluepoint) is an Australian Financial Services (AFS) licensee (AFS licence no. 277860).

This Financial Services Guide (FSG) is intended to inform you of certain matters relating to our relationship, prior to Bluepoint providing you with any financial services. It contains important information about:

- The financial services and financial products that Bluepoint and its Representatives are authorised to offer you
- How Bluepoint and its Representatives are paid
- Any relationships, associations or interests Bluepoint or its Representatives may have that could influence the advice provided to you
- Bluepoint's internal and external dispute resolution procedures and how you can access them

It is intended that this FSG should assist you in determining whether to use any of the financial services Bluepoint and its Representatives offer you. Bluepoint has authorised the distribution of this FSG.

YOUR ADVISER

Your adviser is a Representative of Bluepoint and is referred to as 'Representative' throughout this FSG or a Corporate Authorised Representative of Bluepoint.

In parts of this FSG, Bluepoint and your adviser may also be referred to as "we", "our" or "us".

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.

OTHER DOCUMENTS

Bluepoint or its Representative may give you other documents when providing financial services to you. These documents may include:

Statement of Advice (SOA)

If you are provided with personal financial product advice, this advice may be provided to you in a SOA. The SOA may take into account your personal needs, objectives, circumstances, and will include:

- our advice and recommendations to you, and the basis on which the advice and recommendations were made
- information in respect of any fees or commissions that are relevant to that advice
- any relationships, associations or interests that Bluepoint and its Representatives may have that could reasonably be regarded as being capable of influencing the advice provided to you

Record of Advice (ROA)

Where Bluepoint or its Representative has previously provided you with personal financial advice in a SOA (the previous advice) and you are provided with further advice in situations where your circumstances, needs, objectives and where the basis of the advice is not significantly different to the previous advice, the further advice will be documented in a ROA and Bluepoint will keep a documented record of the advice. You are entitled to request a copy of the ROA at any time up to 7 years from the day on which the advice was provided to you and a copy will be provided to you free of charge.

Product Disclosure Statements (PDS)

Where a financial product is recommended to you and that financial product is not listed on a licensed Australian financial market (such as the ASX), Bluepoint or its Representative may provide you with a PDS or other disclosure document issued by the product provider. The PDS contains information about the risks, benefits, features and fees payable in respect of that financial product and will assist you in considering whether you would like to acquire that financial product.

OUR SERVICES

Bluepoint and its Representatives can assist you to:

- identify your financial and investment objectives, taking into account your current financial position and personal circumstances
- help you to develop financial goals and investment strategies
- advise you how to implement your investment strategies
- recommend and arrange financial products that are suitable for your needs

Bluepoint and its Representatives are authorised to provide you with advice in the following areas:

- strategies to enhance your wealth including strategies to achieve asset accumulation, tax minimisation and liability management
- advice on life insurance in order to protect you and your family against the financial impact experienced as a result of accident, illness or death
- advice on structuring your investments and superannuation benefits for maximum effectiveness and flexibility
- investment consulting advice focused on ensuring that you hold appropriate investments in order to achieve your financial goals
- administration and reporting on investment portfolios and self-managed superannuation funds

Bluepoint and its Representatives are authorised to provide financial product advice and deal in the following financial products on behalf of retail and wholesale clients:

- basic and non-basic deposit products
- government debentures, stocks or bonds
- investment life insurance products
- life risk insurance products
- interest in managed investment schemes including IDPS
- retirement savings accounts
- securities
- superannuation

If your Representative has any limitations on the type of financial products and advice they are authorised to provide to you, this information will be disclosed to you prior to provision of the advice.

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED TO YOU?

Bluepoint is responsible for the financial services and advice provided to you. The financial services described in this FSG will be provided to you by a Representative of Bluepoint.

Section 912B of the Corporations Act 2001 requires Bluepoint to have, and Bluepoint has, arrangements in place to compensate clients for loss or damage that they may suffer as a result of the acts or omissions of Bluepoint and/or its Representatives in the provision of financial services. Bluepoint's arrangements cover it for claims relating to the conduct of its Representatives who have ceased working for Bluepoint but who did so at the time of the relevant conduct.

HOW CAN YOU INSTRUCT BLUEPOINT OR YOUR ADVISER?

You can instruct Bluepoint or its Representatives in person, by telephone or by email. Bluepoint and its Representative's contact details are included on the front page of this FSG.

Where you provide instructions to Bluepoint or its Representative in person or by telephone, you may be required to confirm those instructions in writing to Bluepoint or its Representative, prior to the instructions being acted on.

HOW IS BLUEPOINT PAID?

Bluepoint may receive fees paid by clients, commissions paid by product providers, other payments by product providers, other benefits or a combination of these payments.

Fees and commissions for the provision of financial services provided to you are payable to Bluepoint. Bluepoint may then pay up to 100% of any fees and commissions to its Representatives. Where it is not possible for Bluepoint to determine the actual value of the fees, commissions or other benefits that will be charged to you and that are payable to its Representatives at the time you receive this FSG, Bluepoint will provide you with an outline of the method of calculation of such fees and where appropriate, a worked example of the proposed payment in this FSG.

Details of any fees, commissions or other benefits that Bluepoint or its Representatives will receive in relation to the provision of specific recommended financial services and financial products will be disclosed to you in your advice document. In most cases, where advice is provided in a SOA, you will be required to authorise the remuneration payments by signing an Authority to Proceed and Remunerate form, prior to the implementation of the recommendations and advice provided to you.

Financial planning and investment services

We charge for our financial planning and investment services based on the time that Bluepoint spends looking after your needs. The rate will depend on the nature of the services you ask Bluepoint to provide.

Initial advice fee - Bluepoint charges a fee for the initial consultation with you and the preparation of an advice document, depending on the complexity of the advice provided to you. This fee will range from \$880 to \$5,500 (inclusive of GST).

Implementation fee - if you elect to proceed with the recommendations contained within your advice document, Bluepoint may charge a fee to implement those recommendations. This fee may be a fixed annual fee ranging between \$1,100 and \$3,300, or a percentage-based fee ranging between 0.25% to 1.1% (inclusive of GST) of the total value of the financial products under our advice.

For example: if you invest \$100,000 through our firm, the maximum implementation fee would be \$3,300 (inclusive of GST).

Details of any applicable implementation fees will be disclosed to you in your advice document.

Ongoing service fee - Bluepoint charges a fee to provide you with ongoing financial services, which can include a periodic review of your financial product portfolio at agreed time intervals, and/or fees for the provision of administrative and support service connected with the holding of the financial products, such as ongoing liaison with your financial product providers. This fee may be a fixed annual fee ranging between \$6,600 and \$33,000 (and agreed annually), or a percentage-based fee ranging between 0.77% and 1.1% per annum (inclusive of GST) based on the total value of the financial products under our advice.

For example: if you invest \$500,000 through our firm, the maximum ongoing service fee would be \$6,600 (inclusive of GST) per annum.

Details of any applicable ongoing service fees will be disclosed to you in your advice document.

Share transactions

If Bluepoint recommends you buy or sell shares, Bluepoint may charge a dealing fee on each share transaction it executes on your behalf. This fee ranges between 0.33% and 1.1%, subject to a minimum fee of \$110.

For example: if you instruct Bluepoint to trade \$10,000 of shares on your behalf, the dealing fee will be \$110.

Details of any applicable dealing fees will be disclosed to you in your advice document.

Life insurance products

Bluepoint may receive upfront and ongoing commission payments from insurance providers for insurance products that Bluepoint recommends to you and that you acquire. Bluepoint will continue to receive an ongoing commission whilst the policy remains in force and while Bluepoint is listed as the servicing adviser.

Bluepoint may receive an upfront commission of up to 66% (inclusive of GST) of the first year's annual premium and up to 22% per annum (inclusive of GST) of the annual premium thereafter. In most cases, yearly premiums will increase on the anniversary of the policy, which means Bluepoint's annual ongoing commission will increase also, in line with the premium increase.

For example: If the initial and annual income protection insurance premium was \$1,500 per annum, Bluepoint would receive an upfront commission of \$990 (inclusive of GST) in that year and an ongoing commission of approximately \$330 per annum (inclusive of GST) each year the policy is in force.

Details of any applicable dealing fees will be disclosed to you in your advice document.

HOW ARE BLUEPOINT'S REPRESENTATIVES PAID?

Employee of licensee

Bluepoint's Representatives are employees of Bluepoint and are paid a salary. If the Representative is also a shareholder of Bluepoint, they may also be eligible to profit share or paid dividend arrangements.

OR CAR/SAR

Bluepoint receives all fees and commissions payable for the financial services provided by its Representatives. Bluepoint may then pay up to 100% of that amount to its Corporate Authorised Representative. Your adviser will be entitled to be remunerated for the services provided to you. Details of the relevant remuneration and benefits payable will be disclosed in the relevant advice document provided to you.

(IF ADVISER IS DIRECTOR/SHAREHOLDER OF CAR)

Your adviser is also a director/shareholder of Bluepoint Consulting Pty Ltd. As such, he/she is entitled to receive a salary, dividends and profit distributions. Your adviser's remuneration is not linked or related to the specific investment recommendations made but is related to the overall profitability of the company.

OTHER BENEFITS

From time to time, Bluepoint or its Representatives may receive alternative types of benefits from financial product providers or other parties, such as hospitality or financial support for the professional development of its Representatives (i.e. training or sponsorship to attend conferences). Bluepoint maintains a register detailing any benefits it receives that are valued between \$0 and \$300.

Separate from and in addition to this, Bluepoint are lawfully permitted to obtain other benefits that are valued over \$300, if they relate to information technology software or support provided by a financial product issuer or benefits that relate to certain educational and training purposes. Bluepoint's entitlement to these types of benefits are subject to strict conditions set out under the Corporations Regulations 2001. Bluepoint maintains a register detailing any benefits it receives that are valued over \$300. You may request to view a copy of the register.

RELATIONSHIPS, ASSOCIATIONS AND INTERESTS

Bluepoint and its Representatives are not associated with any financial institutions. Bluepoint's 'approved product list' includes a range of financial products from product providers that are typically not related to Bluepoint or its Representatives.

Where Bluepoint recommends any financial product issued by a financial product provider in which Bluepoint, its Representatives or related entities have a relationship, association or interest in which may reasonably be regarded as capable of influencing it, Bluepoint will disclose that information to you as part of the advice provided to you.

CONCERNS OR COMPLAINTS

If you have a concern or complaint about the services Bluepoint or its Representative has provided you, Bluepoint encourages you to take the following steps:

1. **Contact Bluepoint's Complaints Manager. You may do so over the telephone or in writing to:**

Complaints Manager
Bluepoint Consulting Pty Ltd
PO Box 2005, North Sydney NSW 2059

Email: info@bluepc.com.au
Telephone: 02 9963 6111

2. **If your complaint is not resolved to your satisfaction, you may choose to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides financial services complain resolution that is free to consumers:**

AFCA
GPO Box 3
Melbourne VIC 3001

Email: info@afca.org.au
Website: www.afca.org.au
Telephone: 1800 931 678 (free call)

3. **You may also wish to contact the Australian Securities & Investments Commission (ASIC) who is Australia's financial services regulator:**

Australian Securities & Investments Commission
GPO Box 9827
(Your capital city)

Website: www.asic.gov.au
Telephone: 1300 300 630