



Arrow Financial Group

Financial Services Guide

Part 1

1 July 2022

Version 1.0

A guide to our relationship with you and others

This Financial Services Guide ("Guide") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service.

This Guide contains important information about:

- who we are;
- how we can be contacted;
- what services we are authorised to provide to you;
- how we (and any other relevant parties) are remunerated;
- details of any potential conflicts of interest; and
- details of our internal and external complaint procedures, along with how you can access them.
- Privacy (i.e. collection and handling of your personal information)

It is designed to assist you in deciding whether or not to use any of the services offered in the Guide and also contains information about remuneration paid in relation to the services offered together with information on what to do if you have a complaint about our services.

Our aim is to make you feel totally at ease with the services we offer. In doing so we are providing you with this easy-to-understand Guide, designed to help you understand the financial services we are able to provide and also to answer frequently asked questions. If you would like more information or clarification, please don't hesitate to contact your adviser.

The financial services that you receive from Arrow Financial Group are provided by our Authorised Representatives (advisers). Information about your adviser, including the services that can be provided, the costs to you for those services and the representative's remuneration, is included in Part 2 of the Guide.

This document is Part 1 of our Guide and should be read in conjunction with 'Part 2 – Authorised Representative Profile', which will be given to you with this Guide. The two parts make up the Guide and the distribution of them has been approved by Arrow Financial Group Pty Ltd

Documents you may receive:

If we give you personal financial advice we will provide you with a Statement of Advice. To make sure that advice is appropriate to you we must make reasonable enquiries about your current financial situation and future needs.

In the Statement of Advice we will tell you about:

- our fees and commissions
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

If we provide further personal advice to you after we have issued an initial Statement of Advice and your circumstances have not significantly changed, we may provide the advice to you orally or through a documented Record of Advice. We will also tell you about any fees or commissions and any associations with Financial Product Issuers or others who may have influenced that advice. We will record these details in a Record of Advice and keep this for seven years after providing the advice to you and you can request a copy of that Record from your adviser.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product – a Product Disclosure Statement – to help you make an informed decision about the Financial Product.

Why we are not 'Independent':

Due to the receipt of insurance commissions, where insurance policies are placed with various insurance companies, Arrow Financial Group Pty Ltd is restricted from referring to ourselves as independent, impartial or unbiased.

Who is Arrow?

Arrow Financial Group Pty Ltd hold an Australian Financial Services Licence (AFSL) that authorises us to operate a financial services business and provide you with financial advice and services. Arrow's AFSL number with ASIC is 536745.

As Melbourne based financial advice professionals, we are privileged to assist people in achieving the things that are meaningful and significant to them. Our clients have financial complexity in their life and care enough about themselves to take action. Through advice, strategy and ongoing relationship, we guide our clients through their financial choices and make a real difference in their changing life stages, leading to greater certainty, financial security and peace of mind. Our expertise extends across financial planning and wealth management; asset and investment advice and management; taxation structuring; family succession and estate planning.

Who is my adviser?

Information about your adviser is detailed in Part 2 (Authorised Representative Profile) of this Guide.

Who is responsible for the advice I receive?

Arrow is responsible for the advice and financial services provided to you, including the distribution of this Guide.

What financial services are you authorised to provide me and what Financial Product/s do those services relate to?

Arrow's AFSL authorises it to provide advice and deal in the following products:

- Basic and non-basic deposit products (cash and term deposits)
- Government debentures, stock and bonds
- Life Insurance risk and life investment products
- Managed Investment Schemes, including IDPS
- Retirement Savings Accounts
- Securities (shares)
- Superannuation, including Self Managed Superannuation Funds

We can restrict the services or products that an adviser may provide on our behalf. Part 2 of this Guide will include your adviser's authorisations.

Will the advice I receive be appropriate for my personal circumstances?

In order for us to provide personalised advice you need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us if you do not wish to. However, if you do not, we may not be able to provide you with personal advice or the advice you receive may not be appropriate to your needs, objectives, and financial situation.

You should read the warnings contained in the Statement or Record of Advice or listen to any oral warnings carefully before making any decision relating to a Financial Product/s.

Do you have any relationships or associations with Financial Product issuers which could influence your advice?

This will be disclosed to you in Part 2 of the Financial Services Guide which outlines the specific information relating to your financial adviser and the Statement of Advice if you wish to receive advice.

What should I know about any risks associated with the solutions recommended?

Your adviser will explain any significant risks associated with recommended solutions, as well as the risks associated with not acting on the recommended solutions. If they do not, you should ask them to explain the risks to you.

The Statement of Advice, Record of Advice and/or Product Disclosure Statement will contain important information in this regard.

What information do you maintain in my file and can I examine my file?

Your adviser will maintain a record of your personal profile including details of your objectives, financial situation, and needs. They also maintain records of any recommendations made to you.

Should you wish to examine these items please contact your adviser and they will make all necessary arrangements to provide you with relevant information.

Your privacy

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

Your privacy is important to us. In general, we collect and verify information about you (and where applicable, persons acting on your behalf) to manage our relationship with you, to ensure that we provide the products and services most appropriate to your needs and to make certain that we comply with our legal obligations.

The information required to be collected and verified by us depends on who you are and the nature of the service to be provided by us. If you fail to provide us with the required information, or if you provide us with incomplete or inaccurate information, we may not be able to provide you with the products or services you are seeking within the time periods contemplated.

Information acquired by us in the course of providing our services may be provided to external service providers (in Australia or overseas), product and platform providers, auditors, taxation and legal advisers, and information technology consultants. For example, we utilise administration support services located in the Philippines.

If you do not agree to the transfer of your personal information outside Australia, please contact us. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction.

If you think any of the details that we hold are incorrect or out of date, please contact us to correct this. You can always access the personal information held about you by contacting us.

Our privacy policy can be reviewed on our website at arrowwealth.com.au

How do I have to give you instructions about my Financial Product/s?

You need to give us instructions in writing (eg. letter or e-mail) or another method as agreed by us.

Do you have compensation arrangements in place?

Arrow holds appropriate compensation arrangements under the Corporations Act in the form of Professional Indemnity Insurance which includes services provided by both current and former Representatives.

How will I pay for the services provided?

Operating a financial services business involves substantial costs and correctly priced fees assist us to afford the appropriate infrastructure, personnel and systems required to provide you with quality advice. We have an open and honest fee structure, which allows you to choose the payment option that suits you.

Arrow and your adviser are remunerated for the services you receive by the following methods:

- fee for service (means any of the following: a fee for providing a Statement of Advice, a management fee, an ongoing advice or services fee, or any fee that you will pay for the service);
- receipt of commissions from insurance providers
- a combination of any of the above.

We recommend you pay a 'fee for service' which is based on the breadth and complexity of the advice and ongoing management of your affairs. Your adviser will discuss with you what remuneration structure is appropriate.

Fees are paid by you directly and are based on your adviser's fee scale. However, in the case of investment IDPS platforms or wrap accounts the fee agreed on by your adviser and you may be deducted from your investment account on a monthly basis.

Commissions are paid to us by Insurance Providers. The commissions may be initial (upfront) and ongoing or ongoing only. Your adviser will tell you what commissions will be received.

We can only continue to receive commissions for insurance products.

In the case of Life Insurance products, we receive a commission based on the amount of premium you pay each year, which is determined by, among other things, the amount of insurance you take out.

If you receive personal advice from us, we will tell you about any fees, commissions and any other benefits, where possible in actual dollar amounts, in the Statement of Advice. or orally when providing further advice to you. Your adviser will give you this Statement of Advice or Record of Advice before we proceed to act on your instructions.

Where Time Critical Advice is given (where you instruct that the transaction takes place before the Statement of Advice is given to you) we will advise of the fees, commissions and any other benefits applicable and these will be restated in our Statement of Advice to you.

How are any fees, commissions or other benefits calculated for providing the financial services?

Our advisers are permitted to set their own fees. The amount of commission they will receive from insurance providers are determined by the law.

The fees charged and any commissions received by your adviser are contained in Part 2 of this Guide.

Details of fees, commissions, or other benefits that we are entitled to receive in relation to a specific financial product recommendation will be disclosed to you in

dollar and percentage terms in an advice document. In circumstances where an amount or percentage is not known at the time of providing advice, an estimate will be provided. Your Adviser will be able to explain how fees have been calculated.

If you elect to receive ongoing advice services from your Adviser, fees are applied based on the desired frequency of contact with your Adviser and the complexity of your circumstances. These fees may be a fixed dollar amount or an asset-based fee or a combination of the two.

The fee rate ranges may vary, depending on the complexity and nature of the work undertaken and type of advice provided. In some circumstances due to the complexity of the advice being sought, a fee may be charged that falls outside of this range.

All fees and commissions generated by your adviser are paid to Arrow.

Do you have any special remuneration arrangements or conflicts of interest?

An outline of any such arrangements will be included in Part 2 of the Guide, with more detailed information provided when you receive the advice.

Will anyone be paid for referring me to you?

Where you are referred to us or our adviser by another person, that person may be paid a fee, commission, or benefit in relation to that referral. Under the Financial Planners and Advisers Code of Ethics your Adviser is not **permitted to directly receive any referral fees for acting on your behalf**. Referral fees may, however, be paid to your Adviser's Licensee. Part 2 of this Guide will disclose if any such payments are made.

What should I do if I have a complaint?

If you have any complaints about the service provided to you, you should take the following steps:

1. Contact your adviser and tell them about your complaint.
2. If your adviser has not satisfactorily resolved your complaint within 5 days, please contact the Responsible Manager on (03) 8696 4133 or put your complaint in writing and send it to:

Arrow Financial Group
Attn: Complaints Manager
PO Box 2231
Ivanhoe East VIC 3079
management@arrowwealth.com.au

Once you have contacted Arrow, we will begin the process of investigating and resolving your complaint. We will endeavour to resolve your complaint quickly and fairly, generally within 5 business days.

However, some complaints do take more time than others. We expect to resolve all complaints within 30 days.

What if the complaint is not resolved?

If the complaint can't be resolved to your satisfaction within 30 calendar days, you have the right to refer the matter to:

Australian Financial Complaints Authority (AFCA):

Online: afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: Australian Financial Services Complaints Authority
GPO Box 3
Melbourne VIC 3001

Contact us

If you have any further questions about the financial services Arrow provides, please contact our head office or your adviser. Please retain this document for your reference and any future dealings with Arrow.

Online: arrowwealth.com.au
Email: contact@arrowwealth.com.au
Phone: (03) 8696 4133
Mail: Arrow Financial Group
PO Box 2231
Ivanhoe East VIC 3079



Financial Services Guide

Part 2

20 February 2024

Version 1.2

Summary of the business

Name	Arrow Private Wealth Pty Ltd
Australian Business Number (ABN)	18 276 229 033
Authorised Representative No.	1254598

Arrow Private Wealth Pty Ltd is a Corporate Authorised Representative of Arrow Financial Group Pty Ltd.

Our office contact details

Address	216 Lower Heidelberg Rd Ivanhoe East VIC 3079
Mail Address	PO Box 2231 Ivanhoe East VIC 3079
Phone	(03) 8696 4133
Email	contact@arrowwealth.com.au
Website	arrowwealth.com.au

This document is part of a Financial Services Guide (“Guide”) and should be read in conjunction with Part 1.

This section is designed to provide you with enough information to decide whether to obtain financial advice (or any other financial service) from us. It is an important document that will introduce your adviser and provide you with the information you need to consider before you engage us to provide you with advice or services.

This document complements Part 1 that provided information about our Licensee and the types of documents – Statements of Advice, Records of Advice and Product Disclosure Statements – that you will receive if we provide you with personal advice. Part 1 also explained how you can provide information to us, our compensation arrangements and who to contact if you want to provide feedback or complain about our advice or services.

We have tried to be as clear and direct as possible but if you have any questions, we are happy to answer them.

Authorised Representative Profile – Peter Leggett

Authorised Representative No. 247539

Qualifications

Certified Financial Planner™
Master of Financial Planning
Bachelor of Business (Accounting)
Diploma of Financial Planning
Diploma of Insurance
30+ years of industry experience

Memberships Financial Advice Association Australia

Phone (03) 8696 4133

Email pleggett@arrowwealth.com.au

Peter is authorised by Arrow to advise and deal in the following financial products:

- Deposit products (cash and Term Deposits)
- Debentures, stock and bonds issued by a government
- Life Insurance risk products
- Life Insurance investment products
- Managed Investment Schemes (Unit Trusts)
- Securities (shares)
- Superannuation including Self Managed Superannuation Funds
- Retirement Savings Accounts
- Tax (financial) advice

Peter is not authorised to recommend any strategy that involves an agricultural scheme investment, direct property, derivatives, and unregistered managed investment schemes.

Authorised Representative Profile – Judy Schmidt

Authorised Representative No. 247538

Qualifications Certified Financial Planner™
Master of Financial Planning (DA)
Bachelor of Business (Personnel)
Advanced Diploma of Financial Planning
Diploma of Mortgage Management
20+ years industry experience

Memberships Financial Advice Association Australia
SMSF Association

Phone (03) 8696 4133

Email jschmidt@arrowwealth.com.au

Judy is authorised by Arrow to advise and deal in the following financial products:

- Deposit products (cash and Term Deposits)
- Debentures, stock, and bonds issued by a government
- Life Insurance risk products
- Life Insurance investment products
- Managed Investment Schemes (Unit Trusts)
- Securities (shares)
- Superannuation including Self-Managed Superannuation Funds
- Retirement Savings Accounts
- Tax (financial) advice

Judy is not authorised to recommend any strategy that involves an agricultural scheme investment, direct property, derivatives, and unregistered managed investment schemes.

Authorised Representative Profile – Mathew Ashton

Authorised Representative No. 250232

Qualifications Certified Financial Planner TM
Chartered Financial Analyst TM
Bachelor of Business (Financial Planning)

Memberships Financial Advice Association Australia
Chartered Financial Analysts Institute

Phone (03) 8696 4133

Email mashton@arrowwealth.com.au

Mathew is authorised by Arrow to advise and deal in the following financial products:

- Deposit products (cash and Term Deposits)
- Debentures, stock and bonds issued by a government
- Life Insurance risk products
- Life Insurance investment products
- Managed Investment Schemes (Unit Trusts)
- Securities (shares)
- Superannuation including Self Managed Superannuation Funds
- Retirement Savings Accounts
- Tax (financial) advice

Mathew is not authorised to recommend any strategy that involves an agricultural scheme investment, direct property, derivatives, and unregistered managed investment schemes.

Authorised Representative Profile – Simon Lewis

Authorised Representative No. 337513

Qualifications Certified Financial Planner TM
Bachelor of Commerce
Graduate Diploma in Applied Finance and Investment
Graduate Diploma of Financial Planning

Memberships Financial Advice Association Australia

Phone (03) 8696 4133

Email slewis@arrowwealth.com.au

Simon is authorised by Arrow to advise and deal in the following financial products:

- Deposit products (cash and Term Deposits)
- Debentures, stock and bonds issued by a government
- Life Insurance risk products
- Life Insurance investment products
- Managed Investment Schemes (Unit Trusts)
- Securities (shares)
- Superannuation including Self Managed Superannuation Funds
- Retirement Savings Accounts
- Tax (financial) advice

Simon is not authorised to recommend any strategy that involves an agricultural scheme investment, direct property, derivatives, and unregistered managed investment schemes.

Authorised Representative Profile – Kreston Leggett

Authorised Representative No.	1271254
Qualifications	Bachelor of Business Diploma of Financial Planning
Memberships	Nil
Phone	(03) 8696 4133
Email	kleggett@arrowwealth.com.au

Kreston is authorised by Arrow to advise and deal in the following financial products:

- Deposit products (cash and Term Deposits)
- Debentures, stock and bonds issued by a government
- Life Insurance risk products
- Life Insurance investment products
- Managed Investment Schemes (Unit Trusts)
- Securities (shares)
- Superannuation excluding Self Managed Superannuation Funds
- Retirement Savings Accounts
- Tax (financial) advice

Kreston is not authorised to recommend any strategy that involves an agricultural scheme investment, direct property, derivatives, and unregistered managed investment schemes.

Remuneration

Financial advice has value, but it also involves fees and charges. We are committed to transparency because we believe it is important that you can make an informed decision about our advice and its benefits. You may pay a fee for a service, and we may also receive commissions from product issuers, if you engage us to provide advice, implement our recommendations or act on your instructions. Rest assured that the relevant costs or fees will be discussed with you by your adviser before any services are provided.

Arrow Financial Group Pty Ltd will pay Arrow Private Wealth 100% of the fees and/or commissions detailed in this schedule.

Peter Leggett and Judy Schmidt are directors of Arrow Private Wealth Pty Ltd and are entitled to dividends from the firm.

Peter Leggett, Judy Schmidt, Mathew Ashton, Simon Lewis and Kreston Leggett are all salaried employees of Arrow Private Wealth Pty Ltd.

Advice fees

We are predominantly a Fee for Service organisation. These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice. Current fees and charges are detailed below and are GST inclusive:

Initial service fees

There is no charge for our initial meeting where we seek to understand your reasons for seeking advice. If you agree to proceed with our advice, we will quote fees for preparation & presentation of our advice. The agreed fees will usually be quoted within a range e.g. \$8,800 - \$11,000 inc. GST, based on the agreed scope of advice but may be higher than that range, depending on the extent and complexity of advice required. If you agree to proceed with implementation of our advice, an implementation fee may be payable to cover administration and other costs.

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Initial Personal Advice	Generally, between \$6,600 to \$19,800 inc. GST
Implementation Fee	Generally, between \$3,300 and \$6,600 inc. GST

Ongoing service fees

If ongoing personal advice services are required, we will enter into a Service Agreement. Fees payable may be based on a fixed dollar amount* or as a percentage (or tiered percentages) rate on assets under management (AUM). If you agree to proceed with an ongoing service, we will quote fees for ongoing personal strategic advice and/or investment management services. The agreed fees will usually be quoted as a single figure.

The cost of these services are as follows:

Ongoing service	Fee amount
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Generally, if a fixed dollar amount;
Between \$6,600 to \$66,000 per annum inc. GST or

Ongoing Personal Advice Services otherwise;

Percentage rate ranging from 0.44% to 1.32% per annum inc. GST with a minimum of \$6,600 inc. GST.

*Fixed fees are subject to increase by CPI.

Insurance products

Commissions can be received for life insurance products with the exception of life insurance implemented after 1 July 2014 for a member in a default superannuation or a group life policy in a superannuation fund.

There will be a 100% clawback of commission where the life insurance policy is cancelled, not continued or the policy cost is reduced in the first year and 60% clawback of commission in the second year.

If you choose to pay fee for service, we can rebate to you part or all of the commission we would otherwise receive for insurance arrangements.

In the interests of transparency, please understand that Arrow Financial Group Pty Ltd may receive an upfront commission from the product issuer if you decide to buy a life risk insurance product recommended to you by its authorised representatives. Commissions, whether up-front or ongoing, are paid to us by the Insurer.

Arrow Financial Group Pty Ltd may receive an upfront commission of between 0% and 66% of the first year's annual premium, and then an annual ongoing commission of between 0% and 22% of the annual premium.

For example, for an insurance product with an annual premium of \$2,000, where the issuer pays an upfront commission of 66%, we will receive \$1,320. The issuer will pay 22% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,000, this equates to \$440 per year.

We may instead receive a level commission rate from the insurer. The rate is 33% of the annual premium initially and every year the policy is renewed. For example, if the annual premium is \$1,000 then the commission will be \$330.

Potential conflicts of interest

Arrow Private Wealth is the Model Manager of diversified investment portfolios available on Arrow Invest via OpenInvest Limited. These portfolios are managed by the Arrow Investment Committee. Arrow Invest is designed for self-directed investors to access fully diversified, professionally managed investment portfolios. Investors in an Arrow Invest portfolio are subject to a management fee of 0.80% (inc GST) per annum, of which 0.55% (inc GST) per annum is paid to Arrow Private Wealth.