FINANCIAL SERVICES GUIDE

Version 12 - Issue Date: January 2024

This Financial Services Guide (FSG) contains important information to help you decide whether to use our services, including:

- Who we are and who owns the company
- The services we offer and products we can advise on
- How we charge and whether we receive any additional payments or benefits, or have any associations
- How we protect your personal information
- How you can make a complaint about us

Further information about Logical Financial Management Australia Pty Ltd (**Logical**), its history, staff and their qualifications and services can be found at www.logicalfinancial.com.au. We encourage you to take some time looking at the information provided on our website.

Our Business

Logical is 100% privately owned by James Cotis, Steve Blaker and their associated entities. Logical, and related entities have been providing financial planning advice for over 30 years.

Logical is a Corporate Authorised Representative of AdviceIQ Partners Pty Limited (AdviceIQ Partners). Our Corporate Authorised Representative number issued by the Australian Securities and Investments Commission (ASIC) is 240479.

Disclosure of Lack of Independence

ASIC Corporations (Disclosure of Lack of Independence) Instrument 2021/125. Under section 923A of the Corporations Act, AdviceIQ Partners Pty Ltd nor its authorised representatives can claim to be independent, impartial or unbiased as they *may* receive commissions from some life risk insurance products. However, we will ensure all advice provided is appropriate and in your best interests.

Our Licensee - AdviceIQ Partners

To provide financial advice, advisers must be authorised by an Australian Financial Services licensee. AdviceIQ Partners is the holder of an Australian Financial Services Licence, number 332957, and is responsible for the advice and services provided by Logical and its advisers.

AdviceIQ Partners will not hold funds or securities in its own name for the account of clients. All funds and securities are deposited with nominated banks or nominees in the client's name in accordance with their instructions.

AdviceIQ Partners is 100% privately owned by its Partner Firms, including Logical Financial Management.

AdviceIQ Partners contact details are:

Level 7, 175 Eagle Street, Brisbane QLD 4000
GPO Box 1680, Brisbane QLD 4001
07 3164 7938
admin@adviceiq.com.au
www.adviceiq.com.au

Our Advisers

Logical currently employs three Advisers – James Cotis, Steve Blaker and Matthew Bull, to provide advisory services designed to help you create, manage and protect your wealth.

All advisers are Authorised Representatives of AdviceIQ Partners, with the following Authorised Representative numbers issued by ASIC:

James Cotis	239370
Steve Blaker	239342
Matthew Bull	430771

Our Advice

James, Steve and Matthew can provide you with strategic advice about all financial planning strategies including but not limited to retirement planning, wealth accumulation, personal insurance, social security benefits, aged care and estate planning.

Logical is registered with the Tax Practitioner's Board, to provide you with tax advice where it relates to obtaining financial planning advice. We cannot prepare tax returns, perform audits or deal with the ATO on your behalf.

James, Steve and Matthew are authorised to advise on, apply for, acquire, vary or dispose of the following financial products on your behalf:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Retirement Savings Account Products
- Securities
- Superannuation

In addition to the above, Steve are authorised to provide product advice in relation to margin lending, and James may provide general advice on margin lending. Steve and Matthew are authorised to provide advice in relation to direct listed shares and securities in companies that form part of the ASX 300. James can provide advice on direct listed securities where they have obtained recommendations from an external stockbroker.

Our Advisers will only recommend investments that are on the AdviceIQ Partners Approved Products List. Authorised Representatives of AdviceIQ Partners are free to recommend all investment products on the extensive Approved Product List of AdviceIQ Partners. There is no requirement or obligation for an Adviser to place business with any particular product issuer.

We can facilitate the purchase of direct equities through a number of reputable stockbrokers, or via an IDPS (e.g. Wrap account). Neither AdviceIQ Partners or Logical will hold funds or securities in its own name for the account of clients. All funds and securities are deposited with nominated banks or nominees in the client's name in accordance with their instructions.

We are NOT authorised by AdviceIQ Partners to provide advice and services in the following areas:

- General Insurance (for example home and contents, vehicles, professional indemnity and public liability).
- Health Insurance.
- Specific Taxation Advice.
- Foreign Exchange.
- Derivatives (such as futures and options contracts).
- Direct Real Estate.
- Mortgage Broking, Commercial financing and Leasing services.
- Crypto-currencies and / or Digital Assets

However, if required, we may introduce you to another party who is able to provide advice in these areas.

General Insurance services can be provided by Insurance Logic Pty Ltd, trading as Logical Insurance Brokers. Insurance Logic is the holder of an Australian Financial Services Licence and James Cotis is the Principal. James does not provide these services as an Authorised Representative of AdviceIQ Partners Pty Ltd.

Other Important Documents You Will Receive From Logical

When we provide you with personal advice, we are required to provide you with a Statement of Advice (SOA). This document provides written confirmation of any advice you receive, its basis and scope, any fees or brokerage/commissions and any benefits or associations we may have relevant to the advice provided.

On an ongoing basis, if you are provided with further advice either a SOA will be provided or if there are no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided, your Adviser will record this advice in a document called a Record of Advice (ROA). You have the right to request a copy of your ROA at any time and can do so by emailing or telephoning us.

If we recommend a particular financial product a Product Disclosure Statement (PDS) or Prospectus will be issued. These documents contain important information about a product and are designed to help you make informed decisions in relation to the product recommended.

If you receive our ongoing services, we will review our ongoing fees with you annually in a Financial Disclosure Statement and require an Ongoing Fee Agreement for each account where fees are deducted.

Our Fees and Charges

We believe the services we offer are valuable and the remuneration received is a fair reward for our expertise and skills. We believe in being very open about any benefits or payments we receive and the costs you will incur for using our services.

All fees charged by us and any brokerage or commissions paid by product providers are receivable by AdviceIQ Partners as the AFS Licensee. AdviceIQ Partners retains a portion of the total remuneration and pays the balance to us. The AdviceIQ amount is calculated based on a fixed dollar component and an additional amount based on the number of Authorised Representatives in our Partner Firm and the cost of our Professional Indemnity insurance.

Initial Consultation – Discovery meeting

A complimentary initial consultation is provided to all new clients with a referral. We allocate approximately 45 minutes for this meeting.

Our Advice and Its Implementation

As mentioned, our advice will be provided to you in an SOA. The fee for the preparation of your initial SOA will be outlined to you in our 'Letter of Engagement' and your written consent will be obtained before proceeding. No fees are payable by you unless you engage our services by signing this document.

The fee for our advice and its implementation will be based on (but not limited to) our hourly rate of $330 (including GST), subject to the complexity of your situation. The minimum fee for the preparation of an SOA is $2,000 plus GST.

Should you wish to proceed with our advice, then with your written authority, we will assist you in establishing the recommended strategies quickly and efficiently. This service generally involves assistance with the completion of required documentation and liaison with third party product providers until completion.

We do not charge an additional fee to implement the advice. However, where personal insurance products are being applied for, we may receive a brokerage/commission from the Insurer who issues the policy. This will be stated in your SOA and is generally up to 66% of the first year's premium and up to 22% for subsequent years. Alternatively, we can rebate this in FULL and operate on a time fee basis at $330 per hour.

Ongoing Review and Maintenance

When you choose Logical as your Adviser on an ongoing basis, our ongoing services will be stipulated in the Statement of Advice, but usually include:

- One annual strategic review involving a complete review of our recommended strategies, your circumstances and your needs, including appropriate recommendations.
- Regular portfolio reports, yearly consolidated tax reports and economic commentary.
- Regular email newsletter service – "Logical Thoughts".
- Regular ongoing strategy and portfolio management advice.
- On-call support – phone and/or face-to-face assistance.
- Online access to portfolio information.

Our fee for our ongoing services will be set out in your SOA and be based on the level of service needed and complexity of advice. It is usually a fixed annual fee subject to annual review and indexed to CPI. This may be collected monthly via your investment or super account, or directly from your nominated bank account via direct debit. Alternatively, the fee may be based on a percentage of assets under our advice, in which case the standard cost is 1.1% pa (including GST) of the assets invested under our advice and management up to $1.5M, reducing to 0.55% (including GST) on amounts above $1.5m. The minimum annual fee for our ongoing services is $4,000 plus GST per annum.

Where we have assisted you in putting personal insurance in place, and you elected for us to receive a commission, insurance companies usually pay up to 37% of the annual premium over the life of the policy. This commission will cover providing you with an annual summary of your cover, reviewing your cover with you at your annual face to face meeting (or at your request), assisting you to make alterations to the insurance, and making a claim if required. If we agreed not to receive any commission from the insurer, then the costs of reviewing the cover will be charged at an hourly rate of $330 (including GST).

Consulting Advice

Alternatively, for those that may not require access to our full range of services, who for example may request investment analysis only or specific strategy advice, we would negotiate an annual consultancy fee based on (but not limited to) our hourly rate of $330 (including GST). This will be agreed upon prior to commencement of any work.

Do We Receive Any Other Benefits?

Our Advisers are paid a salary and may also be entitled to a bonus based on their performance. The Directors of Logical Financial Management are Stephen Blaker and James Cotis. They (or their family trusts) may receive a dividend from Logical.

In order to ensure that our advisers and staff participate in continuing education programs, Logical and AdviceIQ Partners pay for and may enter into agreements with product providers to provide professional development and training. Product providers typically provide benefits such as training sessions and technical assistance as well as funding towards the cost of venues and catering.

Where the amount of any material benefit received by a related company, our Advisers or staff exceeds $300 in value, the benefit will be noted in a register which is available for public view. A copy of this register can be made available to you on request.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and any soft dollar benefits received by the licensee and/or representative.

Will Anyone Benefit From You Being Referred To Us?

AdviceIQ Partners and Logical Financial Management is permitted to pay (or receive) a fee or a commission to (from) a related entity or person who refers you (or we refer you to), However Logical has no such referral arrangements currently in place. If this were the case, we will inform you who will receive or pay that fee and the quantum.

What About My Privacy?

Logical are committed to ensuring your information remains confidential. As a Partner Firm of AdviceIQ Partners Pty Ltd, we adopt the AdviceIQ Partners Privacy Policy.

In order to provide quality advice and services we are required to obtain certain information about you. Our privacy policy procedures ensure that your personal information is maintained in a confidential and secure environment.

We will maintain records of our dealings with you which will include your personal details, objectives and financial situation. To fulfil the purposes of collecting personal information, we may make such information available to:

- Any member or affiliate of AdviceIQ Partners:
- Any entity carrying out functions on behalf of AdviceIQ Partners; and
- Any other entity we engage to assist in the provision of services requested by you.

What If I Have A Complaint?

It is important to inform us about any complaint or concern you may have with your Adviser. If you are not satisfied that your Adviser has resolved your complaint, we ask that you write to our Complaints Officer:

Complaints Officer
AdviceIQ Partners Pty Limited
GPO Box 1680
BRISBANE QLD 4001
Email: complaintsofficer@adviceiq.com.au

When dealing with a complaint that you have submitted to AdviceIQ Partners in writing:

- AdviceIQ Partners will provide written acknowledgement of our receipt of your complaint in the first instance; and
- AdviceIQ Partners will prepare a response within 30 days in consultation with your Adviser to ensure all matters raised are thoroughly investigated and responded to appropriately.

If you are not satisfied with our complaint resolution procedures, you have the right to take your complaint to an independent complaints resolution body (we are a member of this service):

Australian Financial Complaints Authority (AFCA)
GPO Box 3
MELBOURNE VIC 3001

P 1800 931 678
F (03) 9613 6399
E info@afca.org.au
W www.afca.org.au

You can also lodge your complaint with ASIC by calling 1300 300 630.

AdviceIQ Partners has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). It's Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for AdviceIQ Partners, it's staff and Authorised Representatives (Advisers) in respect of its authorisations and obligations under its Australian Financial Services Licence. This insurance will also continue to provide such coverage for any staff and authorised representatives who has ceased with AdviceIQ Partners.

You should note that the personal information we collect about you may be disclosed to third parties if that disclosure is required or authorised by Law.

AdviceIQ Partners is also subject to certain legislative and regulatory requirements which necessitate us obtaining and holding certain personal information.

As a financial service provider, we also have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to provide identification documents (e.g. Passport and Driver's Licence) on becoming a client.

Our full Privacy Policy can be accessed on our website at www.logicalfinancial.com.au/privacy-statement
We are also happy to provide you with a copy of this Privacy Policy free of charge upon request.