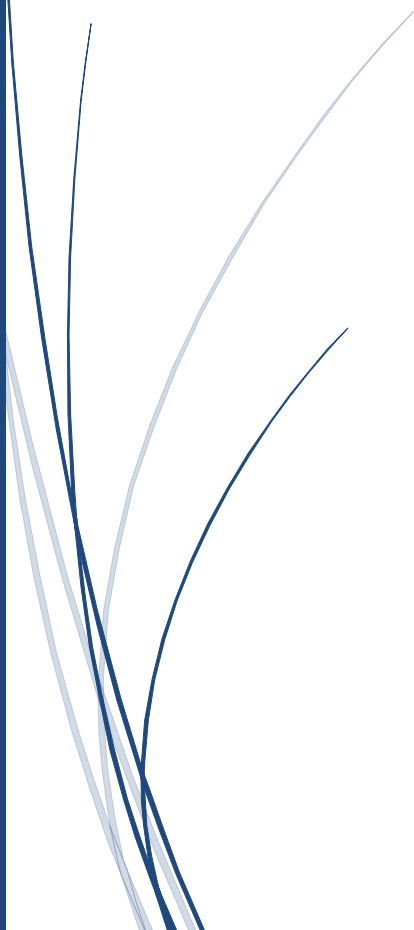


# Financial Services Guide

**POOLEDFUNDS**

AFSL 234543



## Version 2024 (September 2024)

### How we work with clients.

Pooledfunds Pty Ltd is the Australian Financial Services Licence (AFSL) for our business which provides authorisation to Nigel Baker and Brigitta Hembrow-Gersey, trading under Arch Capital Advisers.

This is an important document explaining what services and products we can recommend under our licence and our obligations.

If you have any questions, please call 02 9905 9001 or email [nigel@archcapital.com.au](mailto:nigel@archcapital.com.au).

### What is the purpose of this Financial Services Guide?

This Financial Services Guide (FSG) provides you with key information about Pooledfunds Pty Limited and its financial advisers (*collectively 'us'/'we' and collectively 'Authorised Representatives'*), and the financial services that we can provide you so that you can decide whether or not you want to use any of the financial services offered in this FSG.

We are required to provide this FSG to you, so you are aware of our services and costs at the earliest stage of your consultation. It does not replace any written advice that we give you.

Key information is set out in this FSG in a question-and-answer format to help you understand the services we can provide. If you require any further information, please ask us.

This FSG consists of three parts.

Part one contains important information about:

- Pooledfunds Pty Limited, as the holder of an Australian Financial Services Licence, AFS Licence No. 234543;
- Nigel Gower Baker, as a Director and a Representative of Pooledfunds Pty Limited;
- Brigitta Hembrow-Gersey is an Authorised Representative of Pooledfunds Pty Limited.
- The types of financial services offered by us;
- The advice process we will follow;
- How we are paid;
- Any associations or relationships that could create potential conflicts of interests; and

- Our internal and external dispute resolution procedures and how to complain if you are unhappy with the financial services provided to you.

Part Two sets out details of the financial advisers who may provide you with financial services on behalf of Pooledfunds Pty Limited, including their qualifications and experience. Your financial adviser is a Representative of Pooledfunds Pty Limited, which means that they are authorised to provide the financial services offered in this FSG on Pooledfunds Pty Limited behalf.

Part Three discloses what remuneration (including commission) or other benefits will Pooledfunds Pty Limited, or its Representatives receive in respect of the provision of services offered in the FSG.

### What other documents could you receive?

If we provide you with personal financial product advice we will provide you with a **Statement of Advice** (SOA) which sets out the advice provided to you, the basis upon which the advice is provided and details about fees and commissions paid to us.

If we have previously provided you with a Statement of Advice and your circumstances have not changed significantly, we may provide a Record of Advice (ROA).

If we recommend that you acquire a financial product, you will be provided with a document called a **Product Disclosure Statement** (PDS). The purpose of a PDS is to assist you to decide whether or not to acquire that particular financial product; it contains information about the financial product such as its significant benefits and risks.

#### Not Independent

Pooledfunds Pty Ltd and its Representatives may receive commissions from life insurance products held by our clients. As such, we are neither independent, impartial or unbiased as defined in Section 923A of the Corporations Act."

**Please retain this document for your future reference.**

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# Financial Services Guide (Part One)

## Before you get our advice

### Who provides the financial services offered in this FSG?

The financial services offered in this FSG are provided by Pooledfunds Pty Limited and the financial advisers who are detailed in the Representative Profile (Part Two of this FSG), as Authorised Representatives of Pooledfunds Pty Limited, (referred to from this point on as a "Representative").

### Who is Pooledfunds Pty Limited, ABN 28 073 437 742?

Pooledfunds Pty Limited is an Australian Financial Services Licence holder and is authorised to provide you with the financial services offered in this FSG.

Australian Financial Services Licence Number 234543

Contact details are:  
Level13, 55 Clarence Street  
Sydney NSW 2000  
02 9905 9001  
[team@archcapital.com.au](mailto:team@archcapital.com.au)

### Who is your financial adviser?

The Representative Profile provides details of financial advisers who are authorised by Pooledfunds Pty Limited to provide you with the financial services offered in this FSG (Part Two of this FSG, which will be given to you at the same time as this document).

### Who is responsible for the financial services offered in this FSG?

Pooledfunds Pty Limited, as the holder of an Australian Financial Services Licence acts on your behalf (not the product issuers) and is responsible for the financial services offered in this FSG. Pooledfunds

Pty Limited has authorised the distribution of this FSG.

Nigel Gower Baker and Brigitta Hembrow-Gersey are the financial advisers who will be acting on Pooledfunds Pty Limited behalf.

Pooledfunds Pty Limited does not act on behalf of any other person or Australian Financial Services Licensee.

### Does Pooledfunds Pty Limited or its Representatives have any relationships or associations with financial product issuers?

Pooledfunds Pty Limited or its Authorised Representatives do not have any relationships or associations with financial product issuers.

### What financial services are offered in this FSG and what kinds of financial products do those services relate to?

We can provide you with the following services:

- Financial planning
- Investment planning
- Retirement planning
- Estate planning
- Superannuation and rollover strategies
- Portfolio review services.

Representatives are authorised by Pooledfunds Pty Limited to provide both general and personal financial product advice and deal in the following kinds of financial products (unless stated otherwise in Part Two of this FSG):

- Deposit and payment products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Life products including life investment insurance products and life risk insurance products;
- Managed investments including investor directed portfolio services;
- Retirement savings accounts;
- Securities; and
- Superannuation.

A wide range of financial products issued by leading financial product issuers is available. Details are contained in the Approved Products List, which is available on request. We are only authorised to advise you in relation to products nominated on this list.

We will only recommend a product to you after considering its suitability to your individual objectives, financial situation and needs.

### **How will we prepare and provide you with suitable personal advice?**

The law requires that any advice we provide must be appropriate to your personal circumstances having regard to our investigation and consideration of those circumstances.

You have the right not to tell us personal information. However, if you do not tell us, the advice you receive may not be appropriate to your needs, objectives and financial situation.

Outlined below is the step-by-step process that we will follow to ensure you are provided with quality financial advice that is relevant to your needs.

We will:

1. *Meet with you for an initial consultation* – during this meeting we will find out what your expectations are and provide you with full details of the services we are authorised to provide. We will also inform you how we are paid for our services.
2. *Collect all the information needed from you* – we call this fact finding. This means we will ask questions about you – it is our obligation to inquire about your personal circumstances including helping you to determine your attitude towards risk.
3. *Help you identify your goals and current financial position* – including any problems or constraints which may affect your financial plan.
4. *Consider strategies and issues* (such as taxation, social security and estate planning) - based on this we will *develop and present you with written recommendations* – this is referred to as a Statement of Advice (SOA).
5. *Discuss the recommendations with you*, make any changes you require and obtain your agreement to *implement those recommendations*.

6. *Implement the agreed recommendations* from your SOA.

7. Periodically offer to help you review your objectives, financial situation and needs.

You should read the warnings contained in the SOA carefully before making any decision relating to any financial product(s) recommended to you.

## **When you get our advice**

### **How will we be paid?**

We will discuss and agree the method of payment with you before we provide any financial services to you, and if you receive personal financial product advice, you will be provided with a SOA which sets out any remuneration and other benefits.

The SOA will also set out what, and when, you have to pay any fees.

Part Three sets out the remuneration or other benefits Pooledfunds Pty Limited or its Representatives receive in respect of the provision of any financial services offered in the FSG.

### **Will anyone be paid for referring you to us?**

No, we do not pay referral fees, nor do we receive them.

### **How do you provide instructions to us?**

We prefer instructions to be confirmed via email, fax or post. However, if the matter is urgent you may provide instructions to us by telephone and confirm it in writing.

## **Privacy**

### **What information do we maintain in your file, and can you examine your file?**

Your privacy is important to Pooledfunds Pty Limited. We maintain records of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

## If you have any complaints

### What should you do if you have a complaint?

If you have any complaint about the financial services provided to you, we will try to resolve your complaint quickly and fairly. You should take the following steps to enable us to do so:

1. Contact the financial adviser with whom you have been dealing, using the contact details in this FSG.
2. If your complaint is not satisfactorily resolved within three business days, please lodge your complaint in writing to:

Pooledfunds Pty Limited  
Level 13, 55 Clarence Street  
Sydney NSW 2000  
02 9905 9001  
[team@archcapital.com.au](mailto:team@archcapital.com.au)

3. If you still do not get a satisfactory outcome, you have the right to complain to the Australian Financial Complaints Authority (AFCA), an independent external dispute resolution service of which Pooledfunds Pty Limited is a member.

The contact details for AFCA are below:

Postal: GPO Box 3, Melbourne Vic 3001  
Telephone: 1800 931 678.  
Website: [www.afca.org.au](http://www.afca.org.au)

The AFCA service is provided to you free of charge.

The Australian Securities & Investments Commission (ASIC) also has a free call info-line on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

# Financial Services Guide (Part Two)

## Representative Profile

This document is Part Two of the FSG and sets out details of the financial advisor who, as a Representative of Pooledfunds Pty Limited, is authorised to provide the financial services offered in Part One of this FSG. This Profile should only be provided in conjunction with and read together with Part One of this FSG, which sets out all other required matters.

Pooledfunds Pty Limited has authorised the distribution of this FSG.

## Practice Profile

This Profile is provided by Nigel Gower Baker, the financial advisor detailed in this document, in his capacity as the Representative of Pooledfunds Pty Limited ABN 28 073 437 742, Australian Financial Services Licence Number 234543.

Representative: Nigel Gower Baker

c/- Pooledfunds Pty Ltd  
Level 13, 55 Clarence Street  
Sydney NSW 2000  
02 9905 9001  
nigel@archcapital.com.au

## Nigel Gower Baker, Financial Advisor:

The following financial advisor is authorised by Pooledfunds Pty Limited to provide the financial services offered in Part One of this FSG.

- Nigel has been a financial advisor since 2001.
- Nigel has a Bachelor of Commerce, a Graduate Diploma in Financial Planning, and has is a Certified Financial Planner (CFP). Nigel is also a Chartered Accountant and Registered Tax Agent.

He is a professional member of the following industry associations:

- Financial Planning Association of Australia (FAAA)

- Institute of Chartered Accountants in Australia (CA)
- Tax Practitioners Board (TPB)

## Britta Hembrow-Gersey, Financial Advisor:

The following financial advisor is authorised by Pooledfunds Pty Limited to provide the financial services offered in Part One of this FSG.

- Brigitta has been a financial advisor since 2017.
- Brigitta has a Bachelor and Master of Economics, Grad Diploma and Masters in Financial Planning, and is a Certified Financial Planner (CFP).

She is a professional member of the following industry associations:

- Financial Planning Association of Australia (FAAA)
- SMSF Association – Specialist Membership

## How is your financial advisor paid?

Nigel is a representative of Pooledfunds Pty Limited. He operates under his company Arch Capital Pty Ltd and is remunerated via a salary and also profit earned from this company via distributions or dividends.

Brigitta is an authorised representative of Pooledfunds Pty Limited and is remunerated via a salary.

# Financial Services Guide (Part Three)

## Schedule of Fees

All fees and charges will be fully discussed and agreed with you before we proceed with any recommendations.

All fees are payable to Pooledfunds.

Our advice proposal will be presented to you in a Terms of Engagement letter or email.

## Strategic Advice fees

Our Strategic Advice fees will be quoted to you in this Terms of Engagement letter which is issued after our first or second meeting with you, and before you engage our services.

Our fees are based on a number of factors including:

- The complexity of the advice required;
- The scope of work required;
- The number of meetings required through the year;
- The value our advice will create for you.

The fee charged for the provision of our ongoing advice and service includes the preparation of Statement of Advice documents, implementation of our recommendations, reviewing your strategies and investments and making any necessary adjustments throughout the year.

Where it becomes apparent that additional work is required, beyond the scope of our Terms of Engagement, we will advise you prior to completing the additional work, and advise any additional fees.

The specific remuneration received by Pooledfunds for each client will be disclosed in the Statement of Advice document or other advice document.

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

## Portfolio Management Fees

At Pooledfunds, we implement portfolios using evidence-based investing philosophies ensuring that the total cost of a portfolio is very reasonable and low by industry standards.

We charge either a fixed fee or percentage-based fee (including GST) for portfolio management as follows:

\$0-\$1m at 0.99%  
\$1m to \$2m at 0.77%  
Above \$2m at 0.55%

For some clients, we package the portfolio management fee as a fixed fee.

For example, a portfolio of \$1.2m would equate to fees of \$12,540 pa including GST.

Any work outside the scope of the agreed service will be charged at hourly rates and discussed before proceeding. Our hourly rates below are all exclusive of GST:

Partner/Director – \$600  
Client Services Manager - \$200-\$300  
Administration – \$100-\$180

## Ongoing Review Service

Your review service will be tailored to your requirements and will typically involve:

- Closing values of the total portfolio
- Closing values of individual investments
- Commentary on the performance of the total portfolio
- Commentary on the performance on individual assets
- Recommendations for changes in asset allocation or switches for particular products (if appropriate)
- Other features as required.



## **Commissions from Investment Products**

It is our philosophy to not charge and not receive any commissions. If there is a product that pays a commission, and we cannot turn it off – we will do our best to rebate any commission received. Small amounts of commission received that are immaterial will be pooled and donated to Humpty Dumpty - a charity that supports sick children.

## **Commissions for Insurance Products**

It is our philosophy not to charge and receive any commissions. If there is a product that pays a commission, and we cannot turn it off – we will do our best to rebate any commission received. Small amounts of commission received that are immaterial will be pooled and donated to Humpty Dumpty - a charity that supports sick children.

We are required to provide this statement if there is an unlikely case of using an insurance product that can only pay commissions.

Pooledfunds Pty Ltd may receive initial and ongoing commissions for the insurance products we recommend, which may be up to 66% (inclusive of GST) of the initial annual premium and up to 22% (inclusive of GST) of the ongoing renewal premium.

*For example, if your first year's premium was \$1,000 and the initial commission was 66% Pooledfunds Pty Ltd will receive \$660 (with \$60 of GST going to the Government). If your premium for the second and subsequent years was \$1,000 and the ongoing commission was 22% Pooledfunds Pty Ltd will receive \$220 per annum (with \$20 of GST going to the Government).*

Details of any commissions we may receive will be disclosed to you in a Statement of Advice.

Where possible we will work on insurance products on a fee basis and rebate all commissions.

## **Professional Indemnity Insurance**

Pooledfunds Pty Ltd has in place Professional Indemnity Insurance which satisfies the requirements of Section 912B of the Corporations Act in relation to compensation arrangements for Retail Clients.

Section 912B requires Pooledfunds Pty Ltd to have arrangements for compensating a retail client for loss or damage suffered as a result by Pooledfunds Pty Ltd or by our Representatives.

The Professional Indemnity Insurance we have in place will cover claims in relation to the conduct of representative/employees who no longer work for Pooledfunds Pty Ltd but who did at the time of conduct.

