



Royston Capital

Financial Services Guide

This Financial Services Guide has been authorised for distribution by the authorising licensee:

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ABOUT ROYSTON CAPITAL

Royston Capital holds an AFSL issued by the Australian Securities and Investments Commission.

As the holder of an AFSL, Royston Capital is responsible for the financial services provided to you. Royston Capital acts on its own behalf when these financial services are provided to you.

This Financial Services Guide ('FSG' or the 'Guide') provides you with important information about Royston Capital Pty Ltd ('Royston Capital' or 'Licensee' who provides the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your Royston Capital financial adviser.

This Guide contains important information about:

- the financial services offered by Royston Capital;
- the process we follow to provide financial services;
- how we, our associates, and Royston Capital are paid;
- any potential conflicts of interest;
- how we protect the privacy of the information you provide; and
- our internal and external disputes resolutions procedures and how to access them should you have a complaint as to the services you have received.

References in this Guide to 'me', 'I', 'us', 'we' and/or 'our' should be read as either Royston Capital or employees of Royston Capital, as the context requires.

WHAT OTHER INFORMATION SHOULD YOU CONSIDER BEFORE DECIDING WHETHER TO PROCEED WITH OUR RECOMMENDATIONS?

When we provide personal financial advice to you it will be either be by a written Statement of Advice (SoA) or a Record of Advice (RoA).

The SoA / RoA will contain our advice, the basis on which it is given, information about our fees in relation to that advice, how to implement our advice and your authority to proceed.

To ensure that our advice is appropriate to you, we must make reasonable enquiries of you about your current financial situation and future needs.

When we recommend a financial product to you, you will be given a Product Disclosure Statement (PDS) or another disclosure document issued by the product provider. The PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an

informed decision about whether to proceed with our recommendations.

As a financial services provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and source of funds. This means that we will ask you to present identification documents such as passports and driver's license. We will also retain copies of this information and it may be forwarded to product issuers who have their own obligations under the legislation. We cannot assist you in arranging for you to receive a financial product we recommend to you if you are unwilling to provide this information.

LACK OF INDEPENDENCE

Royston Capital may receive commissions as noted in this FSG, including commissions from insurance providers and product placement. By receiving these commissions, Royston Capital cannot claim to be independent, impartial, or unbiased. Any commissions receivable will be disclosed in the SoA or the RoA at the time the advice is provided to you.

From time-to-time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We comply with the legal requirements on conflicted remuneration and maintain a register detailing any benefit we receive valued at greater than \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

A copy of the register is available on request for a small charge.

WHO PROVIDES THE FINANCIAL SERVICES DESCRIBED IN THIS FSG?

The financial services described in this FSG are provided by Royston Capital.

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED?

As the holder of an AFSL, Royston Capital is responsible for the financial services provided to you. Royston Capital acts for you when we provide financial services to you. Royston Capital is only responsible for the financial services is authorised to provide under its AFSL.

INSURANCE ARRANGEMENTS IN PLACE

Royston Capital maintains professional indemnity cover in accordance with S912B of the Corporations Act 2001.

DO WE HAVE ANY RELATIONSHIP OR ASSOCIATION WITH A PRODUCT ISSUER?

No. Royston Capital is privately owned and operated.

We recommend financial products we assess as suitable to you based on our own research.

WHAT FINANCIAL SERVICES DO WE OFFER?

Some of the services you can access through Royston Capital include:

- Investment advice and portfolio administration
 - Financial product advice
 - Investment portfolio structuring
 - Asset allocation advice
- Wealth advice
 - wealth accumulation advice;
 - superannuation advice, including self-managed superannuation funds;
 - redundancy advice;
 - retirement advice;
 - gearing strategies;
 - cash flow advice;
 - social security benefits advice;
 - advice on the tax consequences of investments
 - philanthropy
 - estate planning services (financial planning).
- Life and disability insurance advice.

Royston Capital can provide financial product advice and deal in a wide range of products, including:

- deposit products;
- Government debentures, stocks or bonds;
- life investment and life risk products;
- managed investment schemes including investor directed portfolio services;
- standard margin lending facilities;
- derivatives;
- retirement savings account products;
- securities (e.g. shares); and
- superannuation products.

WHAT PRODUCTS ARE AVAILABLE?

Financial products that have been reviewed by the Royston Capital Investment Committee are placed on our Approved Product List (APL).

We will only recommend a product to you after considering whether it is suitable for your individual objectives, financial situation and needs. Our recommendations will be made after we have investigated your circumstances and we may need to investigate and consider a financial product which is not on the APL.

HOW DO WE ENSURE THAT THE ADVICE WE GIVE YOU SUITS YOUR NEEDS AND OBJECTIVES?

To ensure we provide advice that is suitable for your needs and financial circumstances, we need to understand your financial situation, personal financial objectives and needs. We will follow a step-by-step process as outlined below:

- 1.) We will meet with you for an initial consultation. During this meeting, we will discuss your expectations and provide you with details of the services we can offer.
- 2.) We will collect all the information we need from you, including your personal financial situation, financial objectives and needs. If you do not wish to provide the information we require, we will warn you on the possible consequences of not disclosing your full personal information and the impact that incomplete information may have on our recommendations. This may include not being able to provide advice on the subject matter you request.
- 3.) We will help you identify your goals and may discuss your attitude towards investment risk.
- 4.) Where required we will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these and other considerations, we will prepare and present you with a written Statement of Advice (SoA), or in some cases depending on the circumstances, a Record of Advice (RoA). We will explain in the SoA (or RoA) the basis for the advice, and any remuneration, benefits or associations which may influence the advice.

Where we recommend financial products, we will provide you with a PDS or other disclosure document containing information about each product recommended, to help you make an informed decision about whether to invest in that product.
- 5.) We will discuss our recommendations with you, make any changes you require and obtain your sign off to implement our recommendations.
- 6.) We will then implement the recommendations.
- 7.) If we have agreed to an ongoing advice service arrangement which includes a regular review component, we will meet with you periodically to review your financial circumstances and strategy. If you have agreed to an ongoing advice service arrangement, this will be documented in the Royston Capital Terms of Business.

Where you have entered an ongoing fee arrangement, we will renew the arrangement with you every year.

We will also explain to you any significant risks of the recommended financial products and strategies. If you

are unclear of the risks, please do not hesitate to question us further.

In certain circumstances, we may not provide you with personal advice using a SoA or RoA, as outlined above. These circumstances may include:

- 1.) Where we provide you with general advice only, through seminars and newsletters;
- 2.) When we are acting under a managed discretionary account service under our Private Funds Management Agreement, which allows us to manage investments on your behalf.
- 3.) Further advice or verbal advice – if you previously received advice recorded in a SoA, any further personal advice provided by us may be recorded in a RoA. We are happy to provide you with a copy of the RoA upon request (see below).

WHAT DOCUMENTS DO YOU GET IF WE PROVIDE FURTHER ADVICE?

Where we conduct a further review and personal advice is provided, in some circumstances we are not required to provide you with a SoA. Where this is the case and you have not already been provided with a RoA, you may request a copy of the RoA from us. You have seven (7) years from when the further advice was first provided to you to request a copy of the RoA.

HOW CAN YOU INSTRUCT US?

You may specify how you would like to give us instructions, for example, by phone or email using any of the contact details set out in Section 4 of this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing. We may directly contact you to confirm changes. Examples are changes in addresses, email, and bank account information previously provided.

HOW ARE WE PAID FOR OUR SERVICES?

Royston Capital may receive:

- fees paid by clients;
- commissions paid by product providers where legislation permits;
- other payments by product providers; and
- other benefits.

Fees and commissions are payable to Royston Capital and we may receive up to 100% of these payments.

Details of any fees, commissions, or other benefits that Royston Capital or other associated persons are entitled to receive if you implement our recommendations will be disclosed to you in your SoA or RoA when we give you personal advice.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

Royston Capital is committed to providing quality services to its clients. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

- 1.) Please contact us first about your concern. Royston Capital is committed to maintaining superior service and we will endeavour to listen to your concerns and meet your needs where possible.
- 2.) If your concern is not resolved to your satisfaction, you may contact Royston Capital by any means including:

Writing:

Advice Complaints
Royston Capital Pty Ltd
Level 6, 111 Collins Street
Melbourne VIC 3000

Email:

admin@roystoncapital.com.au

Telephone

03 8648 3186

- 3.) If your concern is not resolved, or if you are not satisfied with the decision, you may contact the Australian Financial Complaints Authority (AFCA).

The AFCA independently and impartially resolves disputes between consumers, including some small businesses, and participating financial services providers.

The AFCA provides an independent dispute resolution process covering complaints about financial services including: banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. You may contact the AFCA by:

Writing:

GPO Box 3
Melbourne VIC 3001

Website:

www.afca.org.au

Phone:

1800 931 678

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

Initial Service/Advice: Our fee for the initial service is based on the time our advisers spend working on your matter and our hourly rates (with periods of less than 1

hour charged proportionately). The time involved will depend on the scope of the advice requested by you, the complexity of your personal financial circumstances and time spent dealing with other parties.

Our current hourly rates are:

	Hourly Rate (excl. GST)	Hourly Rate (incl. GST)
Director	385.00	423.50
Senior Adviser	325.00	357.50
Adviser	250.00	275.00
Administrator	100.00	110.00

Where a placement fee and/or implementation fee is charged, Royston Capital may rebate all or part of the initial commissions and/or ongoing commissions received from a product issuer, by way of an increase in your investment amount.

Where Royston Capital receives an initial commission and/or ongoing commission amount, Royston Capital may rebate all or part of the implementation and/or placement fee to you.

Ongoing Wealth Advice: We charge an annual retainer fee for the wealth advisory service which will be set out in the Royston Capital Terms of Business. This fee is payable monthly in arrears. If you choose to have Royston Capital provide an ongoing advice service, you may be charged a fee ranging from \$2,500 per annum plus GST depending on the scope of the ongoing advice.

Ongoing Investment Advice and Portfolio Administration Services: For ongoing investment advice and portfolio administration services the following percentage per annum of funds under advice may be applied:

Funds Under Advice	Percentage per annum (excl. GST)	Percentage per annum (incl. GST)
<\$5 million	1.10%	1.21%
\$5 million to \$15 million	0.75%	0.825%
>\$15 million	0.45%	0.495%

In addition, we charge an annual investment administration software fee which is currently \$286 per annum (incl. GST), accrued daily and payable monthly in arrears.

We reserve the right to charge a minimum fee.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) at the time of receiving any recommendation.

Commissions:

Personal Life Insurance:

- We do not charge you directly for personal insurance advice. Rather, we receive upfront and/or ongoing commissions from the insurance providers for the insurance we arrange on your behalf.
- The commission is based on a percentage of the insurance premium you pay and is paid at the time the insurance is taken out or renewed or, in the case of ongoing commission, is generally paid annually for the term of the insurance product and while we continue to provide any services or otherwise act for you.

Brokerage:

- Royston Capital charges a brokerage fee in addition to 3rd party settlement costs for the time and effort in placing ASX Listed transactions. The fee is 0.33% or \$25 (incl GST) of the transaction value less the settlement fees.

Other:

- Royston Capital may also charge a fee with respect to unlisted investments. We will inform you of any relevant fee before we make an investment and this will be recorded in the SoA.

WHAT AMOUNTS DO ROYSTON CAPITAL AND OTHER RELATED ENTITIES RECEIVE FOR FINANCIAL SERVICES?

Royston Capital employees receive a salary. Employees could also receive a performance bonus which may be based on certain performance criteria. Employee bonus potential does not influence advice or any recommendations provided to Royston Capital's clients.

WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?

Royston Capital may receive a payment for making a referral to an external specialist such as an accountant, mortgage broker or solicitor. Any amount payable will be disclosed in the SoA provided to you. This will be paid by the external specialist and will be at no additional cost to you.

If you have been referred to Royston Capital by an external party and you accept the services provided, Royston Capital may make a payment to the external party for that referral. Any amount payable will be disclosed in the SoA provided to you. This will be paid by Royston Capital to the external party and will be at no additional cost to you.

DOES ROYSTON CAPITAL CHARGE ANY FEES?

Royston Capital will not charge you any additional fees. However, it may retain up to 100% of all fees and commissions generated by its employees where legislation permits.

WILL ANY OTHER PARTIES BENEFIT FROM THE FINANCIAL SERVICES OFFERED IN THIS FSG?

As Royston Capital is a privately owned and operated business, no other parties will benefit from the financial services offered in this FSG.

WHAT FEES DO WE PAY TO SOMEONE WHO REFERS YOU TO US?

Will your Financial Adviser be paid when making a referral?

If you have been referred to Royston Capital by an external party and you accept the services Royston Capital provide, Royston Capital may make a payment to the external party for that referral. Any amount payable will be disclosed in the SoA provided to you. This will be paid by Royston Capital to the external party and will be at no additional cost to you.

How we Protect your Privacy

We take your privacy very seriously. we refer you to our privacy statement which is available on our website (www.roystoncapital.com.au). If you wish we will provide you with a copy.

CONTACT & ACKNOWLEDGMENT

HOW YOU CAN CONTACT ROYSTON CAPITAL

Royston Capital	Adviser	Adviser
Phone: 03 8648 3186	Chris Boag, Director	Brad Rosenthal, Senior Client Adviser
Email: admin@roystoncapital.com.au	Phone: 03 8648 3186	Phone: 03 8648 3165
Web: www.roystoncapital.com.au	Mobile: 0438 371 775	Mobile: 0415 923 170
	Email: chris.boag@roystoncapital.com.au	Email: brad.rosenthal@roystoncapital.com.au

ACKNOWLEDGMENT

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I/We acknowledge that I was/we were provided with the Royston Capital Financial Services Guide and Privacy Statement dated 01 July 2021.

Signature: _____	Signature: _____
Name: _____	Name: _____
Date: _____	Date: _____

OR complete as follows if Financial Services Guide is mailed to Client(s):

I confirm that I sent a copy of the Royston Capital Financial Services Guide dated 01 July 2021 as follows:

Sent to (Client name(s)): _____

Sent on (Date): _____

Sent by (Name): _____



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