

Insurance Commissions

Forrest Private Wealth may receive an upfront commission when you take out an insurance policy we recommend. We also may receive a monthly commission payment for as long as you continue to hold the policy.

It is important to note, in the event you cancel the recommended insurance policy within the first 36 months, we reserve the right to invoice you the total commission amount the insurer may choose to clawback, to recover the costs to research, prepare and implement the insurance advice we have provided you.

Example of insurance commission

From 1 January 2020, the initial and ongoing commission an insurance provider can pay is capped below:

Initial (GST excl)	Ongoing (GST excl)
0 to 60%	0 to 20%

In the example above, on an initial first year insurance premium of \$4,000, we may receive up to \$2,400 (GST excl) as an initial commission and, assuming premium remains the same each year, \$800 (GST excl) as an ongoing commission.

Investment Commissions

Forrest Private Wealth may receive a monthly commission payment from some investment providers. This will be based on your account balance and will continue to be paid for as long as you hold the investment.

Placement Fees

Forrest Private Wealth may receive placement fees where you invest in some listed investments (eg bank issued hybrids and IPO's). These will be paid by the issuer of the investment and will typically be a set % of the investment amount.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conference or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

FINANCIAL PLANNER REMUNERATION

Trusts controlled by Peter Stevens are entitled to the profits of the business.

Michael Bower and Jerry Lin are employed by the practice and are paid salaries. They may also receive a performance bonus which is based on a number of factors including the revenue that they generate for the practice.

CONFLICTS OF INTEREST

We may hold investments we recommend

Your Financial Planner may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

IF YOU HAVE ANY COMPLAINTS

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact us. Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. This service is provided to you free of charge.

PRIVACY

We are committed to protecting your privacy. We have a Privacy Policy that sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your situation and provide you with advice that meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so