

Financial Services Guide

5 December 2023



About TPT Wealth Limited

TPT Wealth is a wholly owned subsidiary of MyState Limited, an Australian Stock Exchange listed group. This group also includes MyState Bank Limited (MyState Bank).

TPT Wealth is the holder of an AFSL issued by the Australian Securities and Investments Commission (ASIC). Our AFSL authorises us to provide the financial services outlined in this FSG.

Employees of TPT Wealth act on behalf of TPT Wealth which means we are responsible to you for the advice and services described in this FSG.

Contact Us

By Mail
GPO Box 227
Hobart Tas 7001

Phone
1300 138 044
9.00am to 5.00pm Monday to Friday

Email
info@tptwealth.com.au

Website
tptwealth.com.au

Introduction

This Financial Services Guide (FSG) is issued by TPT Wealth Limited (also referred to as 'TPT Wealth', 'we', 'us' or 'our' within this FSG) under the requirements of our Australian Financial Services Licence (AFSL) No 234630. It is intended to assist you in deciding whether to use any of the services we offer and provides you with information about:

- TPT Wealth
- Our contact details
- The types of financial services and products that we are authorised to provide under our AFSL
- Associations and relationships that might influence the advice provided to you
- How we are remunerated
- How you can provide instructions
- Our internal and external dispute resolution procedures and how you can access them
- Our compensation and insurance arrangements

The information contained in this FSG is general information only and has been prepared without taking into account any particular person's objectives, financial situation or needs. It is not legal advice and TPT Wealth accepts no liability for people acting on information contained in this Guide. Any references to legislation are generally Tasmanian legislation.

Our products and services covered by this FSG

Under our AFSL we are authorised to advise and deal in an extensive range of financial products and services. This FSG does not cover all those products and services. Specifically, this FSG covers the following products and services:

- Traditional trustee services:
 - Estate Planning advice
 - Preparation of Wills
 - Powers of Attorney and other Trust documents
 - Administering Estates and Trusts as Executor, Administrator or Trustee (whether we act jointly with other people or alone)
 - Acting as Enduring Attorney under Enduring Powers of Attorney or as Financial Administrator under Orders of the Tasmanian Guardianship and Administration Board
 - Taxation and Accounting services

Our other products and services not covered by this FSG

In addition to our traditional trustee services, we can also offer or arrange other services and products, including:

- Private Client Service
- Prudent Person Advice to Executors & Trustees
- Private Client services – Portfolio Administration Service (portfolio administration only, no advice)
- Managed Investments
- Commercial lending

These other services and products listed above have their own FSG, Product Disclosure Statements and/or terms and conditions, and you should read that material before obtaining the service or product.

About our business relationships

Unless otherwise stated, we act on our own behalf at all times when providing the financial services referred to in this FSG. However it is important to understand the relationships that may be considered an influence on the advice we provide.

MyState Bank – our related company

MyState Bank is a related company. Where we recommend a financial product or service, in some circumstances our related company may benefit from our recommendation and/or receive a fee for the product or service. MyState Bank will advise you of any fees and charges payable for the provision of their products and services.

TPT Wealth does not receive any payment or commission for referrals that are made to MyState Bank.

Our remuneration

TPT Wealth employee incentives and payments

Our salaried employees are representatives of TPT Wealth Ltd. We may provide cash bonuses or other incentives to our employees, depending on employee and company performance.

Fees and charges

TPT Wealth charges fees for providing professional services. All fees and charges are inclusive of GST and are current at date of printing. All fees and charges quoted in this Guide are the maximum rates that apply at the time of publication and are subject to variation at our discretion. Lower fees may be individually negotiated or may also apply to some pre-existing estate administrations, trust administrations and other financial administrations and can be confirmed individually to affected parties.

Executor Services

Estate Administration - Capital Commission

When TPT Wealth acts as Executor or Administrator, it provides a service covering the full range of administrative services usually necessary to complete the Estate Administration.

The fees reflect the expertise and effort required to fulfil legal and associated responsibilities, the personalised nature of our service and the benefits we provide in terms of impartiality, peace of mind and security.

Fees

CAPITAL COMMISSION	This is a once-only fee calculated as a base-fee plus a percentage fee on the gross assets of an estate.
BASE FEE	\$13,000
PERCENTAGE BASED ON GROSS VALUE OF ESTATE	3.50%

Other Fees

Additional Fees if applicable

CO-EXECUTOR FEE¹	1.10%
OVERSEAS ASSETS²	1.10%
COMPANY DIRECTOR FEE³	1.10%
MINIMUM COMPANY DIRECTOR FEE³	\$5,500
INCOME COMMISSION⁴	6.60%

1 A once-off fee, where a co-executor is appointed with us, added to the capital commission charged.

2 A once-off fee applied against the value of assets held outside of Australia.

3 An annual fee (or part thereof) applied against assets held by the company.

4 An ongoing fee applied against the gross income generated by estate assets. Charged on receipt.

Executor Assist

If we are acting in the capacity of an agent for your executor, our fees will be agreed with your executor in writing and will vary depending on the circumstances of the estate.

Disbursements and Other Expenses

Please note the quoted fees do not include disbursements or other expenses incurred by the estate which may include:

- Real estate agent's fees, valuation fees and other disbursements associated with the sale of property;

- Property maintenance disbursements;
- External solicitors' fees: We may engage external solicitors to prepare the application to the Supreme Court for the grant of probate, prepare legal documents relating to the sale of any property and may engage external solicitors if required for any other legal issues if they arise; and/or
- Staff travel costs associated with the estate administration.

Ongoing Trust Administration

If an ongoing Trust is administered, for example to provide for infant or vulnerable beneficiaries, a Trusteeship fee is charged on the gross value of Trust assets, from the time the Trust is established and for its duration. This fee will cover the ongoing care, maintenance and administration of the Trust. Fees may be charged to the Trust for specialist advice.

Fees

ESTABLISHMENT FEE % OF GROSS TRUST VALUE	ONGOING FEE P.A % OF GROSS TRUST VALUE*
Up to 1.10%	1.10%
Minimum Fee: \$3,300	Minimum Fee: \$3,300

*In cases when investment advice is provided by external / third-party advisor a reduction to the ongoing fees applies. The minimum Ongoing fee in this instance is 0.66% of the Gross Trust Value or \$2,200 p.a. (whichever is the greater).

Other Fees

Additional Fees if applicable

FEE TYPE	RATE
CO-TRUSTEE FEE¹	1.10%
COMPANY DIRECTOR FEE²	1.10%
MINIMUM COMPANY DIRECTOR FEE²	\$5,500
INCOME COMMISSION³	6.60%

1 An annual fee (or part thereof) applied against the gross value of the trust.

2 An annual fee (or part thereof) applied against assets held by the company.

3 An ongoing fee applied against the gross income generated by estate assets. Charged on receipt.

Personal Injury Compensation Trusts

Compensation trusts will be quoted on a case-by-case basis.

Power of Attorney and Administration Orders

If a client's assets are managed or administered under the "enduring" provisions of a Power of Attorney or under an Administration Order of the Tasmanian Civil & Administrative Tribunal (TASCAT) because the client suffers a loss of intellectual competency, a management fee 1.265% p.a. or \$5,500 p.a. (whichever is the greater) is charged on the gross value of the assets managed or administered in this trust capacity from the time of appointment and for its duration. This fee will cover the ongoing care, maintenance and administration of the trust. Fees may be charged for specialist advice.

Estate Planning, Taxation and Accounting Services

Estate Planning

The fee to prepare a new Will or revise an existing Will where TPT Wealth is appointed an Executor*:

SINGLE PERSON	
NEW WILL	\$200
WILL REVISION	\$130
COUPLE	
NEW WILL	\$350
WILL REVISION	\$250
STANDALONE POWER OF ATTORNEY	\$130

The fee to prepare a new Will or revise an existing Will where TPT Wealth is not appointed the Executor: \$550 single person (basic Will)*\$900 couple (basic Will)*

*If the Will is complex an additional hourly fee of \$150 in cases when TPT Wealth is appointed an Executor, or \$275 when TPT Wealth is not appointed an Executor will apply. Fees include preparation of an Enduring Power of Attorney. A fee agreed at the time of confirming your appointment may be charged to meet our costs incurred to travel to your home if you are unable to attend at one of our offices. A discount of 10% will apply to holders of a Seniors Card or an Australian Government Pensioner Concession Card.

Taxation & Accounting services

TPT Wealth make the following charges when it provides taxation and accounting services:

- Where TPT Wealth acts as executor, administrator, trustee or enduring attorney – analysis and assessment of client's annual or final personal taxation obligations including the preparation of a non-complex personal return, review of notice of assessment and processing any applicable payment or refund, assessment of estate or trust's

annual or final taxation obligations and taxation clearance for distribution including the preparation of a non-complex trust return, the preparation of up to two beneficiary advices, review of notice of assessment and processing any applicable payment or refund – minimum fee \$770; thereafter \$385 per hour calculated on time taken.

- Preparing and lodging an application for a tax file number including creating/maintaining client or Trust's electronic taxation record and Australian Taxation Office (ATO) electronic lodgement program – \$192.50.
- Professional taxation advice (including requests for ATO rulings or external taxation advice); preparation, lodgement and reviewing assessments for complex returns; preparation and lodgement of business and instalment activity statements; other taxation and accounting services – \$385 per hour calculated on time taken. Where external Tax Agents and Accountants are appointed by TPT Wealth to prepare and lodge individual and trust returns or provide taxation and accounting advice, the external provider's scale of fees and charges will apply.

Taxation

Deceased Individual, deceased estate and Trust taxation

ACTIVITY	RATE
PREPARATION ACTIVITIES	\$385 per hour
MINIMUM TAX RETURN FEE	\$770
INCOME TAX RETURN NOT NECESSARY FORM LODGEMENT	\$192.50
TAX RETURN WITH UNDER \$2,000 INCOME (ONGOING TRUSTS)	\$385 per hour
TAX RETURN WITH INCOME BELOW TAX-FREE THRESHOLD (DECEASED INDIVIDUALS AND ESTATES)	\$385 per hour
REVIEW OF TAX POSITION TO DATE OF DEATH (NON-LODgement)	\$192.50
TRUST / DECEASED ESTATE TAX FILE NUMBER APPLICATION	\$192.50
PORTFOLIO RECONSTRUCTION SERVICE FOR CGT	\$385 per hour

The minimum fee stated represents a time/cost threshold for the given task. Any additional time will be charged at the stated hourly rate and on a pro rata basis for part hours.

Other benefits TPT Wealth may receive

Acceptance of gifts and benefits by TPT Wealth or any of our employees is managed in accordance with the MyState Limited Code of Conduct.

Providing instructions to TPT Wealth

You can give us instructions by using the contact details set out in this guide. However, there may be some services that have specific requirements around how to provide instructions or execute certain transactions.

Complaints and feedback

We take your feedback seriously and aim to provide simple, easy to use and trustworthy services to our customers. We see your complaint or feedback as an opportunity to improve the way we do things.

How can I lodge a complaint?

You can advise us of your complaint or provide feedback by:

- using the online form available at tptwealth.com.au;
- emailing us at mycomplaint@tptwealth.com.au;
- calling us – 1300 138 044 (between 9:00am and 5:00pm Monday to Friday, except on public holidays); or
- writing to us at Complaints & Feedback, GPO Box 227, Hobart Tasmania 7001

What should my complaint include?

So that we can resolve your complaint as quickly as possible, it is important that you provide us with as much information as possible. This includes details such as:

- your account number or the estate/trust name, your name and details of preferred contact method;
- complaint or feedback information – what is your complaint or feedback about and when did it happen; and
- resolution – how would you like the matter resolved.

What are the options available if I need more help?

Our team can assist you with Translator Interpreter Services (TIS) if you speak limited English, or to use the National Relay Service if you have difficulties with hearing. You may wish to contact a financial counsellor for free, independent advice about your situation. The National Debt Helpline website (ndh.org.au) has easy to use, step-by-step guides on how to tackle debts. You can also call the National Debt Helpline on 1800 007 007 to talk to a financial counsellor.

What are the response timeframes?

We will try our best to resolve the complaint for you straight away, and in most cases we can.

If we can't we will:

- Acknowledge that we've received your complaint within 24 hours or one business day; Keep you up to date on our investigation and progress;
- Provide you with final resolution within 30 days - if not, we will inform you of the reasons for delay and when we expect to resolve;
- If your complaint relates to traditional trustee services, we will provide you with a final resolution within 45 days.

What if my complaint isn't resolved to my satisfaction?

If you're not satisfied with the outcome provided to you, the first step is to request the complaint be escalated to a manager of the department you've been speaking with.

In the event you are not satisfied with the Manager's response, you have the following options.

Senior Manager Review

You can request for your complaint to be escalated to a Senior Manager who will review your complaint outcome.

Senior Manager Review

Phone: 1300 138 044

Email: mycomplaint@tptwealth.com.au, addressed to the Senior Manager

Post: Complaints & Feedback Senior Manager Review, GPO Box 227, Hobart Tasmania 7001

Customer Advocate

You can request for your complaint to be escalated to our Customer Advocate. The Customer Advocate while not independent, is impartial and focuses on achieving a fair outcome for our customers. Our Customer Advocate will review your complaint outcome to make sure that your complaint was handled fairly.

Customer Advocate

Phone: 1300 138 044

Email: customeradvocate@tptwealth.com.au

Post: Customer Advocate
GPO Box 227, Hobart Tasmania 7001

Please allow us the opportunity to resolve your complaint through our internal complaint management process, as detailed above, prior to escalating through any other channels.

External Review

TPT Wealth is a member of the Australian Financial Complaints Authority (AFCA).

AFCA is an external dispute resolution body that deal with complaints regarding the financial services industry. It is good practice to go via the internal complaint resolution processes, prior to escalating a complaint with AFCA.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Post: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Privacy Complaints

If your complaint is about how we handle your personal information, you can also contact the Office of the Australian Information Commissioner.

Office of the Australian Information Commissioner (OAIC)

Online: www.oaic.gov.au

Phone: 1300 363 992

Post: OAIC, GPO Box 5218, Sydney NSW 2001

Privacy

Personal information that you provide to TPT Wealth in respect of receiving a financial service or product is subject to privacy laws. This information is handled in accordance with our Privacy Policy in order to protect your personal information. A copy of our Privacy Policy is available free of charge on request or on our website.

We collect and use your personal information in order to provide you with financial products and services. To do that, we may disclose your personal information to other parties including our related companies, assignees, agents or contractors, external service providers, superannuation funds, professional advisers, or if otherwise required to by law. We do not directly disclose your personal information overseas. You should contact us if you have any questions about how we handle personal information.

For information regarding complaints about your privacy refer to our Privacy Policy available at tptwealth.com.au or by calling us on 1300 138 044.

How to get other information

Upon request, we'll provide general information about the rights and obligations that may arise out of your relationship with us. This includes information about the service we provide and identification requirements under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

Our added protection for you

We have compensation arrangements in place to comply with the requirements of the *Corporations Act 2001*. To this extent we hold a Professional Indemnity Insurance Policy which, subject to its terms and conditions, covers claims relating to the professional services provided by us and our employees while in our employ or subsequent to them leaving our employment. The information contained in this guide is correct at the time of publication.



TPT Wealth Limited

ABN 97 009 475 629 | AFSL 234630

Australian Credit Licence Number 234630

A wholly owned subsidiary of MyState Limited
ABN 26 133 623 962

Responsible Entity and Investment Manager