

Engagement Terms & Conditions

All our client engagements are subject to the following terms and conditions.

Professional Standards

The best financial advice provides you with knowledge, confidence and results. It is professional trusted support.

We are committed to meeting the highest professional standards. We hold our own Australian Financial Services licence and meet the professional standards of the Financial Planning Association (FPA). We comply with the Financial Planners and Advisers Code of Ethics 2019.

These standards require us to always act honestly and with integrity, provide financial advice which is in your best interests and to prioritise your interests ahead of ours.

Stewart Brown Advisory was established in 2011 by Amanda Lee. Amanda is a principal at Stewart Brown Advisory and has more than 34 years' experience providing financial, investment, superannuation, and taxation advice to a broad range of clients. Bi-Chun (Peggy) Liang is a principal at Stewart Brown Advisory and specialises in providing superannuation and investment advice over a broad spectrum of clients. With her investment analytic skills, she strives to help build investment portfolios that are more tailored for clients' needs.

We are privately owned with no ownership or licensing ties to product providers. We act for our clients and largely operate as a fee for service practice. Our income comes from the fees paid by our clients for our advice services. We do not receive payments for the referrals that we provide to external businesses. This provides you with the confidence that we will act in your interests.

Annual Engagement

We are a boutique advice practice that works with about 170 private clients and their family groups. We prefer to have a close and lasting relationship with our clients.

We provide services on an annual engagement basis. This means we engage with our clients to provide services over 12-month periods. At the commencement of each period, we will document the services that we will provide to you over the coming year, the fees you will pay and any other remuneration we may receive from third parties.

It is always your choice whether you re-engage us at the end of each 12-month period. We will only commence a new annual engagement where you have notified us of your decision in writing.

Client Confidentiality

We recognise the importance of protecting the confidentiality of your personal information. We always comply with the Australian Privacy Act. We also require our service providers which hold your personal information to always comply with the Australian Privacy Act.

Our Privacy Policy sets out how we collect, hold, use and disclose your personal information. It is available on our website, or you can request it from us at any time.

If you engage our services, you consent to us:

- Collecting and retaining your tax file number on our files so that we can assist you to complete account opening forms and other forms where your TFN may be required. You are always able to request that we no longer hold your TFN. For security purposes, we will also remove your TFN from our files if we no longer need to hold it.
- Sharing your information with external businesses that support us in providing services to you. This includes the Xplan financial planning software that we use and a service provider that we engage in the Philippines to provide administration and paraplanning support. We also use Class a cloud-based platform and a service provider based in Australia used for managing and administering Self-Managed Super Funds in Australia
- Storing your information on external servers and data storage facilities, some of which may be based outside Australia. This includes the use of Microsoft 365.
- Utilising artificial intelligence (AI), such as Microsoft Copilot, to enhance efficiency. We will use AI to record and summarise meetings.
- Disclosing your information where required by Australian law or regulations.

We are legally required to retain all documents and supporting working papers for seven years after we cease to provide services to you.

Complaint Resolution

- We endeavour to always provide you with the best advice and service. If you are not satisfied with our services, then we encourage you to contact us. You can call us or put your complaint in writing to our office.
- If you are not satisfied with our response, then 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. AFCA provides a fair and independent complaint resolution service which is provided to you free of charge.
- We hold professional indemnity insurance for the financial advice services that we provide.

Our Advice

- We do not guarantee the performance of any investment. You should understand that all investments apart from cash can lose significant value in a short period of time.
- Our advice will be based on the laws relating to tax and superannuation at the time of the advice. You should understand that laws can and do change often and consideration of these changes is a benefit of continuing to engage our services.

Working with Other Professionals

- You may require a lawyer to assist you with estate planning or an accountant to assist you with more complex tax planning.
- We will work with the other professionals that you have engaged, or we can refer you to professionals that we trust.
- We will always be clear about who is responsible for the advice to you. We will always seek your consent before sharing information with other professionals.

Your Instructions

- We will only act under your instruction. We will not act with discretion on any matter.
- You may instruct us over the phone, via email and in writing. In some cases, we may require you to put your instruction in an email or in writing.
- For jointly held accounts, trusts and companies accounts, we have obtained your consent for us to act on instruction from any director or individual in relation to any of these accounts and for the services we provide to you. Any instruction you provide to us will be binding on the other person.
- We will however require both of you to sign initial and annual engagement documents.
- We have obtained your consent to share information on all matters with your spouse/partner or any duly appointed person, where applicable.

Your Responsibilities

- Our advice will be tailored to your financial situation. We rely on you to provide us with complete and accurate information. Please ensure you promptly inform us of any significant changes in your financial situation.
- We will provide you with disclosure documents which explain our advice and the financial products which we recommend. It is your responsibility to read and understand these documents. If you have any concerns or questions, you can always ask us.

Ceasing Your Engagement

- We provide services on an annual engagement basis. At the end of each service period, our engagement with you will automatically cease.
- You also have the option of ceasing your annual engagement with us at any time.

Assignment

- We may assign our agreement with you to a third party where we sell our practice. This will include transfer of all client files including your confidential information. In this situation, we would provide you with one months' notice, and you would always have the right to opt-out of the arrangement with the new provider as per this agreement.

Updating Financial Services Guide

- We have provided you with our Financial Services Guide (FSG) in our initial meeting. Recent amendments to the Corporations Act mean that our FSG can now be provided to you via our website and the updated version is available here <https://www.stewartbrown.com.au/about/about-stewartbrown-advisory>. We will no longer provide you with a hard copy/email attachment when we update our FSG. Please note that any

changes to our services and fees will always be agreed with you directly. We will not vary them by simply updating the FSG.