



Related Entities – Should you take up a product as part of a referral to any of the entities within the AAIG Group, AAIS and ASRW may receive commission of up to 100% of the revenue generated by any fees you pay to them. ASRW Advisers may also receive a commission of up to 50% of the monies received by AAIS / ASRW in this regard.

Product arrangements - We have commercial arrangements in place with various product and / or service providers to enable us to execute transactions and provide financial services on your behalf.

AAIS may offer you financial products issued by its associates or third parties such as banks, brokers and AFSL holders. AAIS may earn brokerage and other fees at a rate of 1% to 100% of the fee revenue charged by the relevant entity.

External Specialist fees - With your permission you may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. AAIS, ASR Wealth Advisers and other Authorised Representatives neither accept liability nor endorse products or services provided by external providers.

The amount of the referral fee will be calculated depending on the type of service that is referred, and is generally a percentage of the value of the services referred during a set period of time. You can request particulars of the amount within a reasonable time after the FSG is given and before any financial services are provided to you.

Payments to other professionals - We may pay a referral fee when clients are referred to us from other professionals. The amount of the referral fee is calculated depending on the type of service that is referred, and is generally a percentage of the value of the services referred during a set period of time.

Alternative Remuneration - Any other form of remuneration, such as gifts, entertainment or sponsorship, are recorded by AAIS on a central register. A copy of this register will be made available within seven days of a request.

You may request particulars of any remuneration or other benefits discussed above, provided you do so within a reasonable time after you have received this document, and before any financial service is provided to you.

How you may provide instructions to us

Generally, you may give us instructions either by telephone or in writing (mail, fax, e-mail or SMS) in relation to any of our services and transactions for execution. However, the method by which you provide instructions will vary depending on what type of service and what external trading platform you opt to use.

We reserve the right to request written instructions from you relating to the subject matter of your instructions where necessary and where subject to the terms and conditions of any applicable agreement with you.

ASR Wealth Advisers offers a text-to-trade service which requires clients to enter into a contractual agreement. If you would like to participate in our text-to-trade service, please speak with your Adviser and we can arrange for the various terms and conditions and agreement to be sent to you.



AMALGAMATED AUSTRALIAN
INVESTMENT SOLUTIONS

Our Contact Details

AAIS, ASR Wealth Advisers and HALO

Address: Level 13, 130 Pitt Street, Sydney NSW 2000
Phone: (02) 8356 9356
Web: www.asrw.com.au
Email: admin@asrw.com.au

Professional Indemnity Insurance

We hold a professional indemnity insurance policy that satisfies the regulatory requirements for compensation arrangements under Section 912B of the Corporations Act. Subject to the terms and conditions, the arrangements provide cover for civil liability resulting from third-party claims concerning the professional services provided by ASR Wealth Advisers and its employees and representatives.

What should you do if you have a complaint?

If you have any complaints about the services provided to you, you should take the following steps:

- Please call us on (02) 8356 9356 and our administration team will transfer your request to the relevant department.
- You may also opt to put your complaint in writing and send it to:
Compliance Manager
L13, 130 Pitt Street Sydney
NSW 2000
- We will do our best to try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you are entitled to refer the complaint to the Australian Financial Complaints Authority (AFCA). You may lodge your complaint online at www.afca.org.au.

The contact details for AFCA are:

Web: www.afca.org.au
Ph: 1 800 931 678
Mail: GPO Box 3
MELBOURNE VIC 3001

Privacy Statement

What does privacy mean for me?

Privacy is important to us. Please refer to our Privacy Policy statement which is available on the website www.asrw.com.au or can be sent directly to you via email or post upon request.

The Privacy Policy contains the following information:

- The types of personal information we may collect and hold;
- How we use personal information;
- How we collect and hold personal information;
- Who we disclose personal information to;
- How you can get access to the personal information we hold about you;
- How you can correct your personal information; and
- How you can make a complaint.