



the patient investor

## Financial Services Guide

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### Who is the Patient Investor?

The Patient Investor Pty Limited (ACN: 617 477 700) (“The Patient Investor”) provides financial services as described in this document.

The Patient Investor is an Authorised Representative (no. 001256439) of MoneySherpa Pty Limited (ACN: 164 927 708) which holds an Australian Financial Services Licence (AFSL No. 451289) issued by the Australian Securities and Investment Commission (ASIC) that governs how we provide these services.

When you become a client of The Patient Investor you will be allocated your own personal adviser (“your Adviser”). Your Adviser will be an employee of, and will provide the service on behalf of, The Patient Investor. We do not act on behalf of anyone else.

### What is this document?

This document is a Financial Services Guide. We are required to provide it to you before we provide you with any Financial Service. It contains information about the financial services that we provide and the fees and charges that may be payable by you. It also contains information about what you should do if you have a complaint or dispute in connection with our provision of those services.

This document was last updated on 18 March 2019.

Please read this document and retain a copy for your records. If you do not understand anything, please ask your Adviser.

### What advice do we offer?

We conduct research and advise clients with regard to their investments.

The Patient Investor Pty Ltd ABN: 74 617 477 700  
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## Limit of Advice

Our AFSL authorises us to provide advice in relation to the following Investments:

- Basic Deposit Products;
- Bonds and other fixed interest products;
- Managed Investment Schemes, including IDPS; and
- Securities.

## Personal Advice

We offer Personal Advice which takes into account information provided by you as to your personal goals and circumstances. Personal Advice is documented in a Statement of Advice or, where simple advice or further advice is requested, a less complicated Record of Advice may be used.

Personal Advice may include:

- An investment plan suitable for your risk profile;
- The basis for the advice and how it may help to achieve your goals;
- How to implement the advice; and
- Subsequent changes in response to threats, opportunities, or market risk.

If you have any questions relating to the Statement of Advice (or Record of Advice) please ask your Adviser.

All other advice offered is general advice which does not take into account your personal goals and circumstances.

## General Advice

The Website and Model Portfolio services only offer general advice which does not take into account your personal goals and circumstances.

## What investments do we recommend?

We conduct research to select suitable investments for our clients, including:

- Analysis of structural trends in global markets;
- Regular monitoring of macroeconomic, volatility and technical indicators in order to identify elevated market risk;
- Identification of threats and opportunities relevant to specific markets, sectors or industries; and
- Analysis of individual securities and managed investments.

Only those investments which we deem suitable for our clients are included on our Approved Product List ("APL"). When we recommend an investment we will generally select from the APL. However, if you already hold a product not on

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the APL we may review that product at the time and recommend that, considering the circumstances, you should retain the product or acquire more of it as an appropriate solution for you.

There are no relationships with other entities which may limit or influence the products included on the APL.

## How to instruct us

When we give you a Statement of Advice or other document, it will generally include an Authority to Proceed which you will need to sign and return.

## Our Fees

We charge fees for investment advice, related services and subscriptions to the Model Portfolio service:

### Personal Investment Advice

We charge annual fees of 0.77% for personal investment advice, calculated on the market value of listed securities, managed investments, bonds and other fixed-interest investments, and bank deposit products, net of any related borrowings, and subject to a monthly minimum of \$1100\*.

### Related Services

Fees for services other than advice on listed securities, managed investments and bank deposit products are charged at the rate of \$440\* per hour. Examples of such related services are preparation of investment plans and annual reviews.

### General Advice

Access to the Website is available free of charge.

### Model Portfolio Subscriptions

Subscribers to the online Model Portfolio service get access to premium features in return for an annual fee of \$495\* for Australian Growth or International Growth investments, or \$895\* for both.

You may cancel your subscription at any time. If you do so, you will no longer be entitled to access the premium features.

\*Fees are in Australian Dollars and include GST.

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## Payments you make to other service providers

### Brokerage Fees

You may be charged brokerage fees for transactions in securities or managed investments. We receive no share of such fees.

### Managed Investment Fees

You may be charged fees by investment managers of some products that we recommend. Such charges may include:

- fees for management and administration of the funds invested in their products;
- performance fees when the investment products outperform their relevant benchmark indices; and
- a buy/sell spread to cover transaction costs on investment and/or disposal.

Amounts charged will depend on the amount of funds you have invested. Details regarding fees and costs including any potential upfront fees will be contained in the disclosure documents provided. We receive no share of such fees or spreads.

### Custodial Service Fees

Platform administration fees and account keeping fees may be charged for custodial services. Details will be provided in the relevant Financial Services Guide. We receive no share of such fees.

## Payments we make to others

From time to time we may receive referrals from professionals such as accountants. Details of any referral payments or benefits to third parties will be included in the Statement of Advice or other disclosure document we provide you when we give personal advice.

MoneySherpa Pty Ltd receives 15.0% of total revenue earned by The Patient Investor, for its role as Licensee.

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## Disputes or Complaints

### What to do if you have a complaint

We are committed to providing you with the best possible service. If at any time we have not met your expectations – or you have a complaint about any of our services – please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

### How to make a complaint

If you have a complaint, we request you follow these steps:

1. Tell your Adviser
2. If this does not resolve your concern write or email the complaints officer: [complaints@lifesharpa.com.au](mailto:complaints@lifesharpa.com.au)
3. We will respond seek to resolve the issue
4. If you are still not satisfied, you may contact our free External Dispute Resolution Service.

If your complaint relates to a product or service acquired through a third party (for example, a managed investment) we may ask you to contact the relevant third party. They will deal with your complaint under their complaints resolution process. We will help you.

If you are not satisfied with the resolution of your complaint by the third party, you are entitled to have your dispute considered by their External Dispute Resolution Scheme.

### Still not satisfied?

If you do not think we have resolved your complaint to your satisfaction, you may request our External Dispute Resolution Scheme to help you. You do this at any time, but they may ask you to wait until our internal processes are complete before they will consider your complaint further.

Our External Dispute Resolution Scheme is the Financial Ombudsman Service Limited who can be contacted by:

- Telephone: 1300 780 808
- Online complaint form: <https://forms.fos.org.au/OnlineDispute>
- Website: <http://www.fos.org.au>
- Mail: GPO Box 3, Melbourne VIC 3001
- Fax: 03 9613 6399

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The Patient Investor has the benefit of a Professional Indemnity Insurance policy maintained by MoneySherpa Pty Limited (as required by the Corporations Act) which meets ASIC's requirements.

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## PART II

### ADVISER PROFILE: Colin Twiggs

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This Profile is the second part of the Financial Services Guide (FSG) for The Patient Investor and must be read in conjunction with the first part of the FSG.

Colin Twiggs (“Colin”) is your Adviser.

#### **Is my Adviser authorised to provide financial services and products?**

Yes. Colin is a director and representative of The Patient Investor which is an authorised representative of MoneySherpa Pty Limited.

#### **What is my Adviser’s background and experience?**

Colin has over 30 years’ experience in finance and investment, having qualified as a chartered accountant at KPMG before joining trust company Metboard and international investment bank Investec in South Africa. He filled senior roles in finance, property and investment banking before moving to Australia in 1998 to concentrate full-time on trading and investment. His specialty is blending fundamental analysis of the global economy with fundamental and technical analysis of stocks and securities. Colin completed a Graduate Diploma in Applied Finance & Investment with the Securities Institute of Australia in 2002 and is a member of both Chartered Accountants Australia and New Zealand (CA ANZ) and the Financial Services Institute of Australasia (FINSIA).

#### **How is my Adviser paid?**

Colin receives remuneration as a director of The Patient Investor which may include bonuses based on work performance. He is also a shareholder of The Patient Investor and may receive dividends based on his shareholding.

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