



Financial Services Guide (Version 6, Issue 1 June 2019)

We welcome you to Synchron. Our initial obligation at the start of the relationship is to fully inform you of your rights and entitlements and detail the services we provide.

This Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to your relationship with our Authorised Representative and with us, prior to you being provided with an authorised financial service. Subjects covered in this FSG include who we are, contact details for us and our Authorised Representative, how we and our Authorised Representatives are remunerated, what to do in the event of a complaint, and the method by which we engage our professional advice process. It is intended that this document should assist you in determining whether to use any of the services described. It is our duty to provide you with this document at the first available opportunity.

This document is Part 1 of our FSG and should be read in conjunction with 'Part 2 – Adviser Profile', which will be given to you with this FSG. The two parts make up the FSG and the distribution has been approved by Synchron.

Getting Started

Who are your Advisers?

Corey Wastle and Daniel Donovan are Authorised Representatives of Synchron. Further details about Verse Wealth's Financial Advisers are contained in the attached Adviser Profiles section of this Financial Services Guide.

Who is responsible for the advice given to you?

Synchron is responsible for the financial services provided to you.

What financial services are offered?

Synchron is the holder of an Australian Financial Services (AFS) Licence which allows us to provide financial product advice and deal in the following financial products:

- Deposit products
- Non-basic deposit products
- Government debentures, stocks or bonds
- Life insurance investment products
- Life insurance risk products
- Managed Investments including Investor Directed Portfolio Services
- Managed discretionary accounts
- Retirement saving accounts
- Securities
- Standard margin lending facilities
- Superannuation

The Adviser Profile page outlines the financial services that your adviser is authorised to provide on behalf of Synchron. Your adviser is also not able to provide advice on products that are not on Synchron's Approved Product List or have not otherwise been approved by Synchron.

Before receiving Advice

Will we provide you with advice suitable to your needs and financial circumstances?

Yes. In order for us to provide quality advice you need to supply us with your individual objectives, financial situation and needs. You have the right not to divulge this information; if you do not wish to do so then we are required to warn you that before acting on the advice provided, you will need to consider the appropriateness of the advice with regards to your personal situation and needs. You should read the warnings carefully and ask our Authorised Representatives about these consequences if you are not sure.

What should you know about the risks of the financial products or strategies we recommend to you?

Our Authorised Representatives will explain to you any significant risks of the financial products and strategies which are recommended to you.

What information do we maintain in your file and can you examine your file?

Our Authorised Representatives will maintain a record of your personal profile, which includes details of your objectives, financial situation, needs, copies of recommendations made to you and any product acquired by you. Internal client data bases are maintained, and portfolios are reviewed on a regular basis subject to the agreement between you and your adviser.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded. You may be charged a fee to cover the cost of verifying the application and locating, retrieving and copying any material requested. If the information sought is extensive, you will be advised of the likely cost in advance and can help to refine your request if required.

Provision of Advice

When will you receive a Statement of Advice?

You are required to receive a Statement of Advice whenever our Authorised Representatives provides you with any personal advice which takes into account your objectives, financial situation and needs. This Statement of Advice will contain the basis on which the advice is given, personal information, recommendations, and information about fees, remuneration and associations which may have influenced the provision of this advice.

Thereafter, if your circumstances have not significantly changed, our Authorised Representative can provide you with another Statement of Advice or a Record of Advice as a confirmation of the advice provided. You are able to request a copy of these documents from our Authorised Representative at any time up to a period of seven years.

When will I receive a Product Disclosure Statement?

When our Authorised Representative makes a recommendation to acquire a particular financial product, you must also be provided with a Product Disclosure Statement from the issuing product provider which gives full details of the recommended product to assist in making an informed decision to acquire that product.

How will you pay for the services provided?

A fee may be charged for our services. This may be waived or partially offset by brokerage, commission or fees if you proceed. Upon implementation of the recommendations, our Authorised Representative may receive an upfront fee, commission (for risk insurance products) or a combination of both depending on how you agree to pay for the services. Fees can be based on total funds placed, the time spent on the services you receive, or as agreed between you and our Authorised Representative. Costs and remuneration will be disclosed in your Statement of Advice.

All fees and commissions are paid to Synchron, which deducts a fee for the services it provides as the licensee and then pays the balance to your adviser subject to any agreements. Some of our Authorised Representatives have referral arrangements with other professionals. Where a referral agreement is in place between the Authorised Representative and a third party, a fee may be paid or received. Detailed disclosure of amounts and percentages will appear in your Statement of Advice if applicable. A review service fee may also be payable from time to time, depending on any extra work required such as a major restructuring. Further details are provided in the Adviser Profile page

Life Insurance advice

If you decide to purchase a life insurance product, unless stated to the contrary in your Statement of Advice, Synchron has elected to receive commission from the product providers and not invoice you directly for services provided. Please refer to the "Adviser Profile" section of this FSG for further details. If you do not continue with a purchased life insurance product for a full 24 months, the commission received by Synchron is returned to the insurance company, and you may then be invoiced for this amount.

Investments and Superannuation advice

If you decide to proceed on the investment or superannuation advice provided, the fee you may be charged may be dollar based or may be calculated as a percentage of the amounts invested. The fee may also be reflective of an hourly rate. For details, please refer to the enclosed Adviser Profile page.

Conflicts of Interest

Do we have any association or relationship with a Financial Product Provider?

Synchron and our Authorised Representative may receive "additional benefits", from product providers we deal with, such as sponsorship for making available professional development to our Authorised Representatives, and/or small gifts or entertainment.

"Additional benefits" are not permitted to be paid to our Authorised Representative if they are as a result of, or conditional on, the amount of business an Authorised Representative gives to a product provider.

Synchron may be entitled to bonuses, incentives or expense rebates from product providers based on the total income generated from certain products. These amounts are paid out of the product provider's own administration fees and do not increase product costs above what you would normally pay if these payments were not in place. Synchron currently has such arrangements with ANZ Life, MLC, AIA, Netwealth, BT Life, Colonial First State and CommInsure; this list is subject to change. Synchron holds no interest in or investments in any product provider. Synchron has put measures in place to ensure that these "additional benefits" will not influence any financial product advice provided by Synchron Authorised Representatives.

The directors of Synchron are also directors of Valant Capital Pty Ltd, and own shares in Valant Capital Pty Ltd, so they may receive benefits from Valant such as dividends. Synchron also provides financial accommodation to Valant in the form of a loan. No benefits or incentives are offered to Authorised Representatives to use Valant.

Where Synchron Medical is used to complete your medical or pathology reports, your adviser may receive a payment of \$20 per referral (this amount may be subject to change).

Dispute Resolution

Who can you complain to if you have a complaint about the provision of the financial services to you?

If you have any complaints about a financial service provided to you by a Synchron Authorised Representative, you should take the following steps:

1. Contact your Authorised Representative and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within three working days, or you would prefer not to contact your Authorised Representative, please contact the Complaints Manager at Synchron via any of the following methods:
 - By email to compliance@synchron.net.au
 - Mail to PO Box 438 North Melbourne, Victoria 3051
 - Phone at 03 9328 3900
 - Online form at <http://synchron.net.au/contact.php>
3. Synchron will endeavour to resolve all complaints within 45 days of lodgement. Should there be special circumstances relating to the complaint, such that it is not reasonable for the complaint to be resolved in that time, Synchron will inform you of the reasons for the delay. We may request an extension of time up to a total of 90 days.
4. If Synchron has not responded within 45 (or 90) days or you are not satisfied with the response, you can lodge a dispute with the Financial Ombudsman Service. This service is provided to you free of charge.

Australian Financial Complaints Authority (AFCA)

AFCA is a free and independent dispute resolution scheme.

Phone: 1800 931 678

Website: www.afca.org.au

Address: GPO Box 3, Melbourne VIC 3001

The Australian Securities and Investments Commission (ASIC) also has a free call info line on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Does Synchron have Insurance in place?

Yes, Synchron has Professional Indemnity Insurance, in accordance with s912B of the Corporations Act 2001, covering itself and its Authorised Representatives for breaches of professional duty whilst conducting their professional services. Subject to the policy terms and conditions of cover, the policy extends to include cover for professional indemnity claims made against past employees and Authorised Representatives who no longer work for Synchron but who did at the time of the relevant conduct.

Statement of Synchron's Privacy Policy

Synchron is committed to ensuring the confidentiality and security of the information provided by you to us. We support and embrace the Australian Privacy Principles set out in the Privacy Amendment (Private Sector) Act 2000 and the protection afforded by this act for the security of private information held on ordinary Australians.

A full copy of our Privacy Policy is available on our website www.synchron.net.au

We also need to collect copies of your identification to meet our obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006. We may request that you provide us with your Tax File Number, however if you choose not to, there may be tax implications for you. If you have any complaints about how we handle your private information, please contact us as set out above. We take your privacy seriously and will address your concerns through our complaints handling process. If you believe you do not receive a satisfactory resolution to your concerns, you may contact the Office of the Australian Information Commissioner (OAIC). The website of the OAIC is www.oaic.gov.au.

Synchron Executive Directors

Don F Trapnell & John L Prossor

Postal: PO Box 438, Nth Melb, VIC 3051

Phone: 03 9328 3900

Fax: 03 9328 4031

info@synchron.net.au

Website: www.synchron.net.au

Adviser Personal Details

Who will be providing the financial services to me?

Corey Wastle, Daniel Donovan and Verse Wealth Pty Ltd are Authorised Representative Nos. 471221, 1272324 and 1232916 respectively, acting under authority from Synchron.

Verse Wealth Pty Ltd

Hub Southern Cross
Level 2, 696 Bourke Street, Melbourne, VIC 3000
E: admin@versewealth.com.au
www.versewealth.com.au

Who are my advisers?

Corey Wastle | Founder and Financial Coach

Authorised Representative No 1008480
E: corey@versewealth.com.au
M: 0435 757 884

Corey is Financial Coach and the founder of Verse Wealth. He started Verse to help people align financial decision making with what's most important to them in life. In short, we help our clients use money as a vehicle to make them truly happy. He is a CERTIFIED FINANCIAL PLANNER® with the Financial Planning Association and holds both a Bachelor of Business and Commerce as well as a Bachelor of Communications with Monash University. Corey is a member of the Financial planning Association (FPA). In Corey is a proud father to his son Brady and is passionate about travel, golf, keeping fit and his beloved St Kilda Football Club.

What kinds of financial services are my advisers authorised to provide me and what kinds of products do those services relate to?

Corey Wastle is authorised to act on behalf of Synchron to offer you the following services:

- Provide financial product advice; and
- Deal in a financial product by arranging for a financial product to be acquired, disposed of, or varied.

In respect of the following financial products:

- Deposit and Payment Products
- Debentures, Stocks or Bonds issued by Government
- Life insurance Investment Products
- Life Insurance Risk Products
- Managed Investments including Investor Directed Portfolio Services
- Retirement Savings Account Products
- Superannuation
- Securities
- Self-Managed Superannuation Funds
- Standard Margin Lending Facility
- Managed Discretionary Accounts

Daniel Donovan | Financial Coach

Authorised Representative No 1272324

E: daniel@versewealth.com.au

M: 0435 757 884

Daniel is a financial coach at Verse Wealth and has varied experience working in financial advice and funds management businesses over the last few years. He is passionate about providing personal and tailored financial advice which assists clients to achieve their goals and ambitions. Daniel holds a Bachelor of Commerce majoring in Finance and Management from the University of Melbourne, a Diploma in Financial Planning (RG146) from the Monarch Institute and is currently pursuing his Graduate Diploma in Financial Planning with Kaplan Professional. Outside of helping Verse clients Daniel loves watching his beloved Collingwood Magpies and New York Giants, attending musicals and listening to all different types of podcasts.

What kinds of financial services are my advisers authorised to provide me and what kinds of products do those services relate to?

Daniel Donovan is authorised to act on behalf of Synchron to offer you the following services:

- Provide financial product advice; and
- Deal in a financial product by arranging for a financial product to be acquired, disposed of, or varied.

In respect of the following financial products:

- Deposit and Payment Products
- Debentures, Stocks or Bonds issued by Government
- Life insurance Investment Products
- Life Insurance Risk Products
- Managed Investments including Investor Directed Portfolio Services
- Retirement Savings Account Products
- Superannuation
- Securities

We will only recommend a product or strategy to you after considering its suitability for your individual situation and needs. We do not provide advice in any other area of insurance or investments but can refer you to a professional who specialises in other areas if requested. Any arrangements you make with the other professional will be strictly between you and that person and neither Synchron nor our Authorised Representative accept any responsibility or liability for the advice given.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?

Verse Wealth Pty. Ltd. will be paid 100% of the brokerage and/or fees received by Synchron minus a fee of 6% for the provisions of professional services from Synchron. This brokerage is used to provide income after paying for the normal expenses incurred with running a business (eg rent, vehicle, computer, stationery, professional fees etc).

Insurance Monitoring

Internal databases are maintained detailing client's insurances that were recommended by our Authorised Representative on behalf of Synchron. This does not constitute portfolio monitoring.

Note: This Financial Services Guide V6 Issue 1 is for the sole use by Corey Wastle and Verse Wealth Pty. Ltd. only and was prepared in June 2018, issued with the authority of Synchronised Business Services Pty Ltd t/as Synchron, Australian Financial Services Licence No. 243313 Life Insurance Broker

This Adviser Profile, together with the Client Receipt page, is Part 2 of our Financial Services Guide and should be read in conjunction with Part 1 as a complete document.

How we charge for our services

Unless otherwise stated, all fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Alignment session

We'll start by organising an Alignment session with you, that's conducted via a video call. The purpose of this session is to help us understand a little about you and why you're seeking advice, share our approach and how we best work with our clients and give you a chance to ask any important questions so you can determine if we're the right team for you. The Alignment session is free of charge.

Discovery meeting

We'll deep dive into 'why' you're seeking advice. This might be a combination of achieving goals, having experiences, overcoming money stresses, leaving a legacy and improving lifestyle by creating more time, freedom and choice. We'll also go through all aspects of your financial life, so we can get a clear understanding of where you're at right. The Discovery meeting is at a cost of \$295.

Agreement meeting

Now that you've shared what you want to achieve and your current financial situation, we'll paint a picture of how we can best help. We'll explain the areas where we'll add value, what should be prioritised and how we'll help you make progress. In this meeting, we'll provide you with a Client Agreement that clearly explains the scope of advice, service and fees. The Agreement meeting is free of charge.

Project fee

Once you've signed your Client Agreement, we can start helping you by providing advice, strategy and coaching to get you to your goals. Over the first few months of working together, we will provide you the advice to get your financially organised and a strategy in place. As part of this process we will prepare a Statement of Advice that will contain advice related to any financial products recommended as well as organise the implementation of all recommendations once we've provided you with this advice. Project fees range from \$2,950 to \$15,000, depending on the level of complexity of your situation and the advice. Your Project fee is payable in two parts. A deposit fee will need to be paid via direct debit before commencing work. This will typically equate to 25 to 50% of the Project fee. The remainder of the Project fee may be paid by invoice or where authorised by you, deducted from your superannuation or investment account. We reserve the right to quote fees outside this range in instances of very high complexity. Our Project fee does not include advice and set-up of retail insurance policies.

Journey fee

Our Journey service is ongoing advice, strategy and coaching for you and your financial life. The monthly fee is \$495 for singles and \$695 for couples. Additional monthly fees can be applicable for those with an SMSF, family trust, business or portfolio in excess of \$500,000. The monthly Journey fee may be paid by invoice or where authorised by you, deducted from your superannuation or investment account. This will be provided to you in writing in a Client Agreement before any work is commenced.

Smart Money Program

The Smart Money Program helps you take ultimate control over your cash flow in 90 days. It is a process of creating a spending plan, automating your cash flow and receiving financial coaching via three video calls over a three-month period. The cost of the Smart Money Program is \$1,495 for singles, and \$1,995 for couples. This cost must be paid in full via direct debit prior to starting on the program.

Insurance service

Advice and set-up of retail insurance policies is charged at \$1,950 per person. If you wish to receive advice in this area, please let our team know and we will provide you with an 'Insurance agreement' to outline this service.

Ad-hoc advice

Where you do not wish to participate in our Journey service or we believe this service is not appropriate for you, future advice you require can be provided on a Project fee basis or on an hourly fee of between \$295 and \$495,

Insurance - Initial and Ongoing (Commission on Life Insurance Products)

Where possible, we will seek to have all insurance commissions turned off to reduce the overall cost of any insurance policies recommended. In the event that we are unable to switch off your insurance commissions we will seek to rebate these in full, less any brokerage which is retained by our licenses.

Financial Services Guide

I/We confirm that a Synchron Financial Services Guide has been provided to me/us together with an Adviser Profile Insert.

Financial Services Guide Version is: FSG Version 6 Issue 1 dated June 2019

Client Name	Client Signature	Date
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Client Name	Client Signature	Date
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Adviser name	Adviser Signature	Date
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OR

I confirm that a copy of the Financial Services Guide dated June 2019 was sent via email/post to:

Client Name:

Adviser name	Adviser Signature	Date Sent
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