

# FINANCIAL SERVICES GUIDE

## 1. ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (“**FSG**”) is designed to assist you in deciding whether to use any of the financial services offered by EverBlu Capital Pty Ltd (ACN: 612 793 683) (**EverBlu, We, Us or Our**) and to comply with our obligations as the holder of an Australian Financial Services Licence (AFSL: 499601).

This FSG provides important information for retail investors to help you decide whether to use our services. It contains important information about:

- Who we are and how you can contact us;
- The financial services we are authorised to provide to you;
- The cost of our services and how we are remunerated;
- The disclosure documents and statements you will receive;
- How we will deal with your personal information; and
- Our internal and external dispute resolution processes.

This version 1 of the FSG was prepared on 12 October 2017 and replaces all previous versions.

Please contact us directly if you would like further information on this FSG or on any of our services.

## 2. HOW TO CONTACT US

You can contact and find out more about us in the following ways:

**Phone:** (02) 8249 0051  
**Email:** [info@everblucapital.com](mailto:info@everblucapital.com)  
**Write to:** EverBlu Capital Pty Ltd  
Level 39, Aurora Place  
88 Phillip Street  
Sydney, NSW 2000  
Australia  
**Website:** [www.everblucapital.com](http://www.everblucapital.com)

## 3. ABOUT US AND THE FINANCIAL SERVICES WE OFFER

EverBlu holds Australian Financial Services Licence (AFSL: 499601) issued by the Australian Securities and Investments Commission (“**ASIC**”) which authorises us to provide a range of financial services including advisory and dealing services in relation to securities to retail and wholesale clients.

EverBlu is authorised to provide the following financial services to retail and wholesale clients:

- Provide General Financial Product Advice for the following classes of financial products:
  - basic deposit products;
  - securities;

- Deal in a financial product by issuing, applying for, acquiring, varying or disposing of the following classes of financial products:
  - securities;
- Deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of financial products:
  - basic deposit products;
  - Securities; and
- Deal in a financial product by underwriting:
  - an issue of securities.

Any financial services offered to you will be provided to you by a representative of EverBlu. We do not act as a representative of any other licensee in relation to the financial services we provide to you.

### **What advice do we offer you?**

As a retail client you can receive the following advisory services from us:

- a) Execution Only (No advice) – we provide no advice where you instruct us to execute a trade on your behalf. This means that our staff will not give an opinion on whether you should buy or sell a particular stock.
- b) General advice – when we offer general advice we will provide you with information about buying, selling or varying your interest in a particular financial product. We also provide this when we share our research reports with you covering particular ASX listed securities. However, you should note that general advice does not relate specifically to you and does not take into account your objectives, financial situation or needs when providing you with this type of advice. We will not advise you as to whether the investment is appropriate for you. You will need to decide that for yourself, knowing your own objectives, financial situation or needs. You should seek independent financial advice from a registered and licensed professional regarding the suitability of our products and services to your personal financial needs. EverBlu does not offer personal advice to clients.

## **4. USING OUR SERVICES**

You may specify how you would like to give instructions to us (for example: by telephone, email or through a third party). If you wish to give instructions via a third party, you must complete the Third Party Authority form. You can obtain this form from your Everblu adviser.

## **5. OTHER DOCUMENTS YOU MAY RECEIVE**

Where you acquire a financial product from us, we will provide you with a Product Disclosure Statement (“**PDS**”) which contains information about the particular product, including any relevant terms, significant risks and details of other fees and charges that may apply. This document will be provided to assist you in making an informed decision about that product.

We will also provide other documents as needed. These documents may include educational material, client agreement or other offer documents.

## 6. OUR FEES AND CHARGES

When EverBlu provides financial services to you, certain fees may be charged for providing these financial services. These fees are explained below.

Please note that the fees charged are dependent on the nature of the financial services provided to you.

EverBlu advisers and representatives will be remunerated based on a variety of performance criteria.

We will endeavour to explain all fees payable by you prior to any advice or product being offered to you. You can request further particulars of remuneration, fees and commissions we receive by using the contact details provided above.

If you acquire or enter into a financial product we refer you, the provider will charge you costs as set out in their PDS or offer document. In addition, we may receive referral fees from the product provider.

### **Initial Public Offering and New Issues**

If you invest in an Initial Public Offering, placement or other form of capital raising through EverBlu, there will be no brokerage fee charged for the initial transaction. EverBlu may however receive remuneration in relation to your investment in that product. Fees may be in the form of cash or shares from the product issuer. The remuneration received for the products on offer will be set out in the documentation provided to you by the product issuer.

EverBlu receives a fee between 3% – 6% on the amount of capital raised under the Initial Public Offering. For Example: If you apply for \$10,000 worth of shares in an initial public offering and the product issuer pays EverBlu a 3% handling fee, EverBlu will receive a fee of \$300.

### **Investment security transactions - traded on ASX & Chi-X**

EverBlu will charge you a fee for facilitating the purchase and/or sale of investment securities traded on the ASX and Chi-X markets. This may be a transaction or asset based fee, or a combination of both.

EverBlu engages with a third party to provide transaction services. EverBlu will provide a copy of the provider's FSG, Best Execution Policy and Terms & Conditions when setting up your account.

### **Asset based fee**

Asset based fees vary depending on the value of your portfolio and the services provided to you by EverBlu. Fees are calculated on the net value of your portfolio excluding any borrowed amounts. Your EverBlu adviser will inform you of the details and amount of your asset based fee prior to entering into any transactions with EverBlu.

### Transaction based fee

Under this arrangement, you will be charged a fee for each “buy” and “sell” transaction we arrange on your behalf. In most cases, the amount will be based on the value of the transaction. This fee may change from time to time, and you will be advised of any such changes before they take effect. Following the execution of a transaction, you will be sent a trade confirmation outlining the total fee charged by EverBlu as well as any applicable government charges. We have disclosed our maximum rates below. The transaction based fee payable will be arranged between you and Everblu. These rates are negotiable depending on a number of factors including the amount of your investment spending, the frequency of trading, and the level of service required. These rates and fees are exclusive of GST.

If you fail to settle any trades, we may also charge you interest on the amount outstanding.

### Standard charges for security transactions

For example, for a transaction valued at \$10,000, the maximum charge would be a transaction fee of \$200 plus \$20 in GST.

Value of transaction	Transaction fee (ex. GST)
Up to \$5,000	2.5%, \$100 minimum
Between \$5,001 & \$15,000	2%
Between \$15,001 & \$50,000	1.5%
Over \$50,000	1%

All security trading must be settled within T+2 (trade date plus two business days). The following fees may be imposed against those trades that fail to settle on the designated date (GST is payable on all fees):

**Late Settlements on Buy Transactions** – an initial fail fee of \$100 and a dishonour fee of \$100. EverBlu may charge a default fee equal to 12.5% p.a. of the outstanding amount calculated daily, subject to a minimum of \$100.

**Late Settlements on Sell Transactions** – an initial fail fee of \$100, a borrow fee of \$100 per borrow. In addition, the ASX imposes fail fees which may be passed on to you. ASX fail fees are currently charged at \$100 per day for trades valued less than \$100,000, or 0.10% of the value of the outstanding amount up to \$5,000 per day.

Settlement deadlines are clearly specified on all transaction confirmations. EverBlu may also charge fees for specific administrative services such as international bank transfers, cheque cancellations, replacement cheques, registry transfers and rebookings. For further information on these fees please contact your EverBlu adviser.

## **Research, Placement and Underwriting of securities by EverBlu**

We conduct independent research and issue research reports on securities, including those which our advisers may advise you on. From time to time we may arrange for the placement of securities on behalf of our clients, and will receive fees for our advisory, management and distribution role. EverBlu may also underwrite an issue of new securities and will receive an underwriting fee in relation to such transactions. We also act as a trader and dealer, both as principal and agent, in major financial markets and, as such, may hold long or short positions in any securities which our advisers may advise you on.

For further details about any commissions which EverBlu may receive in relation to your investments please contact your EverBlu adviser.

We will disclose the payment amount due by you or any payment which EverBlu is legally entitled to receive, prior to, or at the time we offer to provide you with financial services to which these fees relate. Where applicable these fees will also be disclosed in the relevant Product Disclosure Statement. Where it is permitted by law, your adviser may receive a proportion of the fees received by EverBlu from the financial services provided to you. The amount of the fees will depend on the services provided and will be disclosed to you prior to or at the time the services are provided.

Your adviser may also receive alternative forms of remuneration such as attendance at conferences wholly or partly subsidised by product providers, assistance with marketing expenses, and other nonmonetary benefits such as gift vouchers or complimentary tickets to events. EverBlu keeps a register detailing certain nonmonetary benefits that the adviser receives.

Our advisers, and the employees and directors of related companies, may be eligible for bonuses by meeting their behavioural and financial performance targets.

## **7. ASSOCIATIONS AND RELATIONSHIPS WHICH MAY AFFECT OUR ADVICE**

You should be aware that in many instances EverBlu is engaged as a corporate adviser for clients who we may also be engaged to assist raising capital (through an Initial Public Offering, placements or underwriting). The terms of our engagement will be disclosed in the documentation provided to you however if you have any questions please contact us.

## **8. Dispute Resolution**

To let us know about any complaints or concerns you may have, you can contact the Adviser with whom you have been speaking and explain your concerns.

If your complaint is not satisfactorily resolved by your Advisor you can contact our Complaints Officer at any time on the details below:

Phone: (02) 8249 0051  
Email: [compliance@everblucapital.com](mailto:compliance@everblucapital.com)  
Write to: Attn: Complaints Officer  
EverBlu Capital Pty Ltd  
Level 39, Aurora Place  
88 Phillip Street,  
Sydney, NSW 2000  
Australia

We will provide you with details of our complaints resolution procedures and will endeavour to resolve your complaint quickly and fairly.

If you are still not satisfied with the outcome you have the right to complain to the Financial Ombudsman Service Australia (“**FOS**”).

FOS’s contact details are:

Freecall: 1800 367 562  
Phone: (03) 9629 7050  
Fax: (03) 9621 2291  
Write to: Financial Ombudsman Service Limited  
GPO Box 3  
Melbourne, VIC, 3001  
Australia

EverBlu is a member of FOS (member number: 40428) which is an external dispute resolution scheme approved by ASIC.

ASIC has an Infoline on 1300 300 630, which you may use to make a complaint, or to obtain further information about your rights.

## **9. COMPENSATION ARRANGEMENTS**

We have professional indemnity insurance in place that complies with section 912B of the Corporations Act and ASIC Regulatory Guide 126. In particular, our professional indemnity insurance, subject to its terms and conditions, provides indemnity for EverBlu and our representatives and employees in respect of our authorisations and obligations under our AFSL.

## **10. OUR PRIVACY POLICY**

Depending on the type of service being provided, we may ask you to provide certain personal information, either in writing or verbally. We may also ask you to present identification documents and we will retain copies of this information.

We are committed to protecting your privacy in compliance with the Privacy Act and Australian Privacy Principles. The information you provide to us will primarily be used for providing our services to you and for complying with certain laws and regulations. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information.

Please contact us if you have any concerns or if you would like to receive a copy of our privacy statement. Our privacy statement is also on our website