



Financial Services Guide (V3.3)

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United Global Capital Pty Ltd

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ACN: 154 158 273

AFSL: 496179

Throughout this Financial Services Guide, United Global Capital Pty Ltd is referred to as “UGC”, “we”, “us”, “our” or any such variations.

This FSG does not relate to financial services provided by firms, companies, individuals or institutions which UGC does business with or introduces clients to.

This Financial Services Guide (FSG) is dated **1 July 2019** and replaces all previous versions. The section headed “Who is my Advisor” may be dated a later date than the body of this FSG, because that section relates to the activities of a particular advisor.

About This Guide

This Financial Services Guide (FSG) is an important document that is designed to tell you about:

- Who we are.
- The financial services we offer.
- How to Contact Us.
- Who My Advisor Is.
- What is My Advisor Able to Provide.
- What is General Financial Advice.
- What is Personal Financial Advice.
- Product Disclosure Statements.
- Information We Need From You.
- What You Pay For Our Services.
- How You Can Engage Our Services.
- How You May Provide Us Instructions.
- Our Online Investment Reporting Service.
- How We Pay Our Advisors.
- Our Associations that you need to know about.
- What to do if you have a complaint about our services.
- Professional Indemnity Insurance.

If you need further information on any of these matters, please ask.

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1.0 Who is United Global Capital

United Global Capital Pty Ltd, from here on referred to as “UGC” is a private wealth investment and financial advisory firm. Our advisors’ record of achievement and reliability is based on providing some of the highest quality investment and financial advice in Australia. We offer extensive skills which mirror the different needs of clients, with great emphasis placed on research to support the advice and the products provided.

UGC is the holder of Australian Financial Services Licence (AFSL 496179) and is authorised to provide financial services under this licence.

Under this licence UGC can authorise advisers and advisory firms to operate financial services businesses under this licence. UGC can authorise individuals and businesses who it views as meeting certain strict educational, experience and competency requirements as described under law, to advise and deal in the following instruments under its licence:

- Deposit Products (including bonds, term deposits & savings accounts)
- Derivatives (including options, warrants, futures & CFDs)
- Foreign Exchange (including currency & currency derivatives)
- Government Debentures (including Australian & international)
- Life Insurance Products (including Life, TPD, income protection & trauma)
- Managed Investment Schemes (including managed funds, IDPS, syndicates & unit trusts)
- Retirement Savings Accounts
- Securities (including equity, debt & hybrid)
- Superannuation (including self-managed superannuation, retail, corporate & industry)

2.0 How to contact United Global Capital

You can contact United Global Capital on the details outlined below.

Office Address	Postal Address
United Global Capital Pty Ltd Level 7, North Tower 459 Collins Street Melbourne VIC 3000 Ph: 03 8657 7640 Fax: 03 8657 7641 E: info@ugc.net.au W: www.ugc.net.au	United Global Capital Pty Ltd Level 7, North Tower 459 Collins Street Melbourne VIC 3000

3.0 Who is my Advisor?

UGC has Authorised Representatives (Individuals) to provide financial services. As the Licensee, UGC is responsible for the advice you receive from us and our advisors. UGC advisors are only able to provide products that appear on the UGC Approved Product List which can be viewed on our website (<http://ugc.net.au>)

The details of your nominated advisor can be found by requesting a copy of his or her Advisor Profile from UGC.

To the extent that United Global Capital authorises its representatives to do so, your advisor can help you to apply for the financial products referred to above and can also give you financial product advice in relation to them. If your advisor is unable or unwilling to provide you with advice or services in respect of certain products, the advisor will refer you to another representative who should be able to assist you.

4.0 General Financial Advice

There may be times where UGC offers you general financial advice. You should note that general financial advice does not relate specifically to you and therefore may not be appropriate to your particular financial needs, objectives and financial circumstances.

You need to take this into account before deciding whether or not to act on it.

5.0 Personal Financial Advice

If we provide you with personal financial advice, then you will initially receive a Statement of Advice ("SoA") when or as soon as practical after the advice is given. This statement will set out the advice, the basis on which the advice was given and any remuneration or other benefit that we, including our representatives and associates, may receive. We will also include details of any matter that might reasonably be expected to be capable of influencing us in providing this advice.

If you maintain an advice relationship with us, then generally we will not provide a SoA for further advice situations unless there have been significant changes to either your personal circumstances or the basis of the advice since your last SoA was provided. In these circumstances, however, we are still required to keep a Record of Advice ("RoA"). You have the right to request a copy of the RoA at any time.

6.0 Product Disclosure Statements

When advice is given, we will also give you, where appropriate, a Product Disclosure Statement issued by the product provider containing information you would reasonably require to make a decision about whether to acquire the financial product. The PDS will disclose details of any fees and charges payable for that product.

7.0 Information We Need from You

Depending on the type of service being sought, we may ask you to provide certain personal information to your advisor, either in writing or verbally. This may involve a quite detailed process of both qualitative and quantitative data collection. Please ensure that your advisor becomes aware of any changes that may be relevant when advice is given in the future.



- **What Information Do We Retain About Clients** – We maintain a record of your personal profile which may contain details of your objectives, financial situation and needs. We maintain records of any recommendations made to you, together with summaries of meetings and transactions. All these records are our property and must be retained for production to the regulatory authorities upon their request. If you wish to examine our file, you should ask us and we will make arrangements for you to do so.
- **What Are The Possible Consequences Of Not Providing This Information** – You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, any recommendations we make may not be appropriate to your needs and objectives. In certain cases, your failure to provide information may place us in a position where we cannot provide any advice or any financial services to you.
- **General Advice Warning** – When we provide General Advice (whether or not we have a record of your personal details), our advice will not take into account your personal financial objectives, needs or circumstances and may therefore not be appropriate for you. As we indicated above, in such circumstances you must determine if our advice is appropriate for you.

All information is kept strictly confidential and you can obtain a copy of our Privacy Policy from your advisor or from www.ugc.net.au.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and drivers licence. We will also retain copies of this information. We assure you that this information will be held securely.

8.0 What Do You Pay For Our Services?

UGC and your Advisor are remunerated through a combination of fees and commissions that you are charged. To assist you in making an informed decision UGC or your Advisor will discuss with you and agree on any fees payable before providing a service. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain.

You may be charged a fee for the services we provide or we may be paid a commission or brokerage or a combination of the two may apply. All fees and commissions are payable to the Licensee (United Global Capital) and include the fees we pay for clearing and settlement where appropriate.

The level will vary with the financial product being traded, the frequency of your trading activity, the type and level of service and the size of the transaction. Fees and commissions are subject to negotiation prior to us providing you with a financial service. As part of our negotiations, all share trades would normally be subject to a minimum dollar cost which would apply if the brokerage calculated by any other method fell below the minimum figure. Once disclosed and agreed, these fees and commissions will be charged at the time your transaction is executed or the service is provided.

The fees and charges for our specific services are outlined in more detail below in Section 9.0.



9.0 How You Can Engage Our Services

9.1 Strategic Financial Advice

UGC offers a comprehensive strategic financial advice service where we provide an in-depth analysis of your current financial position, financial needs, aims and objectives. It will cover all relevant areas of our advisory services. We will assess your tolerance for risk and advise you on the most appropriate strategies and structures to ensure that you have every chance of securing your financial future.

Detailed below is a table outlining the cost of advice for certain areas of advice.

Scope of Advice	Standard Price	48 Hour Discount
Comprehensive (with existing SMSF, Trust or Both)	\$7,700	\$6,600
Comprehensive (no existing SMSF, Trust or Both)	\$6,600	\$5,500
Limited (Super, Investment Portfolio Strategy & Insurance)	\$3,850	\$3,300
Limited (Property Acquisition Plan)	\$3,850	\$3,300
Limited (Investment Portfolio Strategy)	\$3,300	\$0
Limited (Super Rollover Advice & Insurance)	\$2,200	\$0
Limited (Insurance Only)	\$1,100*	\$0

*Fee is payable upfront and rebated if you proceed with recommendations, and the first-year insurance commission exceeds \$1,100. If commission is less than \$1,100, then a partial rebate will be paid, less the value of the commission.

For advice that falls outside of the Scope of Advice detailed above, UGC will provide you with a quote for the Scope of Advice agreed between you and your UGC adviser, prior to any work commencing. This will be charged at \$330 per hour including GST.

Before providing the advice to you, your adviser will provide you with a detailed proposal included with a firm quote for that advice.

Speak to your adviser about how they may be able to stylize your fee so that some or all your fees may become tax deductible.

9.2 Financial Advisory Services

If you wish to engage our services to develop a personalised strategic financial plan, it is highly recommended that you sign up to one of our Financial Advisory Agreements to ensure that your financial strategy remains appropriate to your needs and remains on track throughout the different stages of your life.

As your personal circumstances change, so do tax laws, government policies, investment markets and the rules which govern them. Each review is aimed at ensuring that your strategy remains appropriate for the period ahead and ensures, where necessary, changes are made and implemented.



9.2.1 Tier 1 – Financial Advisory Service

Our Tier 1 - Financial Advisory Service is designed to provide ongoing Financial Advisory Services to clients who have engaged UGC to design and implement their financial and investment strategy and where that strategy includes the use of a Self-Managed Superannuation Fund. It is suitable for clients who require a much more involved service to manage and maintain their financial strategy.

This service typically covers two (2) six monthly financial review meetings and additional SoA's where required. It also covers advice related to superannuation contributions, pension payments and calculations, employment termination payments, rollovers, income splitting, property investment reviews and the management of acquisition plans, capital gains tax management, SMSF trustee compliance advice, unlimited access to your financial adviser and much more.

The fee for this service is **\$225.00** per month or **\$2,700** per annum inclusive of GST, payable monthly and direct debited from your nominated account.

9.2.2 Tier 2 – Financial Advisory Service

Our Tier 2 - Financial Advisory Service is designed to provide ongoing Financial Advisory Services to clients who have engaged UGC to design and implement their financial and investment strategy and where their strategy does NOT require the use of a Self-Managed Superannuation Fund. It is suitable for clients who require less involved ongoing financial advisory services to manage and maintain their financial strategy.

This service typically includes two (2) six monthly financial review meetings and additional SoA's where required. It also covers advice related to superannuation contributions, pension payments and calculations, employment termination payments, rollovers, income splitting, property investment reviews and the management of acquisition plans, capital gains management, and unlimited access to your financial adviser and more.

The fee for this service is **\$168.50** per month or **\$2,022** including GST, payable monthly and direct debited from your nominated account.

Speak to your adviser about how they may be able to stylize your fees so that some or all your fees may become tax deductible.

Further details on these services are provided in our Financial Advisory Service Agreements.

9.3 Investment Advisory Services

UGC offers a number of fully integrated financial markets investment advisory services, each tailored towards delivering specific outcomes which are appropriate to a broad range of client needs. Each of these services delivers proactive and dynamic investment and trading advice, asset allocation advice and portfolio administration services.

9.3.2 Global Alpha Investment Advisory

About the service: An advanced investment advisory service for more risk seeking investors who are looking to leverage their investment capital through the use of direct equity investments, derivatives, commodities, foreign exchange, crypto-currencies and exchange traded funds (ETFs).



Minimum Starting Balance: AUD\$100,000

Objectives:

- Target positive returns in rising and falling market conditions,
- Target a return after all investment advisory fees of 18%+ per annum over a rolling 5 year period, or 8.4% above the long term return of [9.6% for developed world equity markets over the past 117 years](#).
- Avoid negative returns in any 12 month calendar year.

Investment Universe: This strategy is a 'go anywhere' strategy. The advisory team can and will recommend positions across global equities, derivatives, commodities, foreign exchange, cryptocurrencies and exchange traded funds.

Leverage: Yes. The strategy will typically employ a combination of positions that will generally maintain a leveraged exposure of between 200% and 300% of the clients equity within the strategy, albeit there may be short-term instances where the level of exposure temporarily falls outside of these ranges.

Directional Bias: [Long & Short](#) positions are employed within the strategy.

Under the Global Alpha Investment Advisory agreement, clients receive:

- An asset allocation and liquidity review at least on a quarterly basis.
- Initial & ongoing portfolio construction advice.
- Pre-end of financial year Capital Gains/Loss review (Built into final review for financial year).
- Access to and personalised advice regarding share offers, placements, capital raisings and other corporate actions as they present.
- Dynamic and proactive individual investment and trading recommendations personalised to your needs and objectives.
- Consolidated tax reports for preparation of income tax returns.
- 24/7 secure online access to our consolidated investment portfolio reporting system.

The fee for the service will be negotiated between you and your advisor and will be charged on a flat monthly fee basis. The fee will generally be initially set commensurate to a fee of 2.2% of the value of equity within your portfolio.

An annual account fee of \$550 will also be charged in addition to the annual advisory fee negotiated above.

PLEASE NOTE: *United Global Capital is currently considering converting this strategy into a pooled managed fund structure. Should this occur, this service may no longer be offered at a personal account level and this may lead to adverse tax, investment and financial outcomes for you.*

9.3.2 Platinum Alpha Investment Advisory

About the service: Previously known as the Platinum Advisory Service, the Platinum Alpha Investment Advisory service is an advanced financial markets investment and trading advisory service, but unlike the

Global Alpha Investment Advisory Service, anchors its portfolio around a significant ASX equity portfolio exposure. The service may also employ enhanced income generation strategies through a combination of direct share ownership, derivatives, foreign exchange and exchange traded fund (ETF) strategies.

Minimum starting balance: AUD\$250,000

Objectives:

- Target substantially positive returns in rising markets,
- Protect capital from catastrophic losses during significant bear markets, and
- Target a return after all investment advisory fees of 13%+ per annum over a rolling 5 year period, or a margin of 3.4% above the long term return of [9.6% for developed world equity markets over the past 117 years](#).

Investment Universe: This strategy focuses predominately on investing in Australian and international direct equity investments. The strategy may also include the use of a range of trading and investment strategies in derivatives and exchange traded funds (ETFs) where UGC believes they can tactically lower the strategy's risk or increase its return.

Leverage: Typically No. The strategy will typically maintain a net investment exposure of 100%, but may see this exceed 100% in limited circumstances to a maximum net exposure of 120%.

Directional Bias: It is a '[Long-Only](#)' strategy that offers portfolio '[Hedging](#)' in volatile markets.

Under the Platinum Alpha Investment Advisory agreement, clients receive:

- An asset allocation and liquidity review at least on a quarterly basis.
- Initial & ongoing portfolio construction advice.
- Pre-end of financial year Capital Gains/Loss review (Built into final review for financial year).
- Access to and personalised advice regarding share offers, placements, capital raisings and other corporate actions as they present.
- Dynamic and proactive individual investment and trading recommendations personalised to your needs and objectives.
- Consolidated tax reports for preparation of income tax returns.
- 24/7 secure online access to our consolidated investment portfolio reporting system.

This service and its fees are described in more detail in the Platinum Alpha Investment Advisory Agreement.

The fee for this service is based on the value of assets (including cash in cash management accounts) under advice and will be charged at 2.2% per annum.

The annual fee will be subject to a minimum fee of \$4,400 per annum and an annual account fee of \$550.

9.3.3 Advanced Alpha Investment Advisory

About the service: Previously known as the Advanced Advisory Service, the Advanced Alpha Investment Advisory service is a stepping stone service for clients with portfolio balances typically between \$80,000 and \$250,000, who do not yet have the balance to make the Platinum Alpha Investment Advisory cost effective. It will also be for clients who do not feel the Platinum Alpha Investment Advisory is appropriate for them. This service utilises the HUB24 platform for superannuation and investment accounts.

Minimum starting balance: AUD\$80,000

Objectives: The strategy targets an investment return of 12.0%+ per annum net of all fees over a rolling 5 year period or a margin of 2.4% above the long term return of [9.6% for developed world equity markets over the past 117 years](#).

Investment Universe: This strategy invests predominately in ASX listed equity investments, exchange traded funds and internationally focused managed funds.

Leverage: Typically No. The strategy will typically maintain a net investment exposure of 100%, but may see this exceed 100% in limited circumstances to a maximum net exposure of 120%.

Directional Bias: It is a [‘Long-Only’](#) strategy.

Under the Advanced Alpha Investment Advisory agreement, clients receive:

- An asset allocation and liquidity review at least on a quarterly basis.
- Initial & ongoing portfolio construction advice.
- Pre-end of financial year Capital Gains/Loss review (Built into final review for financial year).
- Access to and personalised advice regarding share offers, placements, capital raisings and other corporate actions as they present.
- Dynamic and proactive individual investment recommendations personalised to your needs and objectives.
- Consolidated tax reports for preparation of income tax returns.
- 24/7 secure online access to the HUB24 investment administration and reporting system.

This service and its fees are described in more detail in the Advanced Alpha Investment Advisory Agreement.

The fee for this service is based on the value of assets (including cash in cash management accounts) under advice and will be charged at 2.2% per annum.

There is no minimum fee applicable to this service that is charged by UGC.

9.3.4 Active Investment Advisory

About the service: This service is an entry level investment advisory service. It is a [‘Long-Only’](#) strategy developed with small investment accounts in mind, generally with values between \$25,000 to \$80,000 via a select group of high performing fund managers.

Minimum starting balance: AUD\$25,000

Objectives: The strategy aims to generate a total return of 11%+ per annum **net of all fees** over a rolling 5 year period versus [9.6% for developed world equity markets over the past 117 years](#), or a margin of 1.4% per annum above long term stock market average returns.

Investment Universe: This strategy invests predominately in Australian and internationally focused managed funds.

Leverage: No.

Directional Bias: It is a [‘Long-Only’](#) strategy.

Under the Active Investment Advisory agreement, clients receive:

- An asset allocation and liquidity review at least on a half yearly basis.
- Initial & ongoing portfolio construction advice.
- Pre-end of financial year Capital Gains/Loss review (Built into final review for financial year).
- Proactive managed fund recommendations personalised to your needs and objectives.
- Consolidated tax reports for preparation of income tax returns.
- 24/7 secure online access to the HUB24 investment administration and reporting system.

The fee for this service will be based on the value of assets (including cash in cash management accounts) under advice and will be charged at 1.1% per annum.

There is no minimum fee applicable to this service that is charged by UGC.

9.3.5 Platinum Income Advisory

About the service: This service is designed for income focused investors looking for regular and growing passive income, while also benefiting from the long term price appreciation of the underlying asset value of the portfolio. Investors will typically be in retirement or will be looking for consistent passive income to support their lifestyle needs.

Minimum starting balance: AUD\$350,000

Objectives: The strategy aims to generate returns after fees that exceed the ASX 200 Total Return index over a rolling 5 year period with a minimum of 5% per annum generated from dividends and option premium after all fees. It also offers portfolio ‘hedging’ in volatile markets.

Investment Universe: This service invests predominately in Australian and global equities and exchange traded funds and will use derivatives to manufacture additional income to help it achieve its return objectives. The service is able to invest in markets all over the world, without bias towards Australian equities.

Leverage: No.

Directional Bias: It is a [‘Long-Only’](#) strategy that offers portfolio [‘Hedging’](#) in volatile markets.



Under the Platinum Income Advisory agreement, clients receive:

- An asset allocation and liquidity review at least on a quarterly basis.
- Initial & ongoing portfolio construction advice.
- Pre-end of financial year Capital Gains/Loss review (Built into final review for financial year).
- Access to and personalised advice regarding share offers, placements, capital raisings and other corporate actions as they present.
- Dynamic and proactive individual investment and trading recommendations personalised to your needs and objectives.
- Consolidated tax reports for preparation of income tax returns.
- 24/7 secure online access to our consolidated investment portfolio reporting system.

The fee for this service will be based on the value of assets (including cash in cash management accounts) under advice and will be charged at 1.65% per annum.

The annual fee will be subject to a minimum fee of \$4,400 per annum and an annual account fee of \$550 charged on the anniversary of the beginning of the service.

9.3.6 Fixed Income Component of Portfolio

While not a service in its own right, where clients choose to incorporate fixed income investments (i.e. bonds, debentures, hybrids, notes, term deposits, high interest savings accounts etc.) into their investment portfolio, UGC will charge a fee of 0.55% per annum on this component of your portfolio.

9.3.7 Universal Advice Agreement

The Universal Advice Agreement combines all the services outlined in the selected Financial Markets Investment Advisory Agreement and Financial Advisory Agreement, consolidated under one full agreement.

The fees for this service are combined under the one agreement for maximum tax and cost effectiveness.

9.3.8 Brokerage and fees charged by Australian & International Brokers.

UGC has arrangements with several share brokers to provide their services at a discount rate. For transactions placed and accounts opened with those brokers you will be charged directly by the broker for these amounts. The rate at which these transaction costs are set will be negotiated between you and your adviser. United Global Capital maybe entitled to a rebate of up to 100% of the total brokerage and fees charged.

9.3.9 When borrowing to invest in Financial Assets

Where you engage UGC to provide advice under any of the above services and your portfolio is partly or fully funded through debt, your fee will need to be negotiated between yourself and your adviser on a flat fee for service basis.

9.4 Self-Managed Superannuation Administration & Compliance

UGC provides a specialist Self-Managed Superannuation Administration & Compliance service. The aim of this service is to remove the burden of maintaining records, bookkeeping, processing and calculating all the necessary compliance and administrative functions of running a self-managed superannuation fund, allowing you to focus on those things which provide you with the greatest enjoyment or are of more importance to you.

Under this service we:

- Provide ongoing financial and compliance administration;
- Maintain records of all transactions of the Fund;
- Arrange the preparation of SMSF tax returns, member statements, financial statements and administer supporting documentation;
- Arrange the audit of your self-managed superannuation fund;
- Provide Corporate Trustee ASIC agent representation services;
- Administer the payment of bills, fees and expenses as required;
- Administer rollovers, pensions and contributions;
- Provide online access to fund member statements and financial statements.

The Self-Managed Superannuation Administration Service provides you with the flexibility to invest in an unlimited range of investments, subject to legislation, including but not limited to listed and unlisted securities, property trusts, managed funds, derivatives, direct property, commodities, collectibles and foreign currency.

The fee for this service is charged at a flat annual fee of **\$1,995.00** including GST per annum for funds deemed by UGC to be non-complicated funds to administer. If a fund is deemed to hold assets which excessively complicate the administration of the fund, UGC reserves the right to negotiate a more appropriate fee to provide the same service.

The above fee will be reduced on approval by UGC if the fund is in its first year of operation and the following circumstances occur:

1. One or more rollovers are received in May or June of the first financial year and the rollover funds are partially or fully invested. In this instance a fee of **\$1,250.00** will be levied.
2. One or more rollovers are received in May or June of the first financial year and no investment has been made. In this instance a fee of **\$880.00** will be levied.
3. The fund was established but no rollovers have been received in the financial year the fund was established and a Nil Return is required to be lodged by the fund for that financial year. In this instance a fee of **\$660.00** will apply for that financial year.

Fees are generally payable monthly and are generally tax deductible to the Self-Managed Superannuation Fund and will be direct debited from your Macquarie Bank Cash Management Account. Where the fee for this service commences part way through the financial year, your monthly fee will be adjusted to pro-rata the annual fee across the remaining months in the financial year.



In addition to the above fee, your fund may also be required to pay additional fees. Detailed below is a list of these likely additional fees and their associated costs:

Additional Fees	Price
Property Administration Fee (Charged on a per property basis each year)	\$250
Once-off SMSF Transfer Fee (Existing SMSF being transferred to UGC)	\$250
TBAR Reporting Fee	\$200
Pension Establishment Fee (Charged on a per pension basis)	\$125
Actuarial Certificate	\$250
ATO Supervisory Levy	As per ATO
ASIC Review Fee	As per ASIC
Transfer Balance Cap Report	As per Accountant

For work required which is outside of the above scope of work UGC reserves the right to quote on this on a case-by-case basis.

Further details are provided in the UGC SMSF Administration Agreement.

9.5 Other Services, Fees and Charges

Fee for Service Tasks

Investment and financial advisory services provided in the absence of any formal Advice or Administration agreement are charged at an hourly rate of \$275 per hour including GST.

Documentation & establishment fees

Where UGC is engaged to establish specific documentation, structures, entities or other, not already outlined in this FSG, UGC will charge a project fee for these services. These fees will be negotiated between yourself and your adviser depending on the project or task.

Indirect charges

UGC may receive fees and commissions paid by promoters and managers of investment products or securities. These fees will be disclosed at the time of the advice being provided.

Public share offers

UGC may receive placement fees when its clients participate in initial public offers. Any such fees will be disclosed at the time but will generally range between 0% and 1.5%. These fees will not be an additional cost to you.

Retail investment trail fees and commissions

Up-front and on-going trail commissions maybe paid if you invest in retail managed funds or products. Fees may be rebated partly or wholly depending on arrangements with you.

Cash management trail fees

Where an investment portfolio is required to have a Cash Management Account or other settlement account, UGC may receive trail commissions. This fee maybe rebated partly or wholly depending on arrangements with your adviser.

Insurance Commissions

UGC will receive commission of between 0% and 130% of the value of the premium that you pay and will be dependent on the specific product that you purchase and whether or not the premium is an initial premium or renewal premium. All commission rates will be disclosed at the time the advice is provided.

Foreign Currency

UGC will receive a commission or rebate of foreign currency transaction brokerage or spreads charged on foreign exchange transactions executed by UGC through their foreign exchange brokerage accounts established by UGC. The rebate or commission may be as much as 100% of the total brokerage or spread charged.

Other Fees

We may also receive commission or rebates for services referred or brokered for other services and these will be disclosed to the client at the time of the advice or referral.

Rebates Paid

UGC has arrangements with many external businesses to market its services. In some instances, UGC may pay fees to these companies for the marketing of these services.

10.0 How You May Provide Instructions

You may specify how you would like to give us instructions. For example, you may provide instructions to us by telephone, email or other means. But in all cases we must receive a written confirmation of these instructions.

PLEASE NOTE, AS A MATTER OF POLICY, UGC DOES NOT RECEIVE INSTRUCTIONS BY FAX.

11.0 Our Online Investment Reporting Service

As a client of UGC, we are able to provide you with 24/7 online access to each of your investment portfolios and provide you with the ability to download numerous individual and consolidated online investment reports including but not limited to:

- Income & growth performance reports
- Asset allocation reports
- Transaction reports
- Consolidated tax reports for completion of your tax return
- Realised and unrealised capital gains reports; and



- Income reports.

To ensure that your portfolio/s reflect the most recent market movements, your portfolio's cash management trust accounts, global listed securities and managed fund prices are updated daily and reflect the most recent prices available as at the close of business the previous business day.

12.0 How We Pay Our Advisors

Advisors of UGC are remunerated by way of a combination of salary, commission, fees and other employee benefits. They may also be eligible for a discretionary bonus or other incentive-based payments.

Your advisor is able to disclose this to you at your request.

13.0 Our Associations That You Need To Know About

UGC has arrangements with a number of external businesses to market its services. UGC also offers a client referral program to clients and partner businesses. In some instances, UGC will make payments to these companies or clients for the marketing of our services.

- Mortgage Choice – Niddrie
- Mortgage Choice – Altona
- Mortgage Choice – Box Hill South
- Elevate Capital Pty Ltd
- Empire Wealth Group Australia Pty Ltd
- Infinite Capital Pty Ltd
- Integral Wealth Group Pty Ltd
- Integral Advisory Solutions Pty Ltd
- Kambiz Mortgage Services
- Seed Equity Group Pty Ltd
- Seed Empire Group Pty Ltd
- Seed Retirement Pty Ltd
- Next Generation Systems Pty Ltd

UGC or its stakeholders also has ownership interests in four related companies:

- UGC Projects Pty Ltd
- UGC Global Property Pty Ltd
- Global Capital Property Fund Ltd
- GCPF Management Pty Ltd



UGC will recommend the services of these subsidiary companies where, in the course of providing financial advice and services to our clients, we have recommend certain investment strategies that United Global Capital Pty Ltd is not licenced or authorised to execute. Should this be the case, you should be aware that UGC will be entitled to fees and profits generated by these businesses.

14.0 Dispute Resolution

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms. If you have any complaint about the service provided to you, you should take the following steps:

- Contact your advisor and tell your advisor about your complaint. The majority of complaints can be resolved this way.
- If you do not have an advisor, or your complaint is not acknowledged within 7 days, please contact the Complaints Manager at our licensee, United Global Capital on 03 8657 7640.

You can also put your complaint in writing and send it to United Global Capital at:

United Global Capital Pty Ltd
Level 7, North Tower
459 Collins Street
Melbourne VIC 3000

UGC will try and resolve your complaint quickly and fairly. You should receive written acknowledgement of your complaint within 5 business days after it is received.

If your complaint is not satisfactorily resolved within a further 45 days, you can raise your concerns with the Australian Financial Complaints Authority on 1300 931 678. UGC is a member of this complaints resolution service.

The Australian Securities & Investments Commission (ASIC) has a freecall Infoline 1300 300 630 which you may use to make a complaint and obtain information about your rights.

15.0 Professional Indemnity Insurance

UGC confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity for UGC and its authorised representatives / representatives / employees in respect of its authorisations and obligations under its Australian Financial Services Licence. The insurance will continue to provide such coverage for any authorised representative / representative / employee who has ceased, for work done whilst engaged with it.

The preparation of this FSG was completed on 1 May 2020.