

we

FINANCIAL
SERVICES
GUIDE

21 Aug 2019

This Financial Services Guide was prepared and issued with the authority of **We Are Gen Y Pty Ltd**, ABN: 29 601 315 977, Australian Financial Services Licence No. 467065.

We welcome you to We Are Gen Y. Our initial obligation at the start of the relationship is to fully inform you of your rights, entitlements and detail the services we provide. This Financial Services Guide 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 any authorised financial service. This Financial Services Guide covers who we are, contact details for ourselves and our Authorised Representatives, how we and our Authorised Representatives are remunerated 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.

CONFLICTS OF INTEREST

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

No financial product issuers or other financial services licensees own any interests in, nor exercise any level of control over, We Are Gen Y. Neither We Are Gen Y, its directors or Authorised Representatives, hold either a "relevant interest" or "substantial holdings" (within the meaning of the Corporations Act 2001) in any financial product issuer, or have any relationships or associations with any financial product issuers that could be expected to influence the provision of financial services.

GETTING STARTED

Who is your Adviser?

Your adviser is a contractor of Wealth Enhancers Pty Ltd (WE) and an Authorised Representative of We Are Gen Y. Further details about your adviser is contained in the Adviser Profile section of this Financial Services Guide.

Who is responsible for the advice given to you?

We Are Gen Y is responsible for the financial services provided to you.

BEFORE RECEIVING ADVICE

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

Yes. In order to provide quality advice you need to supply us with information about your individual goals and objectives, your financial situation and your 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 about the potential consequences of us not having your full personal information prior to providing advice. You should read the warnings carefully and ask our Authorised Representative about these consequences if you are unsure.

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

Our Authorised Representative will explain to you any significant risks related to the financial products and strategies recommended to you.

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

We will maintain a record of your personal profile, which includes information about your goals and objectives, financial situation, needs, copies of recommendations made to you and any financial products acquired by you. Internal member databases are maintained, and portfolios are reviewed, on a regular basis subject to your membership agreement. If you wish to examine key information that we retain on your file, we ask that you make this request via email to: members@wealthenhancers.com and allow up to fourteen (14) working days for the information to be forwarded. You may be charged a fee to cover our costs of preparing any material requested. If the information sought is extensive, you will be advised of the likely cost in advance and we can help to refine your request if required.

PROVISION OF ADVICE

What documents may you receive when you are provided advice?

You may receive a written Statement of Advice when our Authorised Representative commences to provide you with any advice which takes into account your goals and objectives, financial situation and needs. This Statement of Advice will contain the basis on which the advice is given, your personal information, our recommendations, and information about fees and remuneration.

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

Where our Authorised Representative provides you with further advice (in a situation where your personal circumstances, needs or objectives are not significantly different, and where the basis of the advice we provide you is not significantly different to when we provided you with previous advice on a Statement of Advice) we may create and retain a Records of Advice. Naturally, should you at any time wish a written copy of this advice, you may request a copy of the Record of Advice at anytime up to 7 years after the provision of the advice to you, and it will be provided to you at no extra charge.

Can you tell us how you wish to instruct us to buy or sell your financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, email, or other means or specify how the instructions are to be given.

Do we provide custodial or depository services for your portfolio?

We do not provide custodial or depository services. So, you will either hold the investments in the portfolio, or they will be held by the custodian nominated for that financial product.

How will you pay for the services provided?

We provide you a variety of services, and as a result, we have flexible payment arrangements involving a number of different types of fees and remuneration which includes a variety of fees and types of brokerage.

Engagement Fee

Generally, an engagement fee (\$1,299 - \$3,399) will be charged for the preparation of and the advice contained within your Statement of Advice.

Membership Fee

Generally, a membership fee (\$3,588 - \$15,588 p.a.) will commence being charged for the provision of ongoing advice, coaching sessions or annual review meetings, financial administration and anything else detailed in your membership agreement.

Insurance Brokerage

If you decide to purchase a life insurance product, unless stated to the contrary in your Statement of Advice, We Are Gen Y has elected to receive brokerage from the financial product providers in place of invoicing you directly for services provided. Depending on the financial product recommended, this brokerage rate ranges from 6g%-8g% of the first-year premium, and between 19% and 27% of the renewal premiums as they are paid. Brokerage paid to We Are Gen Y is not an additional cost to you, but, is paid by the issuer of the financial product as part of the cost of distribution of the financial product.

Discontinuation Fee

We may invoice you for insurance products discontinued by you within the first 24 months from the date of acceptance by the insurer where the insurance company obtains a write-back or refund of the commissions paid to us in respect of the financial product you have discontinued. Where this occurs, we will invoice you an hourly rate of \$110 (incl GST) for work completed by us on your behalf (with a minimum of \$220 inclusive of GST charged). This charge is to cover the administration time and costs outlaid by us. We elect not to receive commissions on any investment financial products, unless stated to the contrary in your Statement of Advice.

Where we refer you to a specialist professional

We have a paid referral relationship where we receive up to 40% of upfront commission in place with Divitis Finance (for mortgage services) and OFX up to 20% (online foreign exchange and payments services). We also have a non-paid referral arrangement with Chris Gray (for property buyers advocacy services). If a referral fee is to be paid, these amounts will be fully disclosed to you.

Does WE receive remuneration, commission, fees or other benefits in relation to providing financial services?

WE will receive 100% of all income received by We Are Gen Y and will pay its Authorised Representatives a percentage ranging between 25-50% of revenue received. WE also pays support staff a salary. A more detailed description of the payment to contractors will be set out in the Statement of Advice, and we will ensure your informed consent to our proposed arrangements by seeking your written consent to the payments to each of We Are Gen Y, WE and to the individual Authorised Representative in the "*Authority to Proceed and Remunerate*" section of the Statement of Advice document prior to you acting on our advice.

WE charges flat fees for its service and does not receive commissions on any investment or banking products where a flat fee is charged. Wealth Enhancers Pty Ltd receives commissions on insurance products and may receive a referral fee for mortgage products.

The following table provides particulars of remuneration and other benefits including a statement as to a range of amounts and rates. Where the remuneration and other benefits are calculable at the time the personal advice is provided, the remuneration and other benefits will be calculated and disclosed at that time or the manner in which they are calculated will be provided.

FEE/BROKERAGE	WE ARE GEN Y	WE	AUTHORISED REP
Establishment Fee	\$1,299 - 3,399	Receives 100% of We Are Gen Y's portion	Receives between 25% to 50% of WE's portion
Membership Fee	\$3,588 - \$15,588 p.a.	Receives 100% of We Are Gen Y's portion	Receives between 25% to 30% of WE's portion
Investment Financial Product Fees	N/A	Receives 100% of We Are Gen Y's portion	Receives between 25% to 50% of WE's portion
Brokerage	Up-front of between 69% and 89% of premium and 19% to 27% of ongoing premium.	Receives 100% of We Are Gen Y's portion	Receives between 25% to 30% of WE's portion

ADDITIONAL BENEFITS AND INCENTIVES

We Are Gen Y and our Authorised Representative may receive additional benefits from financial product providers we deal with. These may include sponsorship for the purpose of making available professional development to our Authorised Representatives, and may also include lunches, invitations to sporting events, theatre tickets, branded promotional items, and occasional gifts such as Christmas hampers and bottles of wine on special occasions etc.

A register of any such payments or support received in value in excess of \$100 is maintained by We Are Gen Y and may be viewed by you on request.

COMPLAINTS

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

We Are Gen Y is a member of the Australian Financial Complaints Authority (AFCA). If you have any complaints about the service provided to you, you should take the following steps:

1. Contact We Are Gen Y via email: members@wealthenhancers.com and tell them about your complaint.
2. We Are Gen Y 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, We Are Gen Y will inform the complainant of the reasons for the delay. We may request an extension of time up to a total of 90 days.
3. If We Are Gen Y has not responded within 45 (or 90) days or you are not satisfied with the response, you can lodge a dispute with the Australian Financial Complaints Authority:
Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority, 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 We Are Gen Y have Professional Indemnity Insurance in place?

Yes, We Are Gen Y has Professional Indemnity Insurance 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 We Are Gen Y but who did at the time of the relevant conduct.

STATEMENT OF WE ARE GEN Y'S PRIVACY POLICY

We Are Gen Y 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 (Enhancing Privacy Protection) Act 2012 (C'th) 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.wearegeny.com.au If you have any complaints about how we handle your private information, please contact one of the Principals of We Are Gen Y at the contact points shown below. 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 concern, you may contact the Office of the Australian Information Commissioner. The web site of the Office of the Australian Information Commissioner is www.oaic.gov.au

WE ARE GEN Y DIRECTORS

Finnian Kelly

Postal PO Box 775, Customer ID C01077, Cherrybrook NSW 2126

Telephone (08) 6002 2179

Email members@wealthenhancers.com

Website wealthenhancers.com

ABOUT WE ARE GEN Y

We Are Gen Y commenced operations in 2014 and in 2015 We Are Gen Y activated its Australian Financial Services Licence. The founders of We Are Gen Y were Sarah Riegelhuth and Finn Kelly who have jointly had over 15 years' experience in the finance profession.

BUSINESS PROFILE

Who will be providing the financial services to me, acting under authority from We Are Gen Y?

- Rebecca Pritchard (AR No. 471843)
- Christine Dang (AR No. 458780)
- Garry Millburn (AR No. 1245042)
- Finnian Kelly (AR No. 342425)
- Wealth Enhancers Pty Ltd (Corp. AR No. 423803)

WEALTH ENHANCERS PTY LTD

 Postal PO Box 775, Customer ID C01077, Cherrybrook NSW 2126

 Telephone (08) 6002 2179

 Email members@wealthenhancers.com

Wealth Enhancers Pty Ltd is a financial advisory practice, specialising in providing tailored advice, coaching, and financial services to Millennial entrepreneurs, professionals and sports and entertainment professionals.

Who are my advisers?

REBECCA PRITCHARD, FINANCIAL COACH

Rebecca Pritchard came into the wealth management world in 2013 after a career in corporate finance and financial due diligence. Rebecca is passionate about educating members about their finances, and using clear structures to help them achieve their goals. Rebecca has a Diploma in Financial Planning (DFP) and Bachelor Degree in Commerce (Finance) from the University of Melbourne.

Rebecca Pritchard is authorised by We Are Gen Y to offer you the following services:

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

Rebecca Pritchard can provide advice on and deal in the following products:

- Life Insurance
- Investment Products
- Life Insurance
- Risks Products
- Superannuation, Self Managed Superannuation Funds and Rollovers
- Managed Investment Schemes
- Securities
- Retirement Planning
- Pensions and Annuities
- Debt Reduction Strategies
- Standard Margin Lending

CHRISTINE DANG, FINANCIAL COACH

Christine Dang commenced her involvement in the finance industry while studying her Bachelor of Applied Finance. With a strong background in administration and paraplanning, Christine became a Financial Coach in 2014. Christine also holds a Diploma of Financial Services (Financial Planning) alongside her degree.

Christine Dang is authorised by We Are Gen Y to offer you the following services:

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

Christine Dang can provide advice on and deal in the following products:

Life Insurance

Investment Products

Life Insurance

Risks Products

Superannuation, Self Managed Superannuation Funds and Rollovers

Managed Investment Schemes

Securities

Retirement Planning

Pensions and Annuities

Debt Reduction Strategies

Standard Margin Lending

GARRY MILLBURN, FINANCIAL COACH

Garry is one of our inspiring Financial Coaches. He has over 5 years' experience in the financial advice industry and has worked with a variety of people to ultimately achieve their goals. He also holds Fellow Chartered Financial Practitioner (FchFP) accreditation. If you're looking for a coach who is going to push you hard, hold you accountable and importantly achieve your goals then he's your man! Garry comes from a life-long sporting background where second place was never enough. Analytics and addressing 'why' you do things on the path to financial freedom is what Garry does best!

Garry Millburn is authorised by We Are Gen Y to offer you the following services:

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

Garry Millburn can provide advice on and deal in the following products:

- Life Insurance
- Investment Products
- Life Insurance
- Risks Products
- Superannuation, Self Managed Superannuation Funds and Rollovers
- Managed Investment Schemes
- Securities
- Retirement Planning
- Pensions and Annuities
- Debt Reduction Strategies
- Standard Margin Lending

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

Wealth Enhancers Pty Ltd can provide advice in the following areas:

- Financial Planning
- Retirement Planning
- Direct Share Investing
- Debt Reduction & Budgeting
- Superannuation
- Self Managed Superannuation
- Personal Insurance
- Business Insurance

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 other professional, and neither We Are Gen Y nor our Authorised Representative accept any responsibility or liability for the advice given by the other professionals.

Note: *This Financial Services Guide (Version 21 Aug 2019, Issue 1) for the sole use by all authorised representatives of Wealth Enhancers Pty Ltd and was prepared on 30th January 2019 issued with the authority of We Are Gen Y Pty Ltd, Australian Financial Services Licence No. 467065.*