



Financial Services Guide

Licensee:

Nucleus Advice Pty Ltd (AFSL 515796)

Corporate Authorised Representative:

Nucleus Wealth Management Pty Ltd trading as Nucleus Wealth
(ACN# 614 386 266) (CAR# 1252975)

Authorised Representatives:

Damien Klassen (AR# 226170)

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Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the Separately Managed Account (SMA) or Managed Discretionary Account (MDA) services offered online by Nucleus Wealth and Nucleus Advice. It contains information about:

- Our fees and charges
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services
- Our professional indemnity insurance arrangements.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) which documents the advice we provide to you.
- A Product Disclosure Statement (PDS) which explains the products we have recommended.
- A Managed Discretionary Account (MDA) Client Brochure and Agreement.
- A Target Market Determination (TMD) which explains the types of investors our products are suitable for.

Nucleus Advice

Nucleus Advice Pty Ltd holds an Australian Financial Services License (515796) which has been issued under Section 913B of the Corporations Act.

Not Independent.

We are not independent, as the advice we provide through our digital onboarding and ongoing portals pertains only to investments relating to Nucleus Wealth investment models and products.

We offer the ability to refer to an external network of independent advisers upon request. We do not receive or provide any payment for these referrals. Please let us know if you would like to explore this.

Nucleus Wealth Management Pty Ltd trading as Nucleus Wealth is a Corporate Authorised Representative of Nucleus Advice Pty Ltd.

Damien Klassen is an Authorised Representative of Nucleus Advice Pty Ltd.

Nucleus Wealth and Nucleus Advice act for you when we provide you with advice and assist you to acquire financial products. Some financial products, specifically the SMA and MDA, we issue to you.

What services do we provide?

We are authorised to provide personal advice on and assist you to apply for SMA and MDA products.

Outside the online SMA and MDA services, we are also authorised to assist you with other products, such as:

- Securities (direct shares)
- Superannuation and SMSF
- Personal risk insurance
- Deposit and Payment Products

We may refer you to an external network of independent advisers for some of these products. We do not receive or provide any payment for these referrals.

The financial advice process

Through our platform, you have the option of engaging us to provide advice on appropriate asset allocation given your appetite for risk, as well as your ethical preferences, or otherwise choosing to allocate your assets across portfolios yourself.

Where you engage us to advise, we will ask you to complete a comprehensive online risk profile questionnaire, so we understand enough about you to provide the advice. The website will then generate a Statement of Advice, which you can save or print so you can read it at your leisure.

The Statement of Advice will explain the basis for our advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For the MDA, the Statement of Advice includes an Investment Program that is prepared in accordance with the requirements of the Corporations Act and contains:

- the nature and scope of the discretions you are authorised and should exercise as part of the MDA
- any significant risks associated with the MDA; and
- the basis on which the MDA is considered suitable for you.

In the case of our SMA service, we will also provide you with a Product Disclosure Statement. This contains information to help you understand the product.

And, in the case of our MDA service, we will provide you with a Client MDA Brochure and Agreement with information that will help you understand that product. Please refer to the Client MDA Brochure and Agreement for the significant risks involved with the service, and other information relevant to your decision to invest in the MDA. You must first enter into the MDA Agreement before this service can be provided to you.

The broker and custodian of the MDA service is Interactive Brokers Group, Inc which we selected following a rigorous due diligence and commercial process. As an outsourced service provider appointed by us, we are required to monitor their performance against their terms of appointment at least annually as part of our ongoing compliance process.

Warning: the MDA or SMA may not be suitable for you if you provide limited or inaccurate information about your relevant circumstances. It may cease to be suitable if your relevant circumstances change.

We do not advise you on the suitability of the separately managed account or managed discretionary account service in relation to other financial products for your circumstances. However, we do offer the ability to refer to an external network of independent advisers upon request, who can help you with this and other issues. We do not receive or provide any payment for these referrals.

At all times you are able to contact us and ask questions about the advice and investments recommended.

You can provide instructions to us via the website, but also in writing, via phone or via email. However, please note you are responsible for ensuring your instructions do however reach us.

Advice Fees

We do not charge you a fee for the asset allocation advice we provide through the website.

We can charge a fee for additional advice outside of the above, however this will be confirmed with you before any advice is prepared or delivered.

Investment Fees

If you decide to invest in our SMA or MDA services through the website, we do charge an Investment Management fee of between 0.11% and 0.64% (Incl. GST) per annum multiplied by your investment balance.

For example, if you invested \$100,000 into an investment managed by Nucleus Wealth, we would charge an Investment Management fee of between 0.11% and 0.64%. This would equate to between \$110.00 and \$640.00 per annum GST inclusive. This fee is dependent on the composition of your investment, and will be estimated for you in the portal and Statement of Advice.

Administration Fees

If you invest in our MDA service, we will also charge an Administration fee of up to 0.23% (Incl. GST) per annum multiplied by your investment balance.

For example, if you invested \$100,000 into an MDA investment managed by Nucleus Wealth, we would charge an Administration fee of up to 0.23%. This would equate to up to \$230 per annum GST inclusive. This fee is dependent on the size of your investment, and will be estimated for you in the portal and Statement of Advice. Refer to the Client MDA Brochure and Agreement for more details; other fees and expenses apply.

If you invest in our SMA, a third party SMA provider will charge an Administration fee of up to 0.33% (Incl. GST) per annum multiplied by your investment balance, plus a fixed fee depending on your investment account type.

For example, if you invested \$100,000 into an SMA investment managed by Nucleus Wealth, Praemium would charge an Administration fee of up to 0.33%. This would equate to up to

\$330 per annum GST inclusive plus the fixed fee. This fee is dependent on the size of your investment, and will be estimated for you in the portal and Statement of Advice. You can find out more about this in the Product Disclosure Statement or the Statement of Advice issued to you.

As your balance grows on either platform, the administration fee decreases. Refer to the MDA Brochure and Agreement, or the relevant SMA provider's PDS for more information.

Within some platforms, you can have up to six members of your family grouped together, for the purpose of aggregating your family's account balances (including all different account structures available). This will reduce the overall Administration Fee when the total balance of your accounts exceeds \$250,000.

Remuneration

Nucleus Wealth does not share client fees with Nucleus Advice. However, Nucleus Advice is owned by Nucleus Wealth Management and charges a fixed fee for licensing purposes.

Damien Klassen is a Director of Nucleus Advice Pty Ltd and is remunerated by way of annual salary (from Nucleus Wealth Management Pty Ltd) and may receive distributions from this entity.

Employees of Nucleus Wealth Management Pty Ltd who give you advice do not receive specific payments or commissions for the giving of that advice. These employees and our directors receive salaries, bonuses and other benefits from us.

Referral Fees and Commissions

Nucleus Wealth Management receives no referral fees or commissions.

In some situations, Nucleus Wealth Management Pty Ltd may pay fees or commissions to external parties who have referred you to us.

Associated Businesses

Nucleus Wealth Management Pty Ltd is not associated with any product providers.

Communicating with us for the MDA or SMA

You can provide us instructions including for any relevant corporate actions about the financial products in your MDA service by email or through our Nucleus Wealth Portal. This is the online portal through which you access the service.

Similarly, you can provide us instructions regarding your SMA service by email or through the Nucleus Wealth Portal.

Please send all email correspondence to contact@nucleuswealth.com.

Making a Complaint

We endeavour to provide you with our best advice and service at all times.

If you are dissatisfied with the service we have provided and you want us to take some action to address the situation you can notify us through:

- An email to contact@nucleuswealth.com and title the subject line as COMPLAINT
- A telephone call to the representative who provided the service or if uncomfortable taking that approach directly to 1300 623 863
- Visiting our office

The format of the lodgement can be written or oral. We may ask you to confirm our understanding of your oral complaint so that we are all clear on the situation.

Once we receive your complaint, we will provide you with an acknowledgement in your preferred method of communication within 1 business day.

Timeframes

Acknowledgement of a complaint

24 hours or 1 business day

Final Response

30 calendar days generally unless we issue a Delay Notification

Our full complaint handling policy can be found at <https://nucleuswealth.com/public-complaint-handling-policy/>

Importantly making a complaint is at no cost to you at all at any stage!

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority. You can contact AFCA using the details below. This service is provided to you free of charge.

Australian Financial Complaints Authority

- By mail: GPO Box 3 Melbourne VIC 3001
- By phone: 1800 931 678 9:00am–5:00pm AEST/AEDT weekdays
- By email: info@afca.org.au
- Via website: afca.org.au

Professional Indemnity

Nucleus Advice have professional indemnity insurance in place which covers us for any errors or mistakes relating to our services. This insurance meets the requirements of the Corporations Act and covers the services provided by us and our advisers, including after they cease working with Nucleus Wealth, provided we notify the insurer of the claim when it arises, and this is done within the relevant policy period.

Your Privacy

Nucleus Wealth is committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act. Using an authorised third party for identification validation, our databases hold only the information required to provide advice, manage your investments, and what is mandated by law.

We will generally collect this information directly from you. However, in some cases we will seek your authority to collect it from other parties, such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our full Privacy Policy is available on our website.