



Financial Advice for Gen Y

FINANCIAL SERVICES GUIDE (Version 5, January 2017, Issue 1)

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?

Neither We Are Gen Y nor its Directors hold any shares, loans or have any relationships or associations with any institutional product issuer that could be expected to influence the provision of financial services.

GETTING STARTED

Who is your Adviser?

Your adviser is an employee of Wealth Enhancers Pty Ltd (WE) and an Authorised Representative of We Are Gen Y. Further details about WE's advisers are 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 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 details of your goals and objectives, financial situation, needs, copies of recommendations made to you and any 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 your file, we ask that you make this request via email to:

members@wealthenhancers.community 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 preparing 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 Compliance Document (Compliance Document)?

You are required to receive a Compliance Document whenever our Authorised Representative provides you with any advice which takes into account your goals and objectives, financial situation and needs. This Compliance Document will contain the basis on which the advice is given, personal information, recommendations, and information about fees and remuneration. 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.

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.

How will you pay for the services provided?

Generally, an engagement fee will be charged for the preparation of and the advice contained within your Compliance Document. Generally, at this stage your monthly membership fee 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. If you decide to purchase a life insurance product, unless stated to the contrary in your Compliance Document, We Are Gen Y has elected to receive brokerage from the product providers in place of invoicing you directly for services provided. Depending on the product recommended, this brokerage ranges from 69%-89% 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 spread by the issuer of the product as part of the cost of distribution. WE may invoice you for insurance products discontinued within the first 13 months from the date

of acceptance by the insurer, at an hourly rate with a minimum of two hours. This charge is to cover the administration costs outlaid. WE elects not to receive commissions on any investment products. WE has a paid referral relationship in place with Divitis Finance (for mortgage services). WE also have a non-paid referral Chris Gray (for property buyers advocacy services). If a referral fee is to be paid, these amounts will be fully disclosed to you.

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 the custodian nominated for that financial product.

ADDITIONAL BENEFITS AND INCENTIVES

We Are Gen Y and our Authorised Representative may receive additional benefits from product providers we deal with. These will 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 \$300 is maintained by We Are Gen Y and may be viewed on request. 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.

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 Credit & Investments Ombudsman (CIO). If you have any complaints about the service provided to you, you should take the following steps:

1. Contact WE via email: members@wealthenhancers.community and tell them about your complaint.
2. WE and 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 Credit & Investments Ombudsman Service. You can do this by calling 1800 138 422 and speaking to a Case Officer about your dispute, or by downloading and completing the online dispute form from the website www.cio.org.au. This service is provided to you free of charge.

THE PROCESS

The Credit Ombudsman Service process comprises three stages, starting with facilitating more discussions and negotiations between the parties in an attempt to resolve your dispute, to conciliation to, if necessary, referral to a Panel or Adjudicator for a determination to be made. Any determination made by the Adjudicator or Panel is binding on We Are Gen Y if you accept it. However, it is not binding on you. Please Note: The Credit Ombudsman Service does not deal with disputes regarding decisions by trustees of regulated superannuation funds. This includes disputes relating to payments of superannuation benefits by fund trustees, and superannuation fund performance. If your dispute is in relation to a regulated superannuation fund, the appropriate body for you to contact is the **Superannuation Complaints Tribunal** on 1300 780 808 or info@sct.gov.au

Please be aware the internal and external complaint mechanism of We Are Gen Y is:

- Free of charge to the complainant;
- Provided to all persons who have an interest in a life policy or investment;
- Capable of addressing all possible complaints against We Are Gen Y and/or its authorised representatives;
- Has well documented procedures including time guidelines for making a decision and will keep the complainant advised at all times.

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 National 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.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 Federal Privacy Commissioner. The web site of the Office of the Federal Privacy Commissioner is www.privacy.gov.au

○ WE ARE GEN Y DIRECTORS

Finnian Kelly & Sarah Riegelhuth

Address 77-79 City Rd, Southbank, Victoria 3006

Postal 77-79 City Rd, Southbank, Victoria 3006

Telephone (08) 6002 2179

Email members@wealthenhancers.community

Website wealthenhancers.community

○ 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 are 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 Boles (AR No. 471843)
- Christine Dang (AR No. 458780)
- Garry Millburn (AR No. 1245042)
- Sarah Riegelhuth (AR No. 306438)
- Pamela Gerstmann (AR No. 1234637)
- Wealth Enhancers Pty Ltd (Corp. AR No. 423803)
- Get Rich Slow Pty Ltd (Corp. AR No. 471845)

○ WEALTH ENHANCERS PTY LTD

GET RICH SLOW PTY LTD

 Address 77-79 City Rd, Southbank, Victoria 3006

 Postal 77-79 City Rd, Southbank, Victoria 3006

 Telephone (08) 6002 2179

 Email members@wealthenhancers.community

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

Who are my advisers?

SARAH RIEGELHUTH, CEO

Sarah Riegelhuth holds a Diploma of Financial Services (Financial Planning), Self-Managed Super Fund specialist course and a Bachelor of Business (Financial Planning). Distinguished as a finalist of the AFA Rising Star Award in both 2008 and 2009, Sarah has been actively involved with her professional community and in 2011, was appointed as an AFA Board Member, the youngest in the association's history. Sarah is passionate about helping women realise their potential and in 2011 launched the League of Extraordinary Women – the largest group of young female entrepreneurs in Australia.

Sarah Riegelhuth 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.

Sarah Riegelhuth can provide advice on and deal in the following products:

- Life Insurance Investment Products
- Life Insurance Risks Products
- Superannuation and Rollovers
- Managed Investment Schemes
- Retirement Planning
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning
- Debt Reduction Strategies
- Self Managed Superannuation Funds
- Standard Margin Lending Facility

REBECCA BOLES, FINANCIAL COACH

Rebecca Boles 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 is a member of the Institute of Chartered Accountants Australia, and has a Diploma in Financial Planning (DFP) and Bachelor Degree in Commerce (Finance) from the University of Melbourne.

Rebecca Boles 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 Boles 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
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning
- Debt Reduction Strategies
- Standard Margin Lending Facility

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 member administration and paraplanning, Christine became a Financial Coach in 2014. Aside from her degree, Christine also holds a Diploma of Financial Services (Financial Planning). Colleagues and members will know that Christine is also passionate about living a healthy lifestyle as well as continually working on her personal development.

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
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning

- Debt Reduction Strategies

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. 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
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning
- Debt Reduction Strategies
- Standard Margin Lending Facility

PAMELA GERSTMANN, MEMBER SERVICES MANAGER

Pamela Gerstmann commenced her involvement in the finance industry while studying her Diploma of Accounting. She brings strong skills and years of experience in Operations, Project Management and Customer Service to Wealth Enhancers and also holds a Diploma of Financial Planning. Pam is goals driven and believes that anything is possible.

Pamela Gerstmann 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.

Pamela Gerstmann 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

- Derivatives
- Retirement Planning
- Managed Investments (Unit Trusts)
- Pensions and Annuities
- Social Security
- Estate Planning
- Debt Reduction Strategies

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 and Get Rich Slow Pty Ltd can provide advice in the following areas:

- Financial Planning
- Retirement Planning
- Direct Share Investing
- Debt Reduction & Budgeting
- Personal Superannuation
- Corporate Superannuation
- Self Managed Superannuation Funds
- 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 person and neither We Are Gen Y nor our Authorised Representative accept any responsibility or liability for the advice given.

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

Wealth Enhancers Pty Ltd and Get Rich Slow Pty Ltd will receive 100% of all income received by We Are Gen Y and will pay it's staff members a salary after paying for the normal expenses incurred with running a business. An annual fee is paid by WE to We Are Gen Y for it's services. Wealth Enhancers Pty Ltd and Get Rich Slow Pty Ltd charge flat fees for their services, and do not receive commissions on any investment or banking products. Wealth Enhancers Pty Ltd receives commissions on insurance products and may receive a referral fee for mortgage products.

Note: *This Financial Services Guide (Version 5, January 2017, Issue 1) for the sole use by Sarah Riegelhuth, Rebecca Boles, Christine Dang, Garry Millburn and Pamela Gerstmann of Wealth Enhancers Pty Ltd and Get Rich Slow Pty Ltd only and was prepared on 31st January 2017, issued with the authority of We Are Gen Y Pty Ltd, Australian Financial Services Licence No. 467065.*