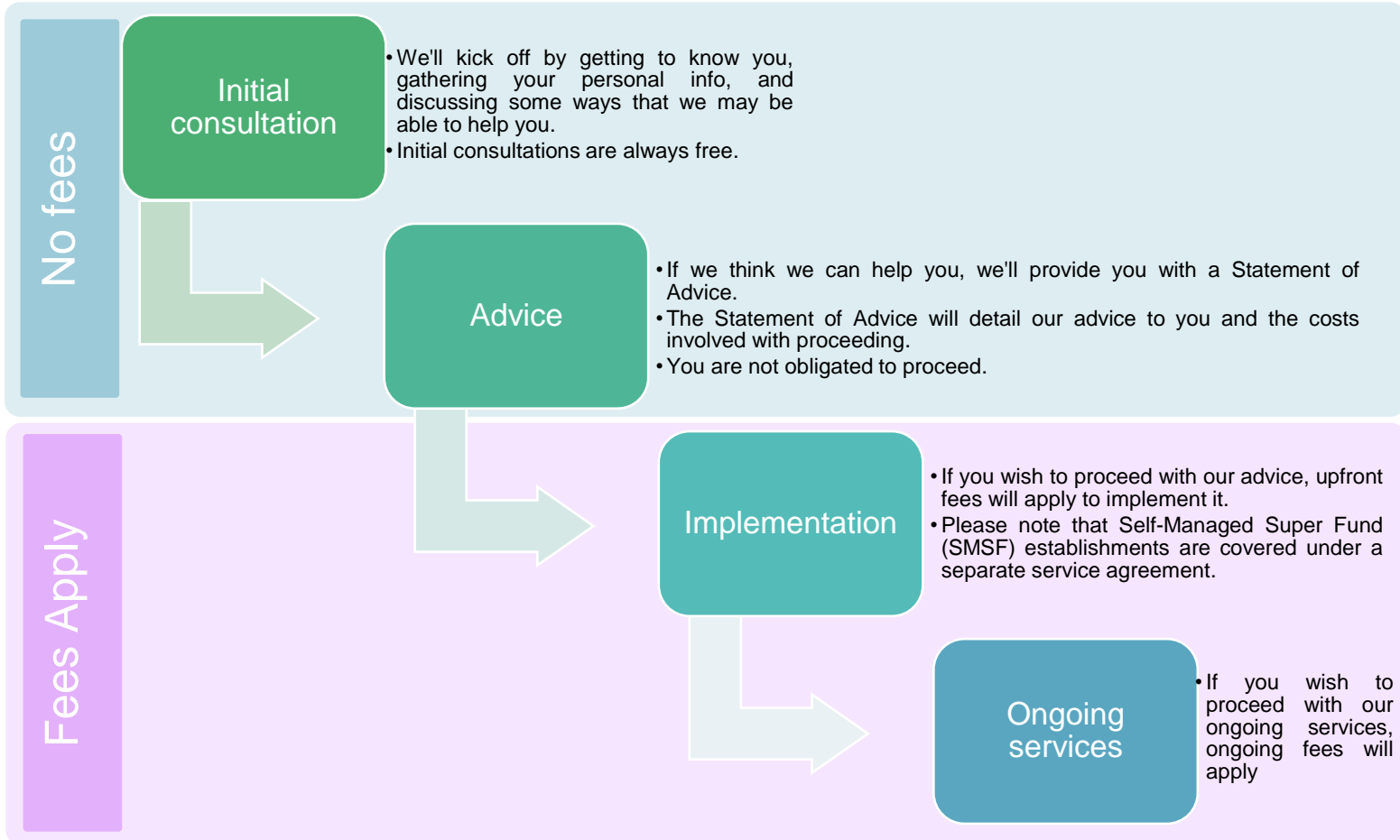




The VCo Service Agreement

What is the financial advice process and when can you expect to pay fees?





Inclusions

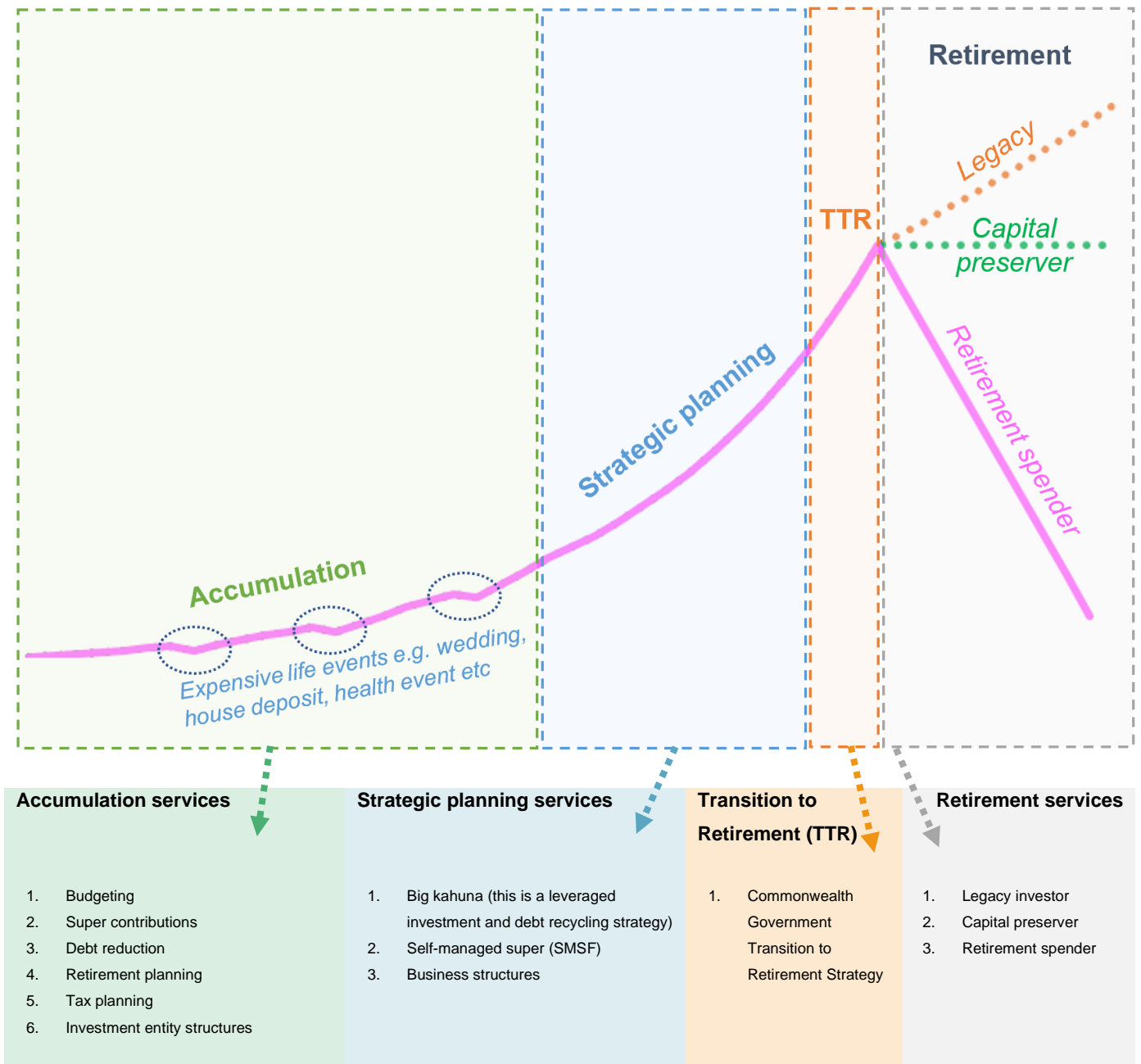
Advice	Implementation
<ul style="list-style-type: none">✓ Establishment of client file✓ Research on existing & proposed strategies✓ Research on existing & proposed investment products✓ Preparation of Statement of Advice (SOA)✓ Preparation & upkeep of advice documents, compliance procedures and registers✓ Presentation of SOA	<p>Implementation of Super & Investment Advice (non-SMSF)</p> <ul style="list-style-type: none">✓ Lodgement of investment fund application✓ Lodgement of rollover / transfer forms (initial)✓ Routine follow-up of rollovers / transfers✓ Final rollovers, where required✓ Loading the portfolio onto the recommended platform✓ Investing the balance in accordance with the recommended fund or portfolio✓ Issuing buy, sell and rebalancing instructions✓ Beneficiary nominations, if requested by yourself <p>Implementation of SMSF Advice</p> <ul style="list-style-type: none">✓ Subsequent rollovers✓ Final rollovers, where required✓ Lodgement of investment fund application✓ Loading the portfolio onto the recommended platform✓ Investing the balance in accordance with the recommended fund or portfolio✓ Issuing buy, sell and rebalancing instructions✓ Divesting from recommended portfolios as required to fund property transactions✓ Providing visibility of your accounts and other required information to your SMSF accountant and administrators✓ Changing your financial strategy in accordance with changes to property and finance levels, where required✓ Beneficiary nominations, if requested by yourself



Ongoing Services

The Ongoing Services we offer depend on your **Lifestage** and **Wealth Requirements**.

We acknowledge that the below Lifestages are not age specific, and everyone will have their own unique wealth journey. Life has a habit of throwing unexpected financial challenges at you, and maybe some windfalls too (if you're lucky!). Regardless of your individual circumstances, we feel that all wealth creation journeys can be broken into the following Lifestages. For this reason, we have tailored our ongoing services accordingly.





Lifestage Services in detail

Accumulation services – Let's get your wealth creation journey on the right trajectory!

1. Budgeting

We will analyse your household expenditure, report areas of concern and where applicable, advise on steps to improve your personal cashflow.

2. Super contributions

We will identify possible superannuation contribution strategies and where applicable, advise of the benefits of undertaking such strategies.

3. Debt reduction

In conjunction with a suitably qualified mortgage broker, we will identify strategies that may speed up the debt reduction process and where applicable report our findings to you.

4. Retirement planning

We will analyse your retirement goals and assess your likelihood of achieving them. Where applicable, we will tailor your investment recommendations accordingly.

5. Tax planning

We will conduct a taxation analysis and consider strategies to improve your individual tax position.

6. Investment entity structures

We will consider a range of entity structures, such as companies & trusts, and identify potential benefits of alternative holdings.

Strategic planning services – Let's get technical!

1. Big kahuna

In conjunction with a suitably qualified mortgage broker, we will analyse your home equity, borrowing capacity, serviceability and taxation position. Where appropriate and serviceable we will recommend a leveraged investment and tax-effective debt recycling strategy.

2. Self-managed superannuation funds (SMSFs)

We will check your SMSF trust deeds to ensure compliance to the recommended investments. On an ongoing basis, where advisable we will facilitate moving surplus cashflows into the recommended investments to optimise performance.

3. Business structures

We will analyse the relationship between your business structures & investment entities and where applicable make recommendations to improve them.



Commonwealth Government Transition to Retirement Strategy (TTR) – Free tax money from the Government, why wouldn't you?!

If you are between preservation and retirement age, still working and still contributing to super, it may be advisable to consider TTR Strategy. If advisable, we will report the findings to you, and facilitate the ongoing management and optimisation of this strategy.

Retirement services – Fund your retirement while maximising your capital!

1. Legacy

If your financial position upon retirement is such that you can fund your desired lifestyle while continuing to grow your capital, we will consider a wide range of strategies to optimise your legacy assets.

2. Capital preserver

If your financial position upon retirement is such that you can fund your desired lifestyle while tolerating small fluctuations to capital, we will consider strategies aimed at providing you with the smoothest possible ride.

3. Retirement spender

If your financial position upon retirement is such that you will need to draw on capital in order to fund your desired lifestyle, we will consider strategies to optimise the amortisation of your portfolio(s).

Ongoing Service Levels



Service level	Annual Fee	Inclusions															
		Lifestage Services						Adviser access - Priority Level									Trading Priority
General	Investment management	Accumulation	Strategic planning	TTR	Retirement	14+ days	10-14 days	7-10 days	5-7 days	3-5 days	2-3 days	1-2 days	24 hours	Guaranteed next available			
0	NIL	No	No	0	0	No	No	No	No	No	No	No	No	No	No	18	
1	\$600	Yes	No	1	0	No	No	Yes	Yes	No	No	No	No	No	No	17	
2	\$1,320	Yes	No	2	0	No	Spender	Yes	Yes	No	No	No	No	No	No	16	
3	\$1,650	Yes	Yes	3	0	No	Spender	Yes	Yes	No	No	No	No	No	No	15	
4	\$2,475	Yes	Yes	4	0	No	Spender	Yes	Yes	No	No	No	No	No	No	14	
5	\$2,900	Yes	Yes	5	0	No	Spender	Yes	Yes	No	No	No	No	No	No	13	
6	\$4,100	Yes	Yes	6	1	Yes	Spender	Yes	Yes	No	No	No	No	No	No	12	
7	\$5,800	Yes	Yes	6	1	Yes	Spender	Yes	Yes	Yes	No	No	No	No	No	11	
8	\$7,500	Yes	Yes	6	1	Yes	Spender	Yes	Yes	Yes	Yes	No	No	No	No	10	
9	\$9,100	Yes	Yes	6	1	Yes	Spender	Yes	Yes	Yes	Yes	Yes	No	No	No	9	
10	\$10,800	Yes	Yes	6	1	Yes	Spender	Yes	Yes	Yes	Yes	Yes	Yes	No	No	8	
11	\$12,400	Yes	Yes	6	2	Yes	Spender	Yes	Yes	Yes	Yes	Yes	Yes	No	No	7	
12	\$14,100	Yes	Yes	6	2	Yes	Capital preserver	Yes	Yes	Yes	Yes	Yes	Yes	No	No	6	
13	\$15,700	Yes	Yes	6	2	Yes	Capital preserver	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	5	
14	\$18,600	Yes	Yes	6	3	Yes	Capital preserver	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	4	
15	\$22,700	Yes	Yes	6	3	Yes	Capital preserver	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	3	
16	\$26,900	Yes	Yes	6	3	Yes	Legacy	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	2	
17	\$31,000	Yes	Yes	6	3	Yes	Legacy	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	1	

Explanatory notes

General & Investment management: Services are described on the following page.

Lifestage Services: A number indicates the number of advice areas.

‘Yes’ means included. ‘No’ means not included.



General Inclusions

- ✓ General enquiries

General enquiries to our office. Please note that 'general enquiries' are enquiries that support staff can handle, such as "what is my investment balance?" and "how much am I insured for?" etc.

Complex advice enquiries **not included**.

- ✓ Financial reporting

Upon your written request, we will provide you with financial reports such as end of financial year taxation statements.

- ✓ Copies of documents upon request

Upon your written request, we will provide you with any other documents that we hold on file.

Investment management Services

- ✓ Ongoing investment review

Behind the scenes, we are constantly monitoring the external environment with the primary aim to optimise your superannuation & investments. This is not a small task.

When we believe that you may benefit from a review of your investments, we will invite you for a review meeting to discuss. This review may occur annually, more frequently, or less frequently. We believe the quality of the review is more important than the frequency of the review. Following the review, if necessary, we will provide you with further advice.

"No news is good news" 😊



Insurance advice

As we are paid upfront and ongoing commissions from the insurer, we do not charge fees for insurance advice unless we suffer a 'clawback'.

A 'clawback' is when we have to pay the commission we've received from the insurer back to the insurer. This normally happens when a policy is cancelled or reduced within 2 years of policy commencement date, but may also happen under other circumstances. Regardless of the circumstance, if we suffer a clawback, we will send you a tax invoice for the amount of the clawback along with evidence of the clawback.



Paying for Advice

What will you pay?

Your upfront and ongoing fees will be detailed in your Statement of Advice.

Method for payment

The default method for payment of advice fees is by automatic investment deduction i.e. the fund manager will pay us directly from your investment cash account. If you have signed a mandate for us to deduct funds from your SMSF Cash Management Account, we will deduct our upfront advice fees when there are sufficient funds to do so. If you do not wish to pay by investment deduction and you would prefer to pay by bank deposit, please let our office now either upon or before returning your Statement of Advice, and we will arrange for a tax invoice to be issued to you.

Advice fees are non-refundable

Unless covered by 'cooling off' or other legal provisions, advice fees are non-refundable. Upon agreeing to the terms of your Statement of Advice, you are entitled to receive all of the services that are referenced herein, however you will not be entitled to pro rata refunds or rebates if you do not take advantage of any services on offer.

Partially completed services

We will do our very best to fully implement our advice to you, however in some cases we will need your assistance, and the assistance of external parties to complete some tasks, such as the provision of information and documentation. If we are unable to fully implement our advice to you due to circumstances beyond our control, you will not be entitled to a partial refund for services not completed.

Termination of this agreement

Our ongoing service agreement will continue until it is terminated.

To terminate this agreement:

Notify our office in writing, by sending a letter or email, containing your name (and SMSF trust name if applicable), and the words "*I / we wish to cancel our ongoing service agreement with Virtue Planning Pty Ltd*".



If you transfer money away from the account that is paying our fees, remove our servicing rights, reduce your investment balances or cause the fees to substantially reduce or cease, or otherwise authorise this, it will trigger an automatic termination of our ongoing service agreement.

Virtue Planning reserves the right to terminate our ongoing service agreement with you any time by notifying you in writing.

Effect of termination

We will switch our fees off. Please allow 28 days for this to happen. We will instruct the accounts department within 7 days of termination but it can take up to 28 days to action your request.

We will discontinue all services unless required under Australian law.

If our ongoing service agreement is terminated mid-review period, you will not be entitled to a pro rata refund of fees paid to date, however we may agree to refund advice fees at our sole discretion.

Agreement

This document is to be incorporated by reference to your personalised Statement of Advice. By signing your Statement of Advice, you are agreeing to the terms of this Service Agreement.