

Financial Services Guide

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Licensee: Impartial Financial Advisers Pty Ltd (AFSL# 533684)

Authorised Representatives: IFS (WA) Pty Ltd t/as Independent Advisers WA (ASIC# 455979
ABN# 54 153 608 845)

Michel (Mick) Steffan (ASIC# 243608)

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Purpose of this FSG

This FSG will help you decide whether to use the services that we* offer. It contains information about the services we offer and their cost, any conflicts of interest which may impact the services, how we are remunerated, and how we deal with complaints if you are not satisfied with our services.

*In this document 'we' refers to the Authorised Representatives set out above.

Our services

We are authorised to provide personal advice, general advice and dealing services in the following areas:

- Superannuation
- Retirement planning
- Portfolio management
- Managed investments
- Securities (direct shares)
- Personal risk insurance
- Margin lending

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA). The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We will provide you with a Product Disclosure Statement (PDS) where we recommend a financial product other than securities. At all times you are able to contact us and ask questions about our advice and the products we recommend. We may require signed instructions in some cases.

Further advice may be documented in a Record of Advice (RoA), which we retain on file. You can request a copy for up to 7 years.

Fees

Initial Advice Fees

Our initial advice fees include meeting with you, determining our advice and producing the SoA. Fees depend on the scope and complexity of advice.

Annual Advice Fees

Our ongoing advice fees start from **\$550 per month**, agreed in advance and set out in your ongoing advice agreement.

SGSLP Portfolio Fee

If you invest in the Steffan Global Sustainable Leaders Portfolio (SGSLP), an additional portfolio management fee applies. This is currently **\$165 per month, per account**, indexed annually on 1 July. Applied per individual or couple, and included in your ongoing agreement.

Underlying Investment Costs

Some SGSLP investments (e.g. fixed interest ETFs and cash) have management costs charged by the issuer (MERs). These are built into unit prices and reduce returns. Typical MERs are around 0.20% on these allocations.

Example of Fees and Costs

For a \$500,000 portfolio:

- Ongoing Advice Fee: \$550/month (\$6,600/year)
- SGSLP Fee: \$165/month (\$1,980/year)
- ETF MERs: \$200/year (on \$100,000 allocated to fixed interest/cash at 0.20%)

Total = \$8,780/year (actual costs vary).

Adviser Remuneration and Benefits

Mick Steffan is the owner of Independent Advisers WA. He does not receive commissions. He is remunerated solely through the fees you agree to pay.

Insurance advice: No commissions accepted. Insurance advice is fee-for-service only.

Referral arrangements: Where we coordinate services with third parties (e.g. accountants), we may on-charge their costs to you, including a margin to reflect our time and assistance (e.g. tax

returns). All costs are disclosed upfront. Responsibility for the specialist service remains with the provider.

Other benefits: We do not accept soft dollar benefits. Any minor benefits are recorded and available on request.

Use of Technology and AI

We may use technology solutions, including artificial intelligence (AI), to assist in preparing advice documents, modelling scenarios, and managing administration. All advice is reviewed and approved by your adviser. AI is not used to make financial decisions on your behalf. Responsibility remains with your adviser and our licensee.

Making a Complaint

If you are not satisfied with our service, please contact us. If unresolved, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA) on 1800 931 678 or www.afca.org.au. This service is free to consumers. Our PI insurance meets s912B requirements.

Your Privacy

We are committed to protecting your privacy. Our Privacy Policy sets out how we collect, use and disclose your personal information, how to access or correct it, and how to complain. Available on request or via our website.