



Financial Services Guide (FSG)

A guide to the financial services we provide and how we will work with you to achieve your goals.

Financial Services Guide

Effective as at 16 July 2025

www.marketpartners.com.au

(02) 9188 4964

info@marketpartners.com.au



**Proven
Investment
Management
that's always
in your
interest.**



Not Independent

Disclosure of Lack of Independence required under 942B(2)(fa) of the Corporations Act.

Market Partners and its representatives are not independent, impartial or unbiased (which are restricted words or expressions under the Corporations Act) in relation to the provision of personal advice to retail clients because Market Partners, its representatives and its associates and affiliates may receive monetary benefits in connection with that advice.

For further information regarding how Market Partners is remunerated, please refer to the section titled Fees and benefits payable to Market Partners. It's important to understand that disclosing our lack of independence and detailing our remuneration structure does not reduce our obligation to act in your best interests.

If you are a retail client and we give personal advice, we have a duty to act in your best interests when providing personal advice and are obliged to provide you with appropriate advice.

This Financial Services Guide (FSG) is dated 16 July 2025 and is an important document that we are required to provide to you.

At Market Partners (MP) we want to make sure you are always informed of all the options, costs and benefits of the advice we provide to you. Before we provide you with financial advice, you should read this Financial Services Guide (FSG) which is meant to assist you in deciding whether to use our services and to explain:

- who we are;
- what financial services we provide and the products to which those services relate;
- what our responsibilities are and what type of advice we give;
- how you can instruct us;
- what you can expect to pay for the financial services;
- what remuneration and other benefits may be paid to us, our employees or others;
- what to do if you have a complaint, and how it will be dealt with;
- for what purpose we use your contact data; and
- how you can contact us.

This FSG contains only general information about the services we offer. If you still have any questions after reading this FSG, please contact us. Our contact details are listed at the end of this document.

Australian Financial Services Licensees which are part of the Market Partners Group:

Market Partners Financial Services Pty Limited

ABN XXXXXXXX

Corporate Authorised Representative (CAR)

#XXXXXX of Market Matters Pty Limited

Market Partners Private Pty Limited

ABN XXXXXXXX

Corporate Authorised Representative (CAR)

#XXXXXX of PGW XXXXX Pty Limited

Who is the Market Partners Group?

We seek to be your partner in building and protecting wealth over the long term. We are 100% owned by staff and advisors within our firm, committed to providing clients with thoughtful, strategic solutions, delivered in a simple and transparent way. Our services range from trade execution, investment advisory and managed portfolios, to wholistic financial planning and strategic advice. We partner with top tier financial services providers, to deliver a comprehensive service to our clients, one where partnership is more than a name on the door.



This FSG is used by our Advisers to inform our retail clients of the financial services provided by us, and is designed to assist you in deciding whether to use our services.

We are obliged to provide you with a minimum level of information as required under the Corporations Act 2001 (Cth) and our licensing arrangements. If you decide to use our services, you will receive this FSG and your Adviser's profile, which provides you with more information about your Adviser, including their contact details, experience and qualifications. You should read these two documents together.

Our Services

Market Partners Financial Services Pty Limited (MP) is licensed to deal in and provide financial product advice for the following classes of financial products:

- securities;
- deposit and cash related products including cash management accounts and term deposits;
- derivatives;
- fixed interest products
- managed investment schemes including investor directed portfolio services and managed discretionary accounts;

Market Partners Private Pty Limited (MPP) is licensed to deal in and provide financial product advice for the following classes of financial products:

- securities;
- deposit and cash related products including cash management accounts and term deposits;
- fixed interest products
- managed investment schemes including investor directed portfolio services
- Insurance products including life risk insurance
- superannuation;

Certain Market Partners advisers are authorised to provide limited personal advice relating to investments, while certain advisers are authorised to provide wholistic financial planning solutions. Your adviser will provide details of their authorisations and the services they can provide.

About your Adviser

Your Adviser is authorised by either Market Partners Financial Services (MP) or Market Partners Private (MPP) depending on the type of advice being sort. Your Advisor is authorised to provide financial product advice in relation to, and deal in, some or all of the services outlined in this FSG. MP or MPP will be responsible for any financial services that your Adviser is authorised to provide to you.

The Adviser profile which you will have received contains important information about your Adviser including details of their education and qualifications, what advice they can provide, what relationships and associations they maintain as well as details of how they get paid for providing you with advice.

Your Adviser is an employee of an independent business that has entered into a Services Agreement with MP or MPP. MP or MPP provides that business with the infrastructure necessary for your Adviser to give you advice and deal on your behalf.

Your Adviser can provide you with either personal advice, general advice or no advice depending on the circumstances or your requirements:

- Personal advice is advice where your Adviser considers one or more of your investment objectives, financial situation and needs
- General advice is advice where your Adviser does not consider your personal circumstances. Before acting on any general advice, you must consider the appropriateness of the advice in light of your personal circumstances. We strongly recommend that you obtain a copy of, and consider, the PDS (if any) for the relevant investment before making any decision.
- No advice is where you do not require any advice and simply require execution services. Your Adviser will not evaluate the merits of



such transactions or whether the particular transaction is appropriate given your personal circumstances. Your Adviser is not obliged to contact you to provide advice or recommendations. You are responsible for monitoring the performance of your investments as well as ensuring that your investments continue to be appropriate for you given your personal circumstances.

What services do Market Partners provide?

Personal Advice

Market Partners is licensed to provide its clients with personal advice, being advice given in circumstances where your Adviser has considered one or more of your investment objectives, financial situation and needs (your relevant personal circumstances).

If you are a Retail Client and your Adviser provides you with personal advice in relation to a financial product or service, you will receive either a Statement of Advice (SOA) or a Record of Advice (ROA).

The purpose of an SOA is to help you understand and decide whether to rely on personal advice. The SOA will set out the advice, the basis on which it was given and information about fees, commissions and any relationships Market Partners has with third parties that may have influenced the advice. If there is any change in your personal circumstances after an initial SOA has been provided, you should immediately notify your Adviser so that an updated SOA can be provided.

If there has been no significant change in your circumstances or objectives, advice may be provided further to the SOA and documented via an ROA, instead of issuing another SOA. ROAs are a shorter form advice document that are retained on file by us.

Domestic Shares

Through our arrangements with execution and clearing participants, Market Partners specialises in buying and selling shares for clients in listed companies on local exchanges such as the ASX.

International Shares

Through our arrangements with international brokers, Market Partners can provide you with access to international shares which affords you the opportunity to invest in the world's biggest companies.

Cash, Corporate Bonds and Fixed Interest Products

Market Partners has access to third party providers for cash products, corporate bonds and fixed interest, which typically form part of a diversified portfolio strategy.

Managed Funds

Market Partners provides access to a range of managed funds, across a diverse range of asset classes, whereby investors can pool money with other investors, diversify your portfolio and access a wider range of investment opportunities. Some managed funds are traded on the ASX (Exchange Traded Funds), while others are unlisted trusts.

Managed Portfolio Service

Managed Portfolio Services (MPS) are accounts where your Adviser has authority to make investment decisions on your behalf in accordance with your investment objectives. Your investments are managed as a discrete portfolio with you retaining the legal title and ultimate control of the assets.

This service is ideal for wholesale clients that do not have the time, expertise or inclination to actively manage their investments on a day-to-day basis but want a more customised portfolio than an ordinary managed fund affords.

Should you choose to use the MPS service you will retain the freedom to instruct Market Partners in relation to any investment decisions or corporate actions. There is no exit fee.

Superannuation Funds

Accredited Advisers can provide financial product advice for superannuation, including self-managed superannuation funds.

Portfolio Administration Service

The Market Partners Portfolio Administration Service (PAS) will compile all the relevant paperwork for you and provide you with a



series of simple to read quarterly and annual reports which will allow you to more effectively manage your investments, related income and tax positions.

Market Partners Online

Market Partners online client portal contains a wide range of information to assist you in making investment decisions, including transaction history, details of your CHESS holdings, cash balances in your cash management account, access to confirmations and statements and records of each trade you have made through Market Partners.

Market Partners website does not currently contain a facility for placing trades electronically. The features available on the client portal are subject to change and usage of the site is subject to its terms of use. Continuous availability of the above services or the site is not guaranteed

To access the services offered by Market Partners you must enter into a Client Agreement. If you are a new client, then Market Partners Client Agreement along with other important documents, are available from your Adviser, or online from www.marketpartners.com.au.

You should read the terms of any agreement or other disclosure documents carefully. Market Partners agreements are binding in nature therefore you should obtain independent legal advice should you have a question about any agreement.

Financial Planning

Certain Advisers operating under Market Partners Private are also authorised to provide a range of tailored financial planning solutions to clients, depending on their individual needs.

Market Partners Private financial planners can develop a financial plan which can include advice on asset allocation, investments, superannuation, wealth protection and insurance,, retirement planning, redundancy and early retirement.

Your financial planner will formulate the advice and then provide you with a Statement of Advice (SOA). This document will, amongst other things, detail the recommendations, any costs associated with implementing the advice, and how the advice is in your best interests.

While your financial planner may consider taxation, legal and estate planning implications, our financial planners are not specialists in these areas and you should seek further advice, as relevant, from an appropriate specialist. Should you require life insurance advice, your financial planner may refer you to a qualified external specialist. Market Partners will select partners that have demonstrable experience and proven capability to provide risk advice.

Derivatives

Market Partners also specialises in buying and selling derivatives, in particular, Exchange Traded Options (ETOs). Before transacting in derivatives you should carefully read the relevant Product Disclosure Statement (PDS) and the ASX's explanatory booklets.

Dealing

Market Partners can also arrange for the acquisition or disposal of financial products on your behalf.

How you can instruct us

You can give your Adviser instructions to buy or sell shares and financial products in person, by telephone, post or email. Please note that instructions sent by post or email will not be deemed to be received until your Adviser has confirmed receipt in writing or the order is placed.

It is essential that you provide your Adviser with clear instructions. All instructions to buy or sell shares are automatically accepted on a 'good till cancelled' basis unless you instruct otherwise. All instructions to buy or sell derivatives are accepted on a 'good for day only' basis.

Market Partners will not act on a discretionary basis on your behalf (except with regard to price and timing of execution of an order) unless you have entered into a separate written agreement with Market Partners.

Once your order is processed, Market Partners (through one of its Clearing Participants, FinClear Services Pty Ltd, Morrisons Pty Limited or OpenMarkets Australia Limited), will issue you with a confirmation detailing the transaction undertaken to buy or sell financial products.



Documents you may receive

If we recommend or arrange a financial product for you, we will generally provide you with the relevant product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide (as applicable). Where you enter into a Managed Portfolio Service, you will be provided with an Investment Program. Market Partners will not make investments until you have received and consented to the Investment Program. The Investment Program will include information about the nature and scope of the discretion, the investment strategy, significant risks, and warnings that the Investment Program may not be suitable for you.

These documents contain the key features of the recommended product, such as its benefits and risks, as well as the costs you will pay the product provider to professionally manage your investments.

You should read any warnings contained in your SOA, the PDS, IDPS guide or Investment Program (as the case may be) carefully before making any decision relating to our advice.

If you are a Retail Client and your Adviser provides you with personal advice in relation to a financial product or service, you will receive either an SOA or an ROA.

Ongoing service arrangements

You have the opportunity to enter into an annual Ongoing Service Arrangement ('OSA') with MP or MPP, which sets out the terms of our ongoing services to you, including in relation to fees. We will invite you to renew the OSA each year with us. Our standard terms of business can be found on the MP website.

Associations and relationships with financial product providers

Market Partners may enter into arrangements with financial product providers. Therefore, we may receive commissions, trail fees or other benefits as a result of your investing or dealing in any such product. All Market Partners Advisers have an obligation to act in your best interests, to appropriately manage conflicts and to prioritise your interests, so advice will be motivated by your needs and not the remuneration Market Partners and your Adviser may receive.

Fees and benefits payable to Market Partners

We are for the most part a fee for-service firm. Our predominant source of income is the money you agree to pay us for our services. Depending on your personal situation and the services you require, you may elect to take up our ongoing service offering. We will either: Charge a set fee agreed upon upfront, or; Charge a fee based on assets under management. Our fee scale will depend on the nature of the assets managed and the investment strategy adopted. Typically, this will range between 0% - 1.5% of funds under management.

Generally, the rate will depend on the amount of your investments, inline with the following rates:

Portfolio Size	Portfolio Fee
\$500,000 - \$999,999	1.20% + GST
\$1,000,000 - \$1,999,999	1.08% + GST
\$2,000,000 - \$3,999,999	0.97% + GST
\$4,000,000 - \$4,999,999	0.88% + GST
\$5,000,000+	0.70% + GST

This fee may be subject to an annual minimum amount.

If we recommend you buy or sell shares, we may charge a % fee of the value of the trade when we arrange it for you, or a flat rate.

Your Market Partners Adviser will receive a percentage of fees, commissions and charges paid by you. Although Market Partners receive the majority of our remuneration directly from our clients, we do receive indirect remuneration from some products and some referral parties. Your Adviser may refer you to other parties where you are interested in receiving their services, or where your Adviser considers that their advice or other services may be useful for you.

Market Partners Advisers may receive a referral fee where you decide to receive services from third party providers. We may also charge brokerage, commission or a fee depending upon



the services that are provided. Market Partners may also pay or receive other fees in relation to services supplied to you, but which are not payable by you.

Fee's are subject to change. All fees are exclusive of GST, unless identified otherwise, and, if applicable, an amount equal to the amount of the GST is payable by you at the same time as the fee is due (currently 10%).

If a Statement of Advice (SOA) is required to be provided, any remuneration we may receive will be clearly disclosed in the SOA provided to you. By providing an Authority to Proceed or consenting to the advice via any other agreed method, you will

be consenting to the payment of this remuneration.

The fees outlined below cover primary services provided by Market Partners. The fee's include those charged by third party providers such as trade execution and clearing agents, and administration providers. We will always agree our fees with you upfront, with fees fully disclosed to you in your advice documents.

Market Partners primarily executes and clears trades through FinClear Execution Ltd and FinClear Services Pty Limited, though may also use Morrisons Securities Pty Limited or OpenMarkets Australia Limited.

Fees payable by you – Australian financial products and services

Fee type	When is it payable	How much is payable?
Brokerage – Standard Broking Accounts	When you buy or sell financial products, brokerage is added to the purchase price of a buy transaction and is deducted from the proceeds of a sell transaction. Brokerage is settled on T+1 (being one Business Day after the trade date) for derivatives transactions or T+2 (being two Business Days after the trade date) for share transactions.	Brokerage is charged as a percentage of the value of the trade. For example, if you buy or sell \$20,000 worth of shares at 1% brokerage, you would be charged brokerage of \$200. The rate of brokerage is usually between 0.5% and 1.5%. All transactions are subject to a minimum charge for brokerage, being \$100 per trade. Where your order is not completed on the day it is entered, you will be charged a \$12 fee for each subsequent day on which that order transacts in the market.
Portfolio Administration Service (PAS) fee	Monthly in arrears should you make use of PAS.	The PAS fee is an annual percentage fee (invoiced) of up to 1.5%, calculated on the average value of your portfolio, with a minimum annual fee of \$3,000. A setup fee may apply in certain circumstances.
Managed Portfolio Service (MPS) management fee	Monthly in arrears should you enter into an MPS Agreement.	The MPS management fee is an annual fee up to 1.5%, calculated on the average value of your portfolio, with a minimum of \$3,250. The type and amount of the management fee payable by you will be set out in your Investment Program or in an agreement with you.
Ongoing Advice fee	As is agreed with your Adviser in writing.	An Ongoing Advice Fee is payable, if you instruct your Adviser in writing to review those portfolio investments registered with Market Partners. The type and amount of the Ongoing Advice Fee payable by you will be set out in an agreement with you.



ASX Clear fees	When you undertake certain transactions in derivative products.	Fees in relation to options transactions are included in the Product Disclosure Statement for Exchange Traded Options. You will receive a copy as part of Market Partners Derivatives documentation.
Search fee	If you wish to sell issuer-sponsored securities and you do not supply an accurate Shareholder Reference Number (SRN).	\$20
Rebooking Fee	When you request that your transaction be re-booked from one Market Partners account to another.	\$25 per re-booking.
Off market transfer fee	If you wish to transfer securities other than through a trading facility.	\$100 per transfer.
Fail fee	If you do not settle a trade or supply holder information within the T+1 or T+2 timeframe (as the case may be), fail fees will be charged to your account.	Fail fees are charged at a rate of \$250 for the first day, and \$100 per subsequent day thereafter.

Fees payable by you – international financial products

Fee type	When is it payable	How much is payable?
Brokerage – Transaction Accounts.	Whenever you buy or sell financial products, brokerage is added to the purchase price of a buy transaction and is deducted from the proceeds of a sell transaction. Brokerage is settled on T plus 1 (being one business day after the trade date) or T plus 2 (being two Business Days after the trade date) for share transactions depending on the relevant exchange.	Brokerage is charged as a percentage of the value of the trade. For example, if you buy or sell USD 20,000 worth of shares at 1% brokerage, you would be charged brokerage of USD 200. The rate of brokerage is usually between 0.5% and 1.5%. All transactions are subject to a minimum charge for brokerage, being USD 100 per trade.
Foreign currency processing fee	When you instruct Market Partners to arrange a currency conversion on your behalf.	Between 0.1% and 1.0% of the amount subject of the request, depending on the size of the transaction and the currency pair. This fee is included in the rate quoted to you.
Custody fees	Monthly in arrears, based on the average value of holdings.	For mature markets & North American Markets, 0.03%. For other markets, 0.08%. Subject to a minimum monthly charge of USD 5 per account.



Fees payable by you – financial planning fees

Fee type	When is it payable	How much is payable?
Statement of Advice (SOA) or Advice and Implementation	When you request the relevant document be prepared.	Development of a bespoke SOA will be charged at a rate commensurate with the level of complexity of your financial situation. A fixed quote will be provided prior to work commencing. The minimum charge is \$1,000 while the maximum is \$7,000.
Ongoing Review Service	As is agreed with your Adviser in writing.	This service includes ongoing advice, portfolio reviews and comprehensive reporting, calculated as a percentage of portfolio value, with a maximum of 1.5% (exl GST) of all funds under advice.
Ad hoc advice or consulting service	As is agreed with your Adviser in writing.	An hourly rate will be charged commensurate with the complexity of your financial situation. A minimum charge of \$300 per hour will apply. An estimate of the cost will be provided prior to work commencing.

Fees payable by other parties (not you)

Fee type	When is it payable	How much is payable?
Adviser remuneration	Market Partners collects brokerage & fees on your Adviser's behalf.	Advisers receive 100% of the brokerage or commissions and remit a percentage of this (approximately 30%) to Market Partners.
Referral fees to third parties	A referral fee may be paid to a third party, such as a financial planner, for referring your business to Market Partners. Any such payment depends on the particular circumstances of the arrangement with the third party.	The amount of the fees depends on the specific arrangement. For instance, if the referring party receives a share of the brokerage, this is calculated as a percentage of the brokerage which Market Partners receives from you for the transaction. The rate of the share of the brokerage is usually between 0% and 75%. The specific rate will depend on the terms of the agreement between Market Partners and the third party. You may request particulars of the referral fee that the third party will receive from Market Partners. Any request must be made within a reasonable time after you receive this FSG and before any financial service is provided to you.
Ad hoc advice or consulting service	As is agreed with your Adviser in writing.	An hourly rate will be charged commensurate with the complexity of your financial situation. A minimum charge of \$300 per hour will apply. An estimate of the cost will be provided prior to work commencing.



In addition to the specific fees noted above, Market Partners may pass through to you any additional charge, or changes to an existing charge, as a result of changes in industry practices.

Your privacy and access to your information

We are required to collect certain information about you for the purpose of providing you with the services described in this FSG. As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter- Terrorism Finance Act 2006 to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as your passport or driver licence. We will also retain copies of this information. In the course of providing advice and other services to you, we will need to supply your information to third parties

Your Adviser and Market Partners will take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. As part of our continuing commitment to client service and maintenance of our client confidentiality, we are bound by the Australian Privacy Principles (APPs) established under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. We keep your personal information confidential, and only use it in accordance with our Privacy Policy.

The privacy of your personal information is important to Market Partners. For details of Market Partners Privacy Policy please go to www.marketpartners.com.au or ask your Adviser for a copy.

Complaints

Market Partners is committed to providing the highest quality of investment advisory and financial planning services to its clients and, as part of that commitment, to respond to any complaints promptly, fairly and effectively.

We have developed an internal complaint resolution policy and complaint handling procedures that complies with Australian Standard AS/NZS 10002:2014. Guidelines for Complaint Management in Organizations and with ASIC Regulatory Guide RG271: Internal Dispute Resolution.

The Market Partners Public Complaints Policy is published on the MP website. The policy provides details on how you may lodge a complaint with us, options available to assist you with complaints (if you need additional assistance) and MP's key steps for dealing with complaints including assessment, investigation and complaint resolution.

We are also a member of the Australian Financial Complaints Authority (AFCA), a not-for-profit, approved external complaints resolution scheme which provides a free consumer service.

If you have any complaint about our services, the following steps should be taken:

1. Contact the Adviser directly and tell them the nature of your complaint, giving them an opportunity to resolve the complaint immediately. The Adviser may directly escalate your complaint to our Managing Partner.
2. If your complaint has not been satisfactorily resolved within ten business days, please contact James Gerrish, Managing Partner of Market Partners, or Charles Stewart, Managing Partner of Market Partners Private on +61 2 9188 4964 and put your complaint in writing and send it to him at, Suite 4, Level 11, 54 Miller Street, North Sydney, NSW 2060. He will then seek to resolve your complaint.
3. If you still do not get a satisfactory outcome within 30 calendar days of the first notification of your complaint to us, you have the right to lodge a complaint with AFCA at GPO Box 3, Melbourne, Victoria, 3001. Their phone number is 1800 931 678. This service is provided to you free of charge.
4. The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline 1300 300 630, which you may use to obtain information about your rights.

If your complaint relates to a breach of our Privacy Policy or the Australian Privacy Principles, the matter should be referred to The Privacy Officer, Market Partners, Suite 4, Level 11, 54 Miller Street, North Sydney, NSW 2060.



Compensation arrangements

Market Partners has adequate professional indemnity insurance in place to cover it for the financial services it provides and which satisfies the requirements of s912B of the Corporations Act, having regard to the following:

- Market Partners maximum liability under the Australian Financial Complaints Authority of which it is a member.
- volume and nature of Market Partners business
- number and kind of clients, and
- the number of Advisers it has.



Market Partners Financial Services Pty Ltd

Corporate Authorised Representative of
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