PIVOT

Financial Services Guide

Date 18 December 2024
Version 1.12

Purpose of the FSG

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services we offer.

It explains:

- who we are and how we can be contacted;
- the services we provide;
- our fees and how we are remunerated in relation to the services we provide;
- how you can make a complaint.

Not Independent

Fish Tacos Pty Ltd receives some commissions from legacy life insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'

Documents we may provide you

You will receive various documents as part of our financial planning process for each stage of your advice journey. We will provide these documents electronically to a nominated email address, you may also request documents be provided to you in hardcopy.

SOAs and RoAs

When we provide personal advice, ordinarily this will be recorded and provided in a Statement of Advice (SOA), known as a financial plan. The SOA contains a summary of your goals and the strategies and the financial products we may recommend achieving your goals. It also provides you with detailed information about product costs, associated fees and other benefits we and others will receive because of the advice we have provided.
If we provide you with further personal advice, it will be recorded in a Record of Advice (RoA). RoAs will be kept on record for seven years and you may request a copy of such records by contacting our office during that period.

PDS

If we recommend or arrange a financial product for you, we will provide you with a Product Disclosure Statement (PDS) or Investor Directed Portfolio Service (IDPS) guide where relevant. 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 that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Other Documents

If we charge our advice fees from either an investment account we will also seek your consent to deduct fees from that account.

About the Licensee

Name: Fish Tacos Pty Ltd
ABN: 14 649 248 082
AFSL Number: 533055
Address: Level M, 388 George Street Sydney NSW 2000
Contact details: 02 8091 6881

About the Corporate Authorised Representative

Name: Pivot Wealth Pty Ltd
ABN: 36 606 946 730
AR Number: 1234035
Address: Level M, 388 George Street Sydney NSW 2000
Contact details: 02 8091 6881

This FSG has been prepared and provided with the authority of Fish Tacos Pty Ltd.

Services We Offer

In providing advice and other services described in this FSG, we act on behalf of Fish Tacos Pty Ltd who is responsible for the services we provide.

We can provide you with personal and general advice about services and financial products below. We can also arrange for financial products to be issued without advice from us. Individual advisers within our firm may not be qualified to provide advice in all the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

We can provide advice on	**We can arrange the following products and services**
● Investments strategies (strategic asset allocation and goals-based investing) ● Budget and cash flow management ● Financial planning and scenario analysis ● Employer share plans ● Debt management (including borrowing for personal purposes) ● Salary packaging ● Superannuation strategies and retirement planning ● Personal insurance ● Estate planning ● Centrelink and other government benefits ● Advice and services, including regular portfolio reviews	● Deposit & Payment Products – Basic Deposit ● Deposit & Payment Products – Non-Basic Deposit ● Government Debentures, Stocks or Bonds ● Investment Life Insurance Products ● Life Risk Insurance products ● Managed Investment Schemes, including IDPS ● Investment bonds ● Retirement Savings Account Products ● Securities ● Superannuation ● Standard Margin Lending and investment borrowing facilities

Approved Product List

Fish Tacos Pty Ltd maintains an approved products and services list ('APL') from various approved Australian and International providers.

Fish Tacos Pty Ltd periodically reviews these products to ensure they are competitive with similar products that address similar client needs and objectives. These products are researched using external research houses as well as our in-house research team. Generally, the products we recommend are on the APL. However, if it is appropriate for your needs we may, subject to Fish Tacos Pty Ltd approval, recommend other products.

You can obtain a copy of the APL upon request.

Providing us with instructions

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions via telephone, mail or email using the contact details provided in this Guide.

If the information provided is incomplete or inaccurate, the advice or services we provide may not be appropriate.

If at any time you wish to terminate your relationship with us, please contact us using the details provided in this Guide.

Tax implications of our advice

Fish Taco's authorised representatives may be registered with ASIC as qualified tax relevant providers and authorised to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Our Fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply and are exclusive of GST.
Our agreed advice and service fees may include charges for:

- Initial advice and implementation
- Annual advice and services

We accept the following payment methods for our advice fees:

- Direct payment
- Credit card
- Deduction from your investment account/SMSF Bank account.

All fees and commissions will be paid directly to Fish Tacos Pty Ltd. They retain an amount (licensee fee) to cover the licensee costs and the balanced is passed to us. The amount is determined annually, based on a number of factors, including our business revenue and the number of advisers in the practice.

Initial Service Fees

These are fees paid when you agree to receive our advice.

Initial Service	Fee amount
Research and Preparation of Statement of Advice	$2,000+

Fixed term Service Fees

These fees support our fixed term services which help you stay on track to meet your goals. These fees vary depending on the scope and complexity of services provided.

Fixed term Service	Fee amount
Financial advice	From $200 – $10,000 per month

Commissions

Pivot Wealth does not accept any initial commission on life insurance products. Where you have an existing life insurance policy and request Pivot manage this policy on your behalf, we may accept any commission already built into the policy.

Product type	Initial Commission	Ongoing Commission	Example
Insurance	n/a	Up to 37% of the insurance premium each following year	On any insurance policies already in force, if your premium was $1,000, we may receive the ongoing commission of up to $370 per annum.

Note: We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

Associations and Relationships

Ben Nash Is a Director and Shareholder of both Fish Tacos Pty Ltd and Pivot Wealth Pty Ltd and may receive distributions when either of these entities makes a profit.

We have no existing relationships that might reasonably be expected to be capable of influencing us in providing advice.

You may be referred to an external specialist to receive further advice. We do not receive any referral fees or commission for introducing you to the specialist. You are free to engage your own preferred professionals.

We may also receive additional benefits by way of sponsorship of educational seminars, conference or training days. Details of any benefits received above $100 will be recorded on a register which is available to you on request.

Referral Arrangement

Pivot Wealth Pty Ltd has a referral arrangement with Lydian Financial Services Pty Ltd ("Lydian") to provide financing and mortgage broking services to our clients. When you take out a loan or refinance with Lydian, Pivot Wealth Pty Ltd will share in 20% of the upfront and ongoing commission from the loan.

e.g. If Lydian is paid a $5,000 commission upfront and a $1,000 ongoing commission for a home loan then Pivot Wealth Pty Ltd will receive $1000 of the upfront commissions and $200 of the ongoing commission as part of this arrangement.

How you can make a complaint

If at any time you feel like you are not satisfied with our services, the following are your options in finding a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Ben Nash:
  - Phone: 02 8091 6881 email: office@pivotwealth.com.au or in writing at Level M, 388 George Street Sydney NSW 2000
- If your complaint has not been resolved satisfactorily within 30 days, you may escalate your complaint to the relevant External Dispute Resolution Scheme.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Fish Tacos Pty Ltd is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001. The insurance covers claims arising from the actions of former employees or representatives of Fish Tacos Pty Ltd, even where subsequent to these actions they have ceased to be employed by or act for Fish Tacos Pty Ltd.

Your Financial Advisers

Adviser Name	Authorised Representative Number
Ben Nash	413316
Aaron Wijesinghe	1268675
Emily Djekovic	1249056
Salvatore Miceli	1261904
Timothy Lea	1306165
Thomas Sturmann	1305233
Ali Haidari	1310195
Roland Xu	1305902

Our Advisers have been appointed as employee representatives of Pivot Wealth Pty Ltd. Pivot Wealth is a Corporate Authorised Representative of Fish Tacos Pty Ltd. Your adviser acts on behalf of Fish Tacos who is responsible for the services and advice they provide.

How your adviser is remunerated

Our advisers are paid a salary and may be paid a bonus depending on their performance to qualitative targets or the performance of the company. Entities owned by Ben may also pay dividends.