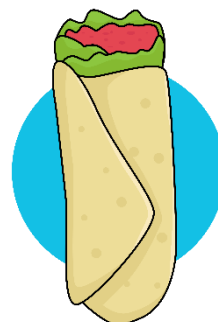
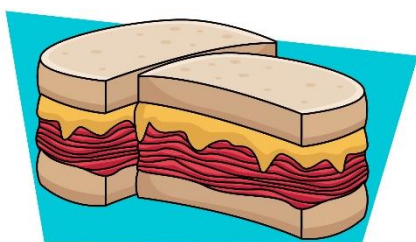
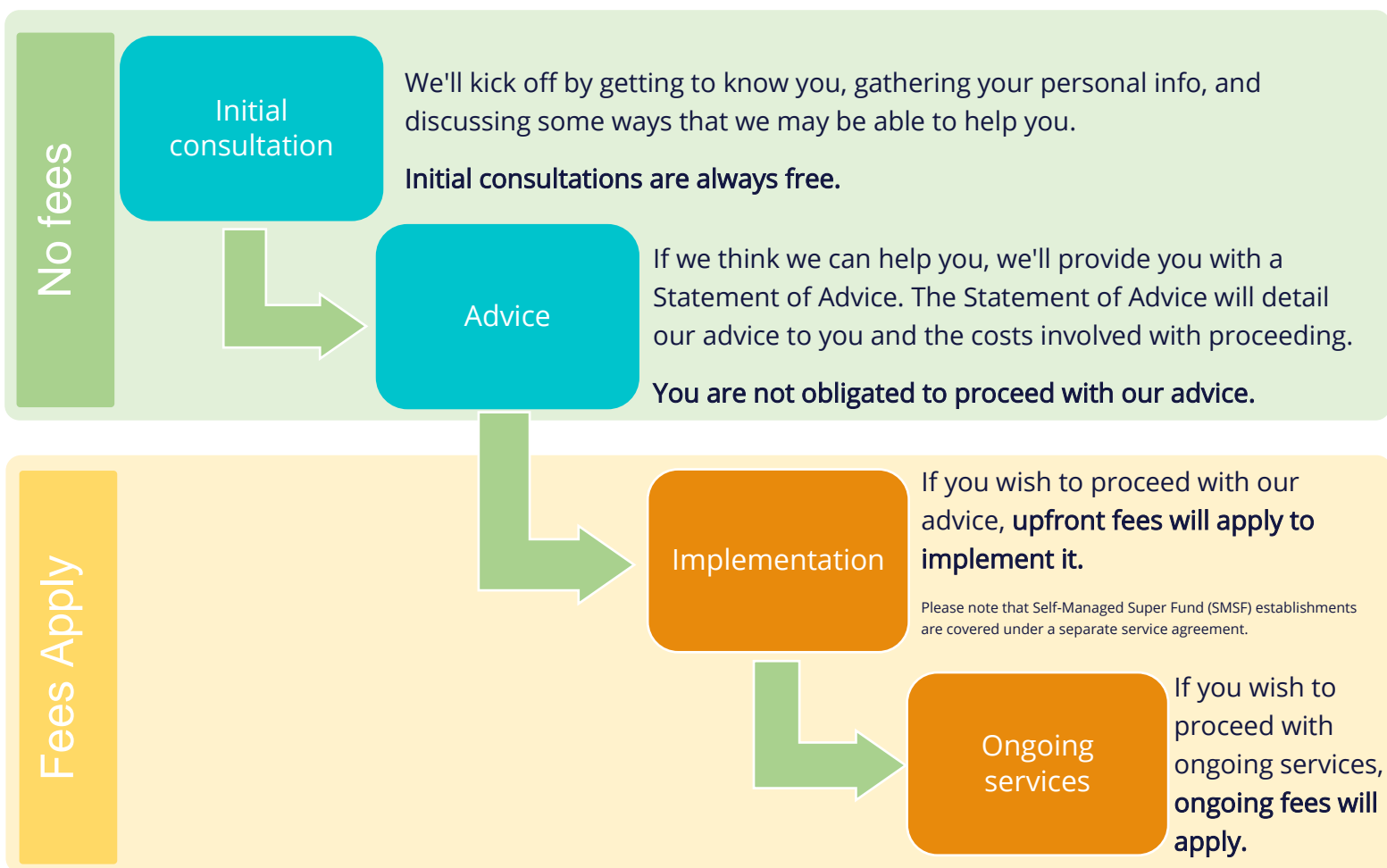




The VCo Service Agreement

If you have received a Statement of Advice from us, you should read this document in its entirety, including FAQs before signing the Authority to Proceed.

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





Upfront Services

The upfront fee in your Statement of Advice covers the following services:

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

Our ongoing fee is 1.82% per annum*

Drive Thru

If your fee is up to \$1,320 p.a. you will receive our 'management' services only.

3 Course

If your fee is \$1,321 to \$6,600 p.a. you will receive management + annual review with adviser, booked in and committed to from day 1.

Banquet

If your fee is \$6,601 to \$18,200 p.a. you will receive management + quarterly review with adviser (booked in from day 1) + unlimited strategic enquiries.

Degustation (with matching wines)

If your fee is over \$18,200 p.a. you will receive management + quarterly review with adviser (booked in from day 1) + unlimited strategic enquiries + unlimited unscheduled meetings with adviser i.e. you can use us as much or as little as you want!

	Drive Thru	3 Course	Banquet	Degustation
Management^	✓	✓	✓	✓
Scheduled adviser meetings (p.a.)	✗	1	4	4
Strategic matters^	✗	✗	Unlimited	Unlimited
Unscheduled adviser access	✗	✗	✗	Unlimited

^See following pages for more information

*Fee is 1.82% inc GST per annum of your funds under our management (excluding CMA), paid monthly. Fees will be automatically deducted from your investment account and paid to us.



Management

All clients with investments under our management are entitled to:

- ✓ **General enquiries**

General enquiries to our office that our admin team can handle, such as “what is my investment balance?” and “how much am I insured for?” etc.

Advice matters, complex and strategic enquiries are **not included** in Management services.

- ✓ **Standard letters from adviser**

‘Standard’ letters are letters that are general and templated in nature and are usually provided to as part of the standard process.

Bespoke letters are **not included** in Management services.

- ✓ **Financial reporting**

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

- ✓ **Copies of documents as required by law**

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

- ✓ **Investment management**

We will manage the investments we recommend on an ongoing basis.

- ✓ **Mail-out recipient**

You will receive mail-outs from our office from time to time covering a variety of topics.

- ✓ **Invitation to webinars, seminars & events**

You will receive invitations to join events from time to time covering a variety of topics.



Strategic matters

Banquet & Degustation investors are entitled to guidance in the following areas upon request:

✓ Tax considerations

- Tax implications of our advice
- Suggestions on how to improve your taxation position
- Tax-effective ways to structure your investment(s) and super contributions

Please note that our taxation considerations should be run past a suitably qualified accountant or tax agent.

✓ Personal cashflow matters

- Better ways to structure your personal cashflow
- Suggestions on how to improve or invest your cashflow

✓ Super & investment contributions

- How you should structure your super / investment contributions
- Minimum contributions required to optimise strategy
- Tax implications of contributions

Please note that our taxation considerations should be run past a suitably qualified accountant or tax agent.

✓ Debt management

- Better ways to manage your debts
- Tax-effective vs non-tax-effective debts
- Debt recycling strategies

Please note that our taxation considerations should be run past a suitably qualified accountant or tax agent.

✓ Retirement planning (including Transition to Retirement or TTR strategies)

- Defining the target i.e. how much in net investment assets you need to accumulate in order to achieve your desired lifestyle funded entirely by your assets – our proprietary ‘guess & check’ algorithm
- Whether you are on track to achieving your goals
- Whether you need to change your investment strategy or expectations or both
- Tax-effective ways to structure your retirement assets



- Commonwealth Government Transition to Retirement (TTR) Strategy – running the numbers and implementation

Please note that our taxation considerations should be run past a suitably qualified accountant or tax agent.

✓ **Non-super investment entity structures**

- Ownership structures: Personally-held vs Company vs Trust
- Tax-effectiveness
- Asset protection

Please note that our taxation considerations should be run past a suitably qualified accountant or tax agent.

Please note that our asset protection considerations should be run past a suitably qualified lawyer.

✓ **Leveraged investments**

- Borrowing money to invest
- The 'Big Kahuna' strategy

✓ **Estate planning**

- Beneficiary nominations for investments we manage

If you would like to establish or update your will or testamentary trust, we can assist by summarising your objectives and referring you to a suitably qualified lawyer who can assist with establishments. We can also provide further details of your investments and our advice to your lawyer at your request.



Insurance advice

Insurance advice is free, with a small catch*

*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. If we hold a mandate to deduct fees from your investment account, we will exercise this mandate to recover clawbacks.

By signing a Statement of Advice you are agreeing to the above.

Paying for Advice

What will you pay?

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

Method for payment

Our fees are paid 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.

Advice fees are non-refundable

Unless covered by 'cooling off' or other legal provisions, advice fees are non-refundable. Upon agreeing to your Statement of Advice, you are entitled to receive the applicable services, however you will not be entitled to pro rata refunds or rebates if you do not take advantage of the services entitled, including failure to book or attend meetings or events that you may be entitled to under your service level.

Partially completed services

We endeavour to 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. If we are unable to fully implement our advice to you due to circumstances beyond our control, we will eventually cease trying, and you will not be entitled to any refund.

Termination of this agreement

Our ongoing service agreement will continue until it is terminated.

To terminate this agreement, you may 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, do not renew our service agreement, reduce your investment balances or cause our fees to substantially reduce or cease, or otherwise authorise this, it may trigger an automatic termination of our ongoing service agreement at our sole discretion without further notification.

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

Please also read FAQ: *Are your 'sandwich' investments available outside of The Virtuous Collective i.e. can I go 'direct'?*

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.

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.



FAQs

Can I upgrade or downgrade my service level?

You may upgrade but you may not downgrade.

If you upgrade your fee will increase to minimum price of the requested service level, until such time as your annual fee is 1.82% of your funds under our management, at which point our standard fee of 1.82% per annum shall resume.

As we are potentially liable for all investments under our management regardless of what services we provide, our stance is that professional liability must remain proportionate to remuneration. Hence, we do not offer downgraded service levels.

Will my service level change automatically if my investments grow or decline in value?

In a word: Yes!

Every month our admin team are monitoring your investments. If your investment balance grows or shrinks, resulting in a change in service level, you will be notified of the change, along with your adviser. If you have a reduction in service level resulting in a loss of entitlements such as adviser meetings or other events, they may be cancelled at our sole discretion. If you have an increase in service level result in gaining adviser meetings or events, you will be invited via booking link.

Can't I just invest my money with you without your ongoing services?

As we are potentially liable for all investment under our management regardless of the services we offer, we still charge an ongoing management fee of 1.82% p.a. This is non-negotiable. As such, you may as well take advantage of the services on offer. You may be surprised with just how valuable these services can be!



Can't I just pay for what I want on a 'quotation' basis?

We may consider bespoke arrangements on a case-by-case basis.

Are your 'sandwich' investments available outside of The Virtuous Collective i.e. can I go 'direct'?

No. The only way you can get access to the 'sandwiches' is via personalised financial advice and an ongoing service agreement with The Virtuous Collective on the terms herein. If you are invested in a 'sandwich' and you no longer wish to have a service agreement with us, you will need to transfer your investment elsewhere in order to complete termination.

What is the minimum investment balance for the 'sandwich' investments?

\$20,000

Although due to the additional fees, it is better to have a higher balance if you wish to invest in the 'sandwiches'. If you're entering a 'sandwich' with a balance of less than \$50,000 it is advisable to maximise your ongoing contributions from cashflow surpluses (if available), so that our fees are less strenuous on your investment performance.