



## **Financial Services Guide (FSG) Bespoke Portfolio Pty Ltd**

Authorised and distributed by:

**Bespoke Portfolio Pty Ltd**

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AFSL No. 341991

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Bespoke Portfolio Pty Ltd ("Bespoke Portfolio") holds an Australian Financial Services Licence Number 341991 issued by the Australian Securities and Investments Commission (ASIC).

This Financial Services Guide should be read in conjunction with a Financial Services Guide provided by an Authorised Representative of Bespoke Portfolio.

Version 2.3 dated November 2021

## About this Financial Services Guide (FSG)

This FSG was prepared by Bespoke Portfolio to assist you in determining whether you would like to engage any of our services.

The information set out in this FSG includes information about:

- What services we provide
- What relationships and associations we have
- Fees and other costs
- How complaints are managed
- How to access our privacy policy

You must be given this FSG before you receive a financial service such as investment advice.

This FSG should be read in conjunction with an FSG provided by a Bespoke Portfolio Authorised Representative, where advice or services are to be provided to a retail client.

## About Bespoke Portfolio

### What Services We Provide

The Bespoke Portfolio management team has the experience and knowledge to help Financial Planners and Investment Managers to realise their strategic plan. We aim to liaise with third party product providers and integrate with proprietary systems to help our clients build an efficient, cost effective advice service.

Bespoke Portfolio also holds an AFSL licence that enables its Authorised Representative's to give advice in a Managed Discretionary Account (MDA) regulatory environment. We can help provide both Operating and Investment Management solutions to help practices set up the framework required to streamline advice, execution and compliance.

Once authorised under Bespoke Portfolio our obligations as a Licensee are to ensure:

- sound conduct and disclosure
- the ethical provision of our financial services
- the competence, knowledge and skills of our responsible managers, as well as their good fame and character
- the training and competence of our representatives and authorised representatives regarding their obligations
- our representatives (including authorised representatives) comply with the financial services laws

- we are compliant, and have processes for managing conflicts of interest and risk
- the adequacy of our financial, technological and human resources, and
- that we have dispute resolution and compensation arrangements (applies to retail clients).

Bespoke Portfolio holds an authorised Australian Financial Services Licence (AFSL 341991) and is authorised to carry on a financial services business to:

**(a) provide financial product advice for the following classes of financial products:**

- (i) deposit and payment products limited to:
  - (A) basic deposit products;
- (ii) derivatives;
- (iii) debentures, stocks or bonds issued or proposed to be issued by a government;
- (iv) life products limited to:
  - (A) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- (v) interests in managed investment schemes excluding investor directed portfolio services;
- (vi) interests in managed investment schemes limited to:
  - (A) MDA services;
- (vii) securities;
- (viii) superannuation; and
- (ix) financial products limited to:
  - (A) miscellaneous financial investment products limited to MDA services; and

**(b) deal in a financial product by:**

- (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
  - (A) derivatives;
  - (B) interests in managed investment schemes limited to:
    - (1) MDA services; and
  - (C) financial products limited to:
    - (1) miscellaneous financial investment products limited to MDA services; and
- (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
  - (A) deposit and payment products limited to:
    - (1) basic deposit products;
  - (B) derivatives;
  - (C) debentures, stocks or bonds issued or proposed to be issued by a government;
  - (D) life products limited to:
    - (1) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
  - (E) interests in managed investment schemes excluding investor directed portfolio services;
  - (F) interests in managed investment schemes limited to:
    - (1) MDA services;
  - (G) securities;
  - (H) superannuation; and

- (l) financial products limited to:  
(1) miscellaneous financial investment products limited to MDA services;  
to retail and wholesale clients.

You may contact Bespoke Portfolio as follows:

Physical Address: 11 Wilson Street, South Yarra, VIC 3141  
Mailing Address: PO Box 1037, Hawksburn VIC 3142  
Telephone: (03) 8376 6184  
Email: [enquiries@bespokeportfolio.com](mailto:enquiries@bespokeportfolio.com)

## Custody of your Assets

Investors with a Bespoke Portfolio service retain the beneficial ownership of their assets. Bespoke Portfolio does not provide depositing or custodial services.

Bespoke Portfolio may, at its discretion, ensure the custody of your portfolio assets are kept by you as part of your CHESS Holdings with an execution and clearing firm. In the case of derivatives holdings, these will be held in a client-segregated account by the approved clearing and execution firm.

## Fees and other Costs

This FSG shows the types of fees and other costs that you may be charged in relation to your dealings with us or our Authorised Representative/s. These fees and costs may be deducted from your money or from the returns on your investment, or invoiced as a fee.

For more detail on fees specific to the service you are receiving please see the FSG provided by your Authorised Representative.

You should read all the information about applicable fees and charges, as it is important to understand their impact on your investment. Types of fees that may be charged are;

### **Establishment fee:**

An establishment fee is a once off fee that is usually charged by an Authorised Representative to cover initial advice and administrative set up costs.

### **Administration Fee:**

The administration fee is paid to cover the costs of administering the On-Going administrative services provided by an Authorised Representative. The administration fee usually accrues from the day your account is activated and paid monthly.

**Advice Fee:**

Advice fees are fees charged usually for strategic advice when advice is given via a Statement of Advice (SoA) or Record of Advice (RoA). These fees can be in the form of a percentage of assets held or a flat fee. Such fees can also be charged as initial advice, ad-hock advice, or part of an On-going Fee Arrangement (OFA).

**Ongoing Investment Advice Fee:**

This fee represents the cost of investing in an Authorised Representative's investment advice. This fee is usually charged on the value of your portfolio and can also be linked to the performance of the portfolio. The investment fee usually accrues from the first day an Authorises Representative begins managing instruments within a portfolio and is paid monthly. Ongoing Advice fees are considered an On-going Fee Arrangement (OFA) whereby clients receive a Fee Disclosure Statement (FDS) and an Opt-in Agreement on an annual basis.

**Investment Management Fees:**

Managed Investment Schemes (MIS) such as Managed Funds charge a management expense ratio (MER) to cover investment manager and operating expenses. These fees are reflected in the unit price of the fund and can range from less than 1% to more than 3%.

**Performance fee:**

Some investment managers charge Performance fees that are based on the positive movement in the net asset value of the portfolio over and above a predetermined benchmark. Negative movements must be recouped before a fee is charged for positive movements over the predetermined benchmark.

**Product Fees:**

These fees refer to any type of fee that a financial product manufacturer charges for their financial product. A Product Disclosure Statement (PDS) is given to clients for consideration and these fees usually pertain to unitised managed funds.

**MDA Management Fees:**

Managed Discretionary Accounts (MDAs) are discretionary advice products with regulatory relief from providing a PDS. Often MDAs have two components of fees involved, both advice and product fees. The MDA Management Fee represents the product component and can include administration costs and the on-going management of the MDA Agreement. MDA Management Fees are usually charged monthly based on the value of the portfolio and are not considered to be an On-going Fee Arrangement (OFA).

## Transaction Costs:

Transaction costs cover the costs of buying and selling securities in a portfolio. Brokerage forms part of the net price paid or received for the asset and is usually not recorded separately.

In accordance with Bespoke Portfolio Constitution and the Corporations Act, we may individually negotiate fees with investors classed as 'wholesale' or 'professional' investors on the basis of the value of their investments. We cannot enter into individual fee arrangements with other investors.

## Complaints Resolution

We are committed to providing a highly valued and professional service however if you have a complaint about us or our service you can call or email us or lodge a complaint in writing addressed to:

**The Compliance Officer**

Bespoke Portfolio Pty Ltd

PO Box 1037, Hawksburn VIC 3142

Email: [enquiries@bespokeportfolio.com.au](mailto:enquiries@bespokeportfolio.com.au)

Please include as much detail in your complaint as possible, including the name(s) of any of our staff involved. If available, copies of any background documentation should be provided to us along with the complaint.

Following receipt of your complaint, we will respond to you in writing within seven days and provide you with a written estimate of the time it will take to investigate your complaint.

If you are unhappy with our formal response to your complaint, or if you believe we have not appropriately responded to your complaint, you can contact the **Australian Financial Complaints Authority (AFCA)**, an external disputes resolution scheme of which Bespoke Portfolio is a member of (membership number 14686). This service is free to you and the AFCA may be contacted at:

Website: <https://www.afca.org.au/make-a-complaint/>

Telephone: 1800 931 678

Mail: GPO Box 3, Melbourne VIC 3001

If you remain unsatisfied with our response to a complaint, you are at all times free to pursue the matter with The Australian Securities and Investments Commission (ASIC). ASIC also has an Info line on 1300 300 630 which you may use to make a complaint and obtain information about investor rights.

### **Compensation arrangements:**

Bespoke Portfolio has professional indemnity insurance which we consider is adequate having regard to:

- the volume and types of business carried on by Bespoke;
- the number and types of our clients;
- the number of our representatives; and
- any particular or potential claims that may arise pursuant to our participation in external dispute resolution schemes, including the AFCA scheme.

Bespoke Portfolio considers that these compensation arrangements satisfy the requirements of section 912B of the Corporations Act and associated regulations.

## **Privacy**

At Bespoke Portfolio the privacy of your personal information is important to us. If you would like a copy of our privacy policy please contact us on [enquiries@bespokeportfolio.com](mailto:enquiries@bespokeportfolio.com)

Our privacy policy is available at: <https://www.bespokeportfolio.com.au/privacy-policy>.