

Website Disclosure Information

Last Updated: 24 February 2025

About this disclosure

This Website Disclosure Information explains the financial services provided by Bridges Financial Services Pty Ltd (Bridges). It is designed to help you make a fully informed decision about whether you want to use our services.

If you have any questions, or if there is anything that isn't clear, please talk to your Financial Planner or contact us.

Bridges Financial Services Pty Limited (Bridges)
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Website: www.bridges.com.au

We have offices located across Australia, our office locations are listed on our website.

As an ASX Market participant, we also offer full-service stockbroking to our clients.

Not independent

We are a wholly owned subsidiary of Insignia Financial Ltd (ABN 49 100 103 722) and part of the Insignia Financial Group of companies (Insignia Financial Group). The Insignia Financial Group is an issuer of financial products, some of which are included in our Approved Product List. In addition, we may receive commission on life insurance products as explained under the heading 'How we are paid' below. For these reasons, we do not refer to ourselves or our advice as independent, impartial or unbiased.

Products and services we provide

The financial services we are authorised to advise and deal in are:

- Basic deposit products
- Government debentures, stocks or bonds
- Interests in managed investment schemes
- Managed Discretionary Account (MDA) services
- Retirement savings accounts
- Securities, including shares
- Superannuation products
- Standard margin lending facilities
- Life insurance and risk products, and
- Derivatives and foreign exchange products

In providing these services, Bridges acts for you.

Important documents you can expect to receive

When your Planner provides personal financial advice for the first time, you will generally be given a Statement of Advice (SoA).

If you require further advice at a later time, your Planner can provide further advice verbally or via a shorter Record of Advice (RoA). If you are given verbal advice, your Planner will document the discussion, and a copy of this record can be made available to you on request.

To help you make an informed decision about a financial product, you will generally be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances, there is no requirement to provide a PDS (including, for example, where you already have one).

If you use our stockbroking services, you will be given a copy of our 'Equities terms and conditions of trading'. This document explains the terms and conditions that allow us to execute transactions on the ASX, as well as the clearing and settlement services which are provided by Finclear Pty Ltd (Finclear). You will also be given a copy of our 'Best execution policy' which explains how we handle and execute your orders, and a disclosure statement with further information about the clearing service provided by Finclear.

If you wish for Bridges to act as your CHESS Sponsoring Participant, you will be required to enter into a Sponsorship Agreement and a written explanation of that agreement will be provided to you.

Our Approved Products List

Our Approved Products List (APL) is a list of fully researched products but doesn't include all possible products available in the market.

When selecting products for you, your Planner is generally limited to the range of investment products and a selection of 12 insurance providers on the APL.

The APL includes products issued and platforms operated by related companies, including IOOF Investment Management Limited, IOOF Investment Services Ltd, Managed Portfolio Services Limited, MLC Investments Limited, Navigator Australia Limited, NULIS Nominees (Australia) Limited, Oasis Fund Management Limited, OnePath Custodians Pty Ltd and OnePath Funds Management Limited.

These related companies will receive fees and benefits as disclosed in the relevant document if you invest with them.

Important relationships and other benefits

In addition to the related companies listed above (under the heading 'Our Approved Products List') you should also be aware of the following relationships and benefits that we may receive. Any payments noted below are not an additional cost to you and will only be made to the extent permitted by law.

Product and service provider benefits

Bridges may receive sponsorship payments from product and service providers to fund technical and professional development training for our Planners. Our Planners may also apply for and may qualify to receive commercial terms on a range of banking products and services such as interest rates and limited recourse terms.

Advisory fees

Product providers may pay advisory fees to Bridges, or an investment management entity associated with Bridges. This fee is for the provision of portfolio management advisory services where Bridges model portfolios are utilised via managed accounts or separately managed accounts. In the event of this occurring, the fee is calculated as a percentage, likely to be up to 0.15% of the managed account or separately managed account portfolio balance. Your Planner will not receive any of this fee.

Referral partners

Bridges has referral relationships with third parties. A full list of the partners who refer to us, and the referral fees paid to them, is attached at Annexure A.

Referrals to a third party

Where you are referred to a third party (including to other Financial Planners) by your Planner, your Planner does not receive any payment for that referral. We also do not approve or endorse their advice. You must assess the merits of their advice in the light of your own circumstances and objectives.

Other payments

We keep a full register of any benefits received by Planners of between \$100 to \$300. By law, your Planner is not permitted to receive benefits in excess of \$300 per year from a product issuer. In addition, Bridges keeps a register of any other non-monetary benefits your Planner may receive in relation to education, training, technology support or software that is relevant to the provision of financial advice. If you would like a copy of either register, please ask your Planner and one will be made available to you.

How we are paid

We receive remuneration from:

- Service fees paid by you (fee for service)
- Commissions from insurance providers
- Other payments and benefits as outlined above under the heading 'Important relationships and other benefits'

All fees and commissions are collected by Bridges. Your Planner is an employee of Bridges and is paid a salary and may also receive a bonus based upon performance and achievement of various objectives. The variable bonus component is determined based on factors such as client satisfaction, the standard of service provided to clients, training undertaken, and revenue received by the licensee.

Advice and service fees paid by you

Before providing personal advice, your Planner will agree the fees and payment options with you. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare your personal financial advice. Fees and commissions that are relevant to the advice being provided will also be disclosed in the written advice provided to you.

Below is a list of the services you may receive and the types of fees you may be asked to pay:

- Initial consultation – complimentary.
- Advice preparation and implementation fees - the fees charged for the preparation and implementation of advice or specific transactions requested by you will depend on your individual circumstances and our assessment of the complexity of the advice or services provided.

The minimum initial fee charged for advice preparation and implementation is \$1,700 combined, while the maximum fee that can be charged is generally \$10,000. However, in some cases, depending on the complexity of the advice you may be charged a higher fee. The relevant advice preparation and implementation fees will be disclosed to you and agreed with you upfront before we provide advice.

Advice preparation fees are normally charged on presentation of the Statement of Advice. Where you do not proceed with our recommendations, part or all of the advice preparation fee may still be charged.

The implementation fee is charged separately on acceptance of all or part of the recommendations in the Statement of Advice.

Fees may be paid directly by you via credit card, direct debit, cheque or in some circumstances where possible, collected through the investment platform.

- Review service fee —your Planner may charge a fee for the provision of services that may include an annual review and/or a portfolio review. The minimum fee charged is \$1,500. This fee will be set based on the time involved and complexity in reviewing your situation. Details of the services will be set out in your Client Service Agreement, if you enter into such Agreement.
- Ad hoc advice – where client circumstances and supporting strategies involve limited complexity there will be an opportunity to request ad hoc review advice. The minimum initial fee charged for the preparation and implementation of this ad hoc review advice is \$2,700 combined. The fees will be discussed with you at the time the ad hoc review advice is arranged.
- Stockbroking transaction fee or brokerage — a fee for stockbroking services. Further information on this fee is contained in the documents relating to our stockbroking service. Where money is held in a trust account on your behalf for your share trading, interest earned on those funds will be paid to Bridges.

- Commission for Life Risk Insurance Products – where we arrange a life insurance product for you, the relevant insurer will pay an initial commission to us. The commission is calculated as a percentage of the premium paid (and may include health, occupational, frequency and modal loadings and policy fees, but excludes stamp duty). Ongoing commission will also be paid when you renew your policy each year.

The rates of initial and ongoing commission will depend on the date the policy is issued and are set out in the table below:

Date policy is issued	Initial Commission (% of annual policy cost including GST)	Ongoing Commission (% of annual policy cost including GST)
Before 1 January 2018 or before 1 April 2018 (application received before 1/1/18)	up to 130%	up to 33%
From 1 January 2018	up to 88%	up to 33%
From 1 January 2019	up to 77%	up to 33%
From 1 January 2020	up to 66%	up to 33%

For existing policies, the rates above will apply if you increase your cover, add new cover or otherwise amend a policy purchased by you.

Please note that the initial and ongoing commissions on life insurance products are paid by product issuers and is not a direct cost to you.

Your Planner may also charge other fees, including if you instruct your Planner to complete a transaction on your behalf such as buying or selling specific financial products.

If you have a complaint

If you have a complaint about financial services provided to you, your complaint can be directed to your Planner in the first instance. You can also raise your complaint at any time by contacting us at:

Email: advicecomplaints@insigniafinancial.com.au

Phone: 1800 271 147

We will investigate and endeavour to resolve your complaint promptly and fairly. If your complaint has not been resolved to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA is an external dispute resolution scheme which provides fair and independent financial services complaint resolution that is free to consumers. AFCA's contact details are:

Email: info@afca.org.au

Website: www.afca.org.au

In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

The Australian Securities and Investment Commission (ASIC) has an information line 1300 300 630 which you may use to obtain information about your rights, and to make a complaint. For more information, please visit their website www.asic.gov.au

Professional indemnity insurance

Bridges is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. Our insurance arrangements cover claims made against us as the licensee and both our current and former authorised representatives.

Privacy

We are committed to protecting your privacy. Any personal information we collect (including sensitive information, where authorised and required) will be handled in accordance with our privacy policy. The privacy policy outlines how we manage your personal information and contains details about any likely overseas disclosure of your personal information, how you may access or correct your personal information and how you may complain about a breach of your privacy. To obtain a copy of our privacy policy, please click [here](#).

We generally collect your personal information through questionnaires (such as Wealth Central, where you have authorised the disclosure of your information to us) and our ongoing interactions with you. Your personal information is collected primarily for the purpose of providing you financial advice, and for related purposes such as implementing any agreed financial plan, dealing with financial institutions on your behalf or communicating with your other professional advisers with your consent. We may also use your personal information to provide you with information about other products and services that may be of interest to you (unless you elect to not receive marketing communications).

In order for us to comply with our Anti-Money Laundering and Counter-Terrorism Financing requirements, we may be required to retain copies of your identification documents.

If you do not provide all information that we require we may not be able to provide you with the requested service, or services we provide may not be suitable to you. If you provide us personal information of another party such as a family member, you should inform them that you have done so and direct them to this privacy statement so they may understand how their personal information may be handled by us.

Annexure A

Referral partners

Our usual referral fee is a fixed fee of \$300 where the referred client obtains single strategy advice from a Bridges Planner, or \$1,500 where full advice is obtained. The following list of referral partners are paid this way.

- Australian Mutual Bank
- Australian Post-Tel Institute Ltd (NSW)
- Central Murray Credit Union
- Central West Credit Union
- Circle Alliance Bank
- Family First Credit Union
- First Choice Credit Union
- Gateway Bank
- Geelong Bank (FCCS)
- Goulburn Murray Credit Union Co-Op
- Heritage Bank
- Horizon Bank
- Hume Bank
- Lysaght Credit Union
- Macarthur Credit Union
- Macquarie Credit Union
- Move Bank
- Nova Alliance Bank
- Orange Credit Union
- Pulse Credit Union
- Queensland Country Bank
- Regional Australia Bank (Holiday Coast Credit Union)
- SWS Bank (South West Slopes Credit Union)
- Southern Cross Credit Union
- Summerland Credit Union
- Broken Hill Bank (The Broken Hill Community Credit Union)
- The Capricornian
- Unity Bank
- Warwick Credit Union Limited
- Woolworths Employees Credit Union
- Transport Mutual Credit Union

The referral partners listed in the following table are paid as shown:

Referral partner	Single strategy advice	Full advice
Bendigo Bank	\$1,150 + GST	\$1,150 + GST
IMB	\$300	\$1,000
National Australia Bank	\$500 + GST	\$500 + GST
Beyond Bank Australia	\$1,000	\$1,000
My Money Sorted	20% of upfront fee	20% of upfront fee