



BESPOKE PORTFOLIO

personalised, customised solutions

Financial Services Guide (FSG) Bespoke Portfolio MDA Services

Part 1

Authorised and distributed by:

Bespoke Portfolio Pty Ltd

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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 is a regulated document in two parts.

Part 1 should be read in conjunction with either Part 2 of this FSG or, where your adviser is not authorised by Bespoke Portfolio, read with their FSG.

This FSG complies with the Australian Investment and Securities Commission Policy statements and Class Orders with respect to Managed Discretionary Accounts (MDA).

About this Financial Service guide (FSG)

This FSG was prepared by Bespoke Portfolio (“us” or “we”) 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:

- Who we are.
- What services we provide.
- Fees and other costs
- What relationships and associations we have.
- How complaints are managed.
- Our privacy policy.

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

Part 2 of our FSG provides details of your adviser authorised by Bespoke Portfolio, to provide advice.

Please Note: Advisers not authorised by us will provide you with their own FSG in lieu of our Part 2.

About Bespoke Portfolio

Bespoke Portfolio owns and operates a Managed Discretionary Account service and holds an authorised Australian Financial Services Licence (AFSL 341991) and is authorised to provide financial product advice and deal in the following financial products:

- Deposit and payment products limited to:
 - Basic deposit products
- Derivatives;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Interest in managed investment schemes limited to Managed Discretionary Account services;
- Interest in managed investment schemes other
- Securities, and
- Financial Products limited to miscellaneous financial investment products limited to MDA services

You may contact Bespoke Portfolio as follows:

Physical Address:	Level 2, 451 Little Bourke Street, Melbourne, Vic 3000
Telephone:	1300 652 511, Facsimile: (03) 8199 7709

Email:

enquiries@bespokeportfolio.com

Managed Discretionary Account (MDA) Services

An MDA allows Bespoke Portfolio to quickly and decisively manage your portfolio by removing the need for us to obtain your consent prior to any portfolio change. While our investment decisions must be consistent with the negotiated Investment Program contained in your MDA contract, an MDA maximises operational efficiencies and allows us to more quickly and consistently respond to market changes and emerging opportunities. By agreeing to this service you essentially choose to outsource all investment decisions to an experienced Portfolio Manager who manages your portfolio on your behalf.

Do you have to enter into a contract to receive MDA services?

In order to utilise an MDA service you must first enter into an MDA contract with us. The MDA contract regulates how we will exercise our discretion in providing the services necessary to manage your portfolio and outline any limits that may apply to that discretion.

The contract will set out the investment program for your portfolio. You may request that Bespoke Portfolio adhere to specific instructions with regards to certain assets of the portfolio but these specific instructions must be documented in the investment program.

Who prepares the Investment Program and who is responsible for reviewing the Investment Program?

In the circumstances that the adviser is authorised by Bespoke Portfolio to provide advice, your adviser will recommend an investment program based on their assessment of your personal objectives, financial situation and needs. You'll need to ensure that you understand their recommendation and their reasoning because they'll need your informed consent and approval to establish the MDA service.

To the extent that the information provided to Bespoke Portfolio and/or its authorised adviser is based on limited, incomplete or inaccurate information, you need to understand that the recommendation (or elements of the recommendation) may not be suitable for you, or may cease to be suitable if your personal circumstances change. In these circumstances, you should make your own assessment of the suitability of general MDA recommendation, the specific strategy outlined in the MDA contract and the level of assets as a percentage of your overall assets invested into the MDA Portfolio,

Your adviser will be responsible for the regular review of your investment program as set out in the MDA contract. Please note that the Australian Securities and Investment Commission requires that Bespoke Portfolio and/or its authorised adviser reviews the investment program and ensures that the strategy is still appropriate to your needs at least every 12 months; however a change in your circumstances may mean an earlier review is required.

MDA Reporting

To ensure that you maintain visibility over your portfolio Bespoke Portfolio will report to you about your MDA account on a regular and on-going basis. For reasons of efficiency and convenience, we'll provide these reports to you in an electronic format, assisting you to track the performance of your portfolio and eases the burden of end of financial year tax reporting.

Using a password-protected website, you are able to keep track of all transaction activity and individual stock positions at any time (subject to occasional site management).

You must have internet access to receive our comprehensive, timely and accurate portfolio reporting information and, if you are not comfortable with on-line reporting, this service might not be suitable for you.

The risk of investing in a MDA

The MDA contract allows Bespoke Portfolio, acting on your behalf, to make changes to your portfolio, such as buying or selling financial products, without consulting with you before making any changes.

Please understand that Bespoke Portfolio must act within the level of authorisation in your MDA contract. Please appreciate that by signing the MDA Contract you are authorising us to exercise our discretion in managing your account.

Generally, allowing Bespoke Portfolio to operate the MDA on your behalf involves inherent risks attributable to the investments themselves, including the specific risks of the underlying financial instruments such as derivatives, securities, debt instruments and cash. You should also appreciate that, to the extent permitted by law, Bespoke Portfolio takes no responsibility for any losses arising from properly acting or refraining to act in accordance with authorised dealings under the MDA contract. We do not, and can not, guarantee any particular outcome, return or profit from your investments. Nor can we guarantee that your capital will be maintained.

We will, however, explain the significant risks of the products and strategies that we recommend to you. The MDA contract will also address:

1. The nature and scope of the discretions we will be authorised and required to exercise under the MDA contract and any investment strategy that is to be applied in exercising those discretions;
2. Any significant risks associated with the MDA contract;
3. The basis on which Bespoke Portfolio considers the MDA contract to be suitable for you, and
4. The risk that the MDA contract may not be suitable to you if you have provided limited or inaccurate information. It will also specify that the MDA contract may cease to be suitable if your relevant circumstances change.

Custody of your Assets

Investors with a Bespoke Portfolio MDA 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 clearing and execution firm.

Fees and other Costs

The FSG part 1 shows the types of fees and other costs that you may be charged. These fees and costs may be deducted from your money or from the returns on your investment.

For more detail on fees specific to the service you are receiving please see the FSG part 2 provided by one of our Authorised Representatives.

You should read all the information about applicable fees and charges, as it is important to understand their impact on your investment.

Establishment fee

The establishment fee is a once off fee that is charged on the total value of the investment to cover the cost of setting up your MDA and recording your personal and capital gains tax details.

Administration Fee

The administration fee is paid to cover the costs of administering the MDA Service. The administration fee usually accrues from the day your account is activated.

Investment Fee

The investment fee represents the cost of investing in the MDA Service. The fee is charged on the value of your portfolio and is not linked to the performance of the portfolio. The investment fee accrues from the first day we begin managing instruments within a portfolio.

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.

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 and we welcome your constructive feedback on our performance. As part of this commitment, we offer an efficient and accessible system for managing and resolving client complaints.

We believe that you have the right to have any complaint about us or our service investigated and dealt with quickly and effectively and in an efficient, honest and fair manner.

You can call or email us to lodge a complaint but, it would assist us to more appropriately respond, if you submit your complaint in writing addressed to:

Compliance Officer

Bespoke Portfolio Pty Ltd
Level 2, 451 Little Bourke Street,
Melbourne, Vic 3000

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 provide you with a written estimate of the time it will take to investigate your complaint and respond to you in writing.

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 FOS 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

If you would like to view our privacy policy please visit www.bespokeportfolio.com