

FINANCIAL SERVICES GUIDE

This Financial Services Guide describes our self-managed superannuation and financial advisory services and is intended to assist you to decide whether to use the services offered in the guide. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

In this Financial Services Guide Stewardship Accountants Pty Ltd (ABN: 56 143 279 734)(AFSL:490514) trading as CloudSuper will herein be referred to as “CLOUDSUPER”.

WHO IS CLOUDSUPER?

CLOUDSUPER is a Limited Australian Financial Services Licensee who provides an online cloud based superannuation administration platform running on a subscription pricing model which uses technology and clever integrations to provide a superior client experience and a cost saving for people looking to set up and operate an SMSF.

Our Services

We hold a limited Australian financial services licence

Under our license, the services we are authorised to perform include:

Advising you on whether a self-managed superannuation fund (SMSF) is a suitable superannuation structure for you and, if so, helping you to establish an SMSF;

- Helping you to develop financial goals and appropriate investment strategies for your SMSF;
- Advising you on superannuation contributions and retirement strategies; and
- Advising you on pension and lump sum benefit payments.

We are also authorised to provide high-level advice in relation to the following classes of products:

- Basic deposit products;
- Life risk insurance products;
- Simple managed investment schemes;
- Securities; and
- Superannuation.

We are not licensed to advise you on investing in specific financial products. For example, we are licensed to recommend that you invest in basic deposit products, but we cannot tell you which basic deposit product is appropriate for you. We are also licensed to recommend that you take out insurance, but we cannot recommend a specific policy to you.

We act for you when advising you on financial products or assisting you to set up your self-managed superannuation fund.

When we act for you we will not provide you with personal advice or make recommendations about any of the products and services you should acquire. The advice we provide is general and does not take into account your objectives, financial situation or needs. You should always consider whether general advice is suitable for you and your personal circumstances. Before you make any decision about whether to acquire a certain product, you should obtain and read the relevant product disclosure statement and seek advice from your financial advisor.

We are paid directly by the trustees of the funds that we provide SMSF administration and SMSF administration related services for. We will provide annual tax returns, manage the annual auditing of the SMSF and provide corporate compliance services. This will generally be completed prior to the annual ATO deadline unless we are held up by a third party.

OUR BUSINESS RELATIONSHIPS

CLOUDSUPER has business relationships with other organisations as described below.

Mortgage Brokering

If you request a mortgage brokering service, we may refer you to Moneytax Financial Centre (ABN:17155554251) which is an associated entity owned by a director of CLOUDSUPER.

HOW CAN YOU DEAL WITH US?

You can deal with us by phone by calling (02) 8404 9495 or by email at support@cloudsuper.com.au.

HOW WE ARE PAID

<p>Superannuation and financial advisory services</p>	<p>Initial</p> <p>There is no initial setup fee charged by CLOUDSUPER to establish an SMSF.</p> <p>If a corporate trustee is requested to be established, ASIC will charge a fee for the “Application for registration as an Australian Company” as outlined in the engagement letter. ASIC frequently change their fees on an annual basis on 1 July. This is currently \$479.00 however an updated fee structure is available on the ASIC website at http://asic.gov.au/for-business/payments-fees-and-invoices/asic-fees/asic-fee-indexation/</p> <p>Ongoing</p> <p>We are paid directly by the trustees of the funds that we provide administration and administration related services for. Our annual fixed fee is \$1,188.00 (incl. GST) and is charged by direct debit on a monthly basis.</p> <p>The cost to establish a Bare Trust for SMSF borrowing and the corporate trustee required (including ASIC fee) will be \$2,200.00 (incl. GST) which, if the Trustee chooses, can be deducted from the SMSF bank account after it has been established.</p> <p>Cancellation Fees</p>
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	<p>You will be charged a termination fee if you terminate our services within the first 12 months of our engagement letter being signed.</p> <p>This fee will be equivalent to \$1,188.00 (incl. GST) minus the aggregate of fees (incl. GST) you have already paid.</p> <p>The purpose of this is to recoup the setup cost incurred by CLOUDSUPER to set up your SMSF.</p>
Referrals	<p>Mortgage Brokering</p> <p>If you request a mortgage brokering service, we may refer you to Moneytax Financial Centre (ABN:17155554251) which is an associated entity owned by a director of CLOUDSUPER. If you obtain a loan through Moneytax Financial Centre, they will receive a fee calculated according to the value of the loan, the lender, and if the loan is discharged within a specified period. CLOUDSUPER does not receive a commission in respect of mortgage brokering services provided to you.</p>

Where any amount of remuneration referred to in the above section is not able to be ascertained as at the date of this FSG you may contact CLOUDSUPER to request particulars. Your request must be made within a reasonable time after you receive this FSG and before we provide you with any of the financial services referred to in this FSG.

WHO WE PAY?

Our Staff including Accountants	<p>Our staff including our accountants are paid an annual salary.</p> <p>Our accountants may be eligible to receive a performance bonus if they meet pre-set agreed key performance indicators.</p>
Referrers	<p>We do not pay referrers.</p>

OUR PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to the financial services we provide. We are of the view that this insurance is sufficient to meet our regulatory requirements under section 912B of the Corporations Act.

WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to complain about our services, you can either discuss the matter with your accountant or contact our Complaints Officer on (02) 8404 9495. We will acknowledge receipt of your complaint immediately, and attempt to resolve it within 7 days.

We are a member of the Financial Ombudsman Service, an external dispute resolution scheme. If you are not satisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. Their contact details are on their website at www.fos.org.au. You can access this scheme for free and any decision they make is binding on us, but not on you.

HOW CAN YOU CONTACT US?

We can be contacted at:

Stewardship Accountants Pty Ltd trading as CloudSuperFund
ABN: 56 143 279 734
AFS Licence No: 490514
Business Address: 197-215 CONDAMINE ST, BALGOWLAH NSW 2093
Postal Address: PO BOX 613, BALGOWLAH, NSW 2093
Phone: (02) 8404 9495
Email: support@cloudsuper.com.au
www.cloudsuper.com.au

HOW WE PROTECT YOUR PRIVACY?

We are committed to protecting your privacy. For more information about our privacy policy please visit the “Disclosures” page of our website available from <https://cloudsuper.com.au/disclosures>.

This FSG was prepared on 5 June 2018 (Version 1).