

Adviser Profile – Adela (Hei Man) Ngai

First Financial Pty Ltd (First Financial)

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Financial Services Guide – Part 2

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About this Guide

The Financial Services Guide (FSG) provides you with important information about First Financial Pty Ltd ('First Financial' or 'Licensee') and its Representatives, who will provide you with the financial services described in this FSG. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this FSG.

References in this FSG to 'me', 'I', 'us', 'we' and/or 'our' should be read as either First Financial or your Representatives of First Financial, as the context requires.

This FSG consists of two parts:

Part 1 is a Financial Services Guide dated 7 June 2023. It contains information about First Financial and the financial services offered under the First Financial AFSL, fees and benefits received by First Financial, and privacy and complaints handling processes.

Part 2 is an Adviser Profile and contains important information about:

- me as your adviser and as a Representative of First Financial
- the financial services that I provide
- our fee structure and the fees and benefits I receive
- how you can contact me

Together, the above documents form the complete FSG which we, as Representatives, are required to provide. We suggest you retain both parts of the FSG for your future reference. If any part of the FSG is not clear, please speak to your financial adviser.

SECTION ONE:

ABOUT YOUR ADVISER: ADELA (HEI MAN) NGAI

I am authorised by First Financial to provide the financial services described in Part 1 and Part 2 of this FSG, and I have also been authorised by First Financial to distribute this FSG.

My Representative number is 389342.

Adviser experience

I joined the financial planning industry in 2010 and have worked in a variety of roles from equity research to my current role as an Adviser providing wholistic advice. I take pride in delivering a compelling customer experience to all my clients.

I leverage on my experience in equity research and retail stockbroking to tailor bespoke strategic and investment advice to high-net-worth clients and I look forward to speaking to you about your unique financial needs.

Adviser qualifications and professional memberships

- Master of Business (Banking and Finance)
- Bachelor of Communications (Media)
- Member of Financial Advice Association of Australia (FAAA)

SECTION TWO:

SERVICES THAT I PROVIDE

Areas I am authorised to provide advice on

I am authorised by First Financial to provide financial services, including advice or services, in the following areas:

- Life Products
- Government Debentures, Stocks and Bonds
- Deposit and Payment Products
- Managed Investments
- Retirement Savings Accounts
- Superannuation
- Self-Managed Superannuation Funds
- Securities

I deal in the following kinds of products:

- Managed investments
- Superannuation
- Deposit taking facilities
- Personal insurance (e.g. life insurance)
- Portfolio administration services
- Retirement savings accounts
- Securities
- Structured products
- Government debentures, stocks and bonds

Areas I am not authorised to provide advice on

I am not authorised by First Financial to provide advice or services in the following areas:

- Consumer Credit Advice and Assistance
- Margin Lending
- Finance Broking

Please ask me if you would like a referral for these services.

How you can provide your instructions to me

You may provide instructions to me, for example by phone, fax or email, by using any of the contact details provided in Section Four 'Contact Details & Acknowledgment'.

Privacy Statement

In addition to the information provided in the First Financial FSG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at FirstFinancial.com.au and/or by calling us on 03 9909 5800.

SECTION THREE:

FEES AND BENEFITS

How I am paid for services provided

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to First Financial.

I receive a salary as an employee of First Financial. I could also receive a performance bonus which is payable from the firm's profit pool. My bonus potential does not influence my advice, or any recommendations made.

Our fee structure

As part of detailed financial planning there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are payable by you at the following stages:

Upfront Advice Fees

A fee may be payable for your initial appointment with me. Should you decide to proceed with receiving personal advice, this fee will be deducted from the SoA preparation fee.

For preparation of a personalised financial plan (Statement of Advice – 'SOA'), an SOA preparation fee is payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you.

I may charge an implementation fee to implement the recommendations in your financial plan. This is payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation and the amounts of funds invested.

Type of Fee	Fee Amount (incl. GST)
Initial Appointment Fee*	Generally between \$220 - \$550
SOA Preparation Fee	Generally between \$2,200 – \$10,000
Implementation Fee	Generally between \$500 – \$5,000

*Any initial appointment fee will be deducted from the SoA fee should you go ahead with obtaining personal advice.

Where an implementation fee is charged, I may rebate all or part of any initial commissions and/or ongoing commissions received from a product issuer.

Where I receive any initial commissions and/or ongoing commissions, I may rebate all or part of the implementation fee to you.

Ongoing Advice Fees

If you choose to have me provide ongoing advice and reviews of your financial plan to ensure that your financial strategies and financial products remain appropriate to you. Our ongoing fees may be based on the asset value you require us to manage or on a fixed fee structure.

Our tiered fee structure is:

Funds Under Advice	Fee Rate
\$0 – \$1,000,000	1.10%
\$1,000,001 – \$2,000,000	0.55%
\$2,000,000 +	0.33%

**Minimum ongoing advice fee is \$2,640 p.a. (including GST). Any differing fee arrangements will be discussed and disclosed to you.*

Hourly rates

If you engage us for ongoing advice and reviews and the hours rates will typically not apply. If you choose to engage us on an hourly fee basis (at your request) the following rates will generally apply.

Our hourly rate will depend on the complexity of the work and the anticipated time to complete the work. Any work completed will be discussed with you and an agreement on cost will be reached in advance.

Type of Fee	Fee Amount
Hourly rate	Generally between \$275 – \$400 per hour

Portfolio Management Fee

We may charge a Portfolio Management Fee agreed between you and I, and calculated on your monthly account balance. This fee may be received by First Financial or by Akambo Pty Ltd. If this fee is received by First Financial some or all of the fee may be passed onto Akambo Pty Ltd, depending upon their involvement in the management of the portfolio we recommend. Your Statement of Advice will explain who receives this fee.

Type of Fee	Fee Amount
Portfolio Management Fee	Between 0% and 1.10% (including GST) based on the asset value under management

Example

For a moderately complex SOA implementation, we may charge a fee of:	\$3,300 (including GST)
Where you have total funds under advice of \$500,000, the fee for ongoing service and reviews will not exceed:	\$5,500 p.a. (including GST)
Where you have total funds under management of \$500,000, the fee for portfolio management will not exceed:	\$5,500 p.a. (including GST)

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SOA) and Product Disclosure Statements at the time of receiving any recommendation.

Amounts my employer and other related entities receive

All fees, commissions and incentives are received by First Financial Pty Ltd trading as First Financial.

Other benefits I may receive

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

- Local conferences
- From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at more than \$100 and other benefits that relate to information technology software or support provided by a product issuer, or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

Any benefits that we receive that are relevant to your consideration of our advice to you will be disclosed in the advice document.

Fees paid to someone who refers you to me

If you have been referred to me by an external party and you accept the services I provide, I may make a payment to the external party for that referral. Any amount payable will be disclosed in the SOA provided to you. This will be paid by First Financial to the external party and will be at no additional cost to you.

SECTION FOUR:

ADVISER CONTACT DETAILS

Your financial adviser: Adela (Hei Man) Ngai
T | 03 9909 5800
F | 03 9909 5899
E | adela.ngai@firstfinancial.com.au

Practice details: First Financial
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Client Acknowledgement

I/We acknowledge that I was/we were provided with the First Financial FSG Part 1 dated 7 June 2023 and Part 2 (Adviser Profile) dated / / as follows:

Client name: _____

Client signature: _____ Date received: _____

Client name: _____

Client signature: _____ Date received: _____