



Issue date: 1 October 2026

FINANCIAL SERVICES GUIDE

DASH Managed Discretionary Account (MDA)

This Financial Services Guide has been issued by DASH Investment Services Pty Ltd., Level 10, 1 Market Street Sydney 2000 Issued to clients of: Miplan Advisory Pty Ltd (AFSL 485478)

Who We Are

DASH Investment Services Pty Ltd (ABN 20 610 852 456) holds Australian Financial Services Licence ('AFSL') No. 500032 in accordance with the Corporations Act 2001 (Cth) ('Corporations Act') and is authorised to operate managed discretionary account services.

The distributor and administrator of the DASH MDA is DASH Administration Services Pty Ltd (ABN 43 609 025 130), a Corporate Authorised Representative (Authorised Representative No. 001237411) of DASH Investment Services Pty Ltd.

DASH Investment Services Pty Ltd ("we") has appointed DASH Administration Service Pty Ltd to manage, operate and administer the DASH MDA. DASH Administration's primary business is the operation of the DASH MDA. We are responsible for supervising the activities of DASH Administration and will ensure that we and it comply with all applicable regulatory requirements when providing the DASH MDA to you.

DASH Investment Services and DASH Administration Services are wholly owned subsidiaries of DASH Technology Group (ABN 93 603 824 835).

About This Document

This Financial Services Guide (**FSG**) is an important document and its purpose is to help you decide whether or not to use the MDA services we offer. You should read it carefully and make sure you understand it. You may receive an updated FSG if we are required to update this document to satisfy the requirements of our AFS Licence.

This FSG complies with the requirements stipulated in the Corporations Act 2001 (Cth), ASIC Regulatory Guides and ASIC Corporations (Managed Discretionary Account Services) Instrument 2016/968. It provides you with information about DASH Investment Services Pty Ltd and the services you may receive. It is designed to assist you in deciding whether to use our services. This FSG provides information or explanations about:

- Details of DASH Investment Services Pty Ltd and the services we are authorised to provide.
- Details of DASH Administration Services Pty Ltd and the services it has been appointed to provide in managing, operating and administering the DASH MDA on behalf of DASH Investment Services Pty Ltd.
- Investing in the MDA Service, including any significant risks of doing so.

- How you can give instructions.
- Other disclosure documents that you may be given in respect of the MDA Service.
- How you set up an account with us.
- How we, and other relevant parties, get paid in relation to the MDA Service including any other benefits we may receive.
- Details of our complaint resolution process.
- Any potential conflicts of interest.
- Record-keeping and privacy.
- Outsourcing arrangements in relation to the MDA Service.

This FSG only relates to financial products and financial services in respect to MDA Services provided by us that are contracted in the Managed Discretionary Account Service Agreement, which does not include leveraged or non-limited recourse products.

This FSG does not relate to personal advice or general advice you may have received in a Statement of Advice provided to you by your adviser.

About the DASH Managed Discretionary Account (MDA) Service

In broad terms, an MDA service is an arrangement offered by an MDA service provider to invest and manage a portfolio of assets for a client on a segregated account basis – that is, the client's assets are held separately and are not pooled with other clients' assets. This may include arrangements that are commonly marketed or known in the industry as separately Managed Discretionary Accounts, investment advisory programs, managed discretionary portfolio services and/or discretionary portfolio accounts.

The MDA service is designed for clients who wish to outsource the management of their investment portfolio to a professional investment team. DASH Investment Services and DASH Administration Services do not provide personal financial advice in respect of the DASH MDA.

This also means that once the MDA service is in place, your Adviser does not need to contact you before making a change to your investments that is within the scope of the agreed Investment Program.

Through the DASH MDA, we assist Financial Advisers to manage their clients' investment portfolios using this discretionary individual approach. DASH Administration Services is appointed by DASH Investment Services to ensure that any Investment Program formulated for you by your adviser remains in accordance with the DASH Managed Discretionary Account Agreement.

The DASH MDA includes:

- validation of each Investment Program to be implemented;
- providing you with quarterly and annual reporting which includes information about the transactions undertaken on your behalf, investment holdings and valuation and revenue and expenses incurred during the period. This reporting will be made available electronically by email and access through the portal; and
- the capability for your Adviser to periodically rebalance your portfolio, at least annually,

for existing monies and on receipt of new monies or withdrawals (subject to market and regulatory conditions), in line with the agreed investment program.

Outsourcing arrangements:

As part of the MDA service we engage various third party service providers to outsource some functions of the MDA service. We have appropriate procedures to manage this outsourcing to ensure the proper level of due care and skill in selecting the service provider is applied. These procedures include conducting comprehensive initial due diligence on the provider as well as ongoing monitoring of performance and agreed service levels.

Currently, DASH engages the following entities and who provide the following functions:

- For Super Simplifier, being a regulated superannuation platform through which the MDA service is offered:
 - Equity Trustees Superannuation Limited (ABN 50 055 641 757 AFSL 229757, RSE L0001458) as Trustee and Issuer.
 - SS&C Solutions Pty Ltd (ABN 77 077 325 779) as Member Administrator.
- For Wealth Simplifier, being an IDPS-like platform through which the MDA service is offered:
 - Equity Trustees Limited (ABN 46 004 031 298, AFSL number 240975) as Responsible Entity.

See the 'Ownership of Assets' section regarding the appointment of third party custodians, as well. We ensure continuous monitoring of entities we outsource too by way of periodic reviews, monitoring of key performance indicators and other measures to ensure that the MDA service is appropriate, consistent and compliant with obligations.

Documents and services you will receive

To establish a DASH MDA, you must have a financial adviser. Your financial adviser will recommend our MDA service in a Statement of Advice (SOA) if they consider it is suitable for you. The SOA will set out the basis on which your financial adviser believes our MDA product is suitable for you. Your Financial Adviser also acts as your MDA Adviser, and their details are included on the last page of this document.

Managed Discretionary Account Services Agreement

You must enter into a Managed Discretionary Account Services Agreement with us before we can provide you with MDA services. This is a requirement of ASIC Corporations (Managed Discretionary Account Services) Instrument 2016/968.

The agreement outlines how we will provide our MDA Services to you and includes your Investment Program that is prepared in accordance with the requirements in Div 3 of Pt 7.7 and Div 2 of Pt 7.7A of the Corporations Act. The agreement and Investment Program outlines:

- the name and contact details of the MDA Adviser who is responsible for preparation and/or review of the Investment Program

- the investment strategy recommended to you
- the nature and scope of our discretion and any significant associated risks in managing your portfolio through buying and selling products on your behalf without prior reference to you
- the basis on which the MDA Services are suitable for you, and
- warnings and limitations relating to the MDA service.

You must consider these limitations before signing the agreement

Additionally, you must also complete and sign all forms required by DASH Investment Services, DASH Administration Services and various product and service providers which may include the responsible entity of Wealth Simplifier (Equity Trustees Ltd), Australian Money Market Pty Ltd (an intermediary who may assist us to set up investments in term deposits on your behalf), banks and brokers. The account set up process will vary depending on the specific services and investment products you require. Your Financial Adviser will assist you in establishing all the accounts necessary for us to operate the DASH MDA for you.

Statement of advice

Your financial adviser will prepare a Statement of Advice for you whenever you receive personal advice. The Statement of Advice and Managed Discretionary Account Services Agreement (including the Investment Program) is issued to you to ensure that we always comply with Division 3 of Part 7.7 and Division 2 of Part 7.7A of the Corporations Act 2001 (Cth).

The Statement of Advice sets out the advice given, with an explanation of the basis on which it was given and the specific fees payable for the personal advice provided. In preparing the Investment Program you must ensure your financial adviser has been provided with accurate information relating to your relevant personal circumstances to minimise the risk that the Investment Program and MDA Services are not suitable for you.

Ongoing and annual review

Your financial adviser is wholly responsible for reviewing your Investment Program with you on an annual basis or more frequently if required, or if requested when your circumstances change in any way. You must communicate to your financial adviser if your circumstances change in a significant way, as our MDA product may cease to be suitable for you.

You must communicate with your financial adviser if you would like to see new or additional personal advice and your financial adviser will issue a new Statement of Advice to you and notify us of any changes in the Investment Program.

We are required to review your Statement of Advice before we can enter into the Investment Services Agreement with you so as to be satisfied that the MDA Services are suitable for your relevant personal circumstances.

Your financial adviser must confirm to us that they have conducted an annual review of your Investment Program, and the appropriateness of the MDA Services provided to you.

Please contact us if you change your financial adviser.

Ownership of assets

DASH Investment Services does not provide custodial or depository services in respect of the MDA services. The contact details of each custodian is available at the 'Contact Details' section of this FSG.

You will be the legal and beneficial owner of cash, any term deposits, and Australian listed assets in your DASH non-Super MDA, which is offered through the Wealth Simplifier scheme (ARSN 618 455 673), for which Equity Trustees Limited (ACN 004 031 298, AFSL 240975) is appointed as the responsible entity and operator. For these assets, the DASH MDA does not include a custody service. For DASH's MDA offering through superannuation, the service is offered through the Super Simplifier fund (ABN 36 526 795 205). Equity Trustees Superannuation Limited (ACN 055 641 757, AFSL 229757) is appointed as trustee of the Super Simplifier fund.

If your DASH MDA includes investments in unlisted managed funds, they will be held within your DASH account. In this case, you will be the ultimate beneficial owner whilst the legal owner will be the custodian appointed by the responsible entity for Wealth Simplifier (for non-Super) and Super Simplifier (for Super) in accordance with the governing terms of the account. The custodian appointed by the responsible entity for Wealth Simplifier is Clearstream (ACN 062 527 575), whilst the custodian appointed by the Trustee for Super Simplifier is Apex Fund Services Pty Ltd (ACN 118 902 891).

The custodian arrangement for Wealth Simplifier and Super Simplifier allows these platforms to trade more cost effectively across multiple MDA accounts, while protecting your investments.

Although you will directly own some assets that form part of your DASH MDA, we shall maintain authority over those assets. If you wish to conduct any transactions relating to those assets, you will need to give instructions to us through your Financial Adviser to undertake the transactions on your behalf.

Significant risks associated with your Investment Program and MDA Services

Investing via the DASH MDA and granting discretions to other parties to manage your investments on your behalf involves risk

There are many definitions of risk, and this can include legislative, country, currency, inflation and liquidity risk, all of which will have different impacts on an investment portfolio. However, the most common concept of risk is simply the loss of capital.

Most investors do not wish to see the value of their investment decline. It is a fact that investment is inherently risky by nature, and that losses will occur (even in conservative portfolios) to some degree at different times.

Higher returns are rarely achieved without increasing risk, and investment risk is considerably lessened when a longer investment time frame is adopted. Accordingly, it is important that when investors seek to achieve specific investment objectives, an acceptable time frame is allowed to achieve those returns.

Other risks associated with an investment portfolio with MDA Services include:

Liquidity risk: this risk is that you cannot realise your investments when required. This risk is reduced by ensuring that you can access your money quickly by maintaining an adequate cash reserve to meet immediate emergency needs and future planned expenditures. This avoids the possible outcome of crystallising a loss when a short-term drawing is required from your investment portfolio.

Inflation risk: it is important to maintain the purchasing power of your capital over longer time periods to protect your portfolio from inflation. Growth investments generally allow your income to increase over time with the ability to deliver tax effective returns.

Tax: any variation in tax law and regulation could materially affect the value of the portfolio and existing investment strategy.

Credit risk: this is the risk that an institution holding your capital (e.g. debenture issuer) may fail to pay interest or return your capital. Alternatively, an investment may fail, resulting in a loss of capital.

Currency risk: the possibility that investments held in other countries may rise or fall in value because of movements in international exchange rates against the Australian dollar.

Economic and political risk: these risks relate to the changes in inflation, interest rates etc. and those risks caused by changes in government, their policies and legislation.

Market risk and volatility: the concept of volatility means that investment values can move both up and down. The greater the volatility the more ups and downs. This includes movements in various markets due to economic, environmental or political conditions, or from general market sentiment, the causes of which may include changes in governments or government policies, political unrest, wars, terrorism, pandemics and natural, nuclear and environmental disasters. The duration and potential impacts of such events can be highly unpredictable, which may give rise to increased and/or prolonged market volatility. The possible reward for accepting greater volatility is the possibility of higher returns over the long term. Short-term volatility in financial markets will invariably occur, and by diversifying your portfolio, market risk can be mitigated.

Investment risk: there is a risk that the investment will not give you the returns you hoped for or that you will lose money. No level of return or performance is promised by us.

Investment management risk: your Financial Adviser may recommend and appoint one or more investment manager(s) to manage the investment model(s) that form part of your Investment Program, and the success of these model(s) will depend upon each investment manager's ability to successfully implement their investment strategies. An investment manager may not be successful in meeting your investment objectives.

Liquidity and pricing relationships: lack of liquidity may increase the risk of loss by making it difficult to affect transactions or close out existing positions.

Past performance is not a guarantee, nor an indicator of future performance.

How you may give instructions

The DASH Managed Discretionary Account Services Agreement specifies that unless otherwise agreed, all instructions given to us in respect of your Managed Discretionary will be submitted by your Financial Adviser. We will only act on these instructions once we have received and reviewed them.

Decisions regarding participation in corporate actions, including proxy voting, and the timing of transactions (buys and sells) are at the discretion of your Financial Adviser. You should speak with your Financial Adviser if you would like to arrange for certain standing instructions regarding participation in corporate actions (such as standing instructions, etc). Please note that we are not always able to act on instructions regarding preferences with respect to participation in corporate actions.

Fees and costs of the DASH MDA

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You or your employer, as applicable may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask your Financial Adviser or us.

TO FIND OUT MORE

If you would like to find out more, please contact DASH Administration Pty Ltd or your Financial Adviser. To see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (**ASIC**) website. Also, www.moneysmart.gov.au has a managed investment fee calculator to help you check out different fee options.

Fees and other costs

This section shows fees and other costs related to the Managed Account Service that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the assets of your Managed Discretionary Account portfolio.

Please note, the fees in this document do not include any Super Simplifier or Wealth Simplifier product fees as these are outlined in the relevant Product Disclosure Statement. Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. This document does not contain information about taxes. You should seek separate advice on the tax implications of your DASH MDA Account.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

Fees and costs summary

MDA Service		
Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs		
Management fees and costs	0.033% p.a. of the total balance of your account.	The management fee is calculated daily on your total portfolio balance (including your Cash Account) and deducted from your Cash Account at the end of each month (or on closure of your account on a pro-rata basis) in arrears.
	PLUS Account keeping fee of \$11 per month (\$132 p.a.)	The account keeping fee is deducted from your Cash Account at the end of each month.
Performance fees	Not applicable. Performance fees may be charged in or through accessible financial products held in your portfolio.	Not applicable.
Investment fees and costs	Nil. There are no investment fees and costs charged by the MDA Service. However, investment fees and costs may be charged in or through accessible financial products held in your portfolio. The relevant disclosure document of the accessible financial product will set out information about the financial product's fees and costs (if applicable)	Not applicable.
Transaction costs	Nil. There are no transaction costs charged by the MDA Service. However transaction costs may be charged in or through accessible financial products held in your portfolio. The relevant disclosure document of the accessible financial product will set out information about the financial product's fees and costs (if applicable)	Not applicable.

Member activity related fees and costs¹

Establishment fee The fee to open your MDA account	Nil.	Not applicable.
Contribution fee The fee on each amount contributed to your MDA account	Nil.	Not applicable.
Buy-sell spread An amount deducted from your investment representing costs incurred in transactions by your MDA account	Nil.	Not applicable.
Withdrawal fee The fee on each amount you take out of your MDA account	Nil.	Not applicable.
Exit fee The fee to close your MDA account	Nil.	Not applicable.
Switching fee The fee for changing investment options	Nil.	Not applicable.

¹ These fees may include an amount payable to an adviser or other service provider, where applicable - see 'Additional Explanation of Fees and Costs' section for further information.

Example of annual fees and costs¹

Example: Portfolio within the MDA Service held on Wealth Simplifier

This table gives an example of how the ongoing annual fees and costs in the Balanced portfolio within the MDA Service held in Wealth Simplifier can affect your investment over a one-year period. You should use this table to compare this MDA Service with other MDA services.

Example: : Balanced/ Anchor point 2 (AP2) portfolio in Wealth Simplifier		Balance of \$50,000 including a contribution of \$5,000 during the year
Establishment Fees	\$0	For every additional \$5,000 you put in, you will be charged \$0.00 .
Contribution Fees	\$0	For every additional \$5,000 you put in, you will be charged \$0.00
PLUS, Management Costs for Wealth Simplifier	0.165% p.a. (subject to a minimum tiered fee of \$420)	And, for every \$50,000 you have in your Managed Discretionary Account Portfolio you will be charged \$420.00 each year.
Management Costs for MDA Service	0.033% p.a. Plus \$11 per month (\$132 p.a.)	And, for every \$50,000 you have in your Managed Discretionary Account Portfolio you will be charged \$148.50 each year.
Management cost for investment in the Balanced portfolio	0.50% p.a.	And, for the \$50,000 you have invested in the Balanced portfolio, you will be charged or have deducted from your investment \$250.00 each year.
PLUS, Performance Fees for the Balanced portfolio	0.00% p.a.	And, you may be charged or have deducted from your investment \$0.00 in performance fees each year.
PLUS, Transaction Costs for Wealth Simplifier	Managed fund transaction fee is an amount equal to 0.11%	And, you may be charged or have deducted from your investment \$5.50 in transaction costs.

¹ The Corporations Act requires that when calculating management costs in this table, we must assume that the value of your investment remains at \$50,000 and your Managed Discretionary Account portfolio value does not fluctuate. Please be aware that management costs incurred will depend on the market value of your investments and the timing of your contributions or withdrawals during any 12-month period. The example assumes you invest in the DASH MDA, no minimum monthly fees apply, you incur no additional service fees and that fees are not individually negotiated with us. In very limited circumstances, fees may be negotiated with large wholesale clients only.

of transaction amount, subject to a minimum of \$1.10 and a maximum of \$55.00.

EQUALS Cost of your Managed Discretionary Account portfolio held within Wealth Simplifier

If you have an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees of **\$824.00***

** Additional fees may apply. The total costs will depend on the investment option you choose, and fees agreed upon.*

Example: Portfolio within the MDA Service held on Super Simplifier

This table gives an example of how the ongoing annual fees and costs in the Balanced portfolio within the MDA Service held in Super Simplifier can affect your investment over a one-year period. You should use this table to compare this MDA Service with other MDA services.

Example: Balanced/ Anchor point 2 (AP2) portfolio in Super Simplifier		Balance of \$50,000 including a contribution of \$5,000 during the year
Establishment Fees	\$0	For every additional \$5,000 you put in, you will be charged \$0.00 .
Contribution Fees	\$0	For every additional \$5,000 you put in, you will be charged \$0.00 .
PLUS, Management Costs for Super Simplifier	0.49% p.a. of total balance of your account PLUS 1.50% p.a. of Cash Account balance (cash management fee)	And , for every \$50,000 you have in your Managed Discretionary Account Portfolio you will be charged \$275.00 each year.
Management Costs for MDA Service	0.033% p.a. Plus \$11 per month (\$132 p.a.)	And , for every \$50,000 you have in your Managed Discretionary Account Portfolio you will be charged \$148.50 each year.
Management cost for investment in the Balanced portfolio	0.50% p.a.	And , for the \$50,000 you have invested in the Balanced portfolio, you will be charged or have deducted from your investment \$250.00 each year.

PLUS, Performance Fees for the Balanced portfolio	0.00% p.a.	And, you may be charged or have deducted from your investment \$0.00 in performance fees each year.
PLUS, Transaction Costs for Super Simplifier	Managed fund transaction fee is an amount equal to 0.11% of transaction amount, subject to a minimum of \$1.10 and a maximum of \$55.00.	And, you may be charged or have deducted from your investment \$5.50 in transaction costs
EQUALS Cost of your Managed Discretionary Account portfolio held within Super Simplifier		If you have an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees of: \$679.00*

** Additional fees may apply. The total costs will depend on the investment option you choose, and fees agreed upon.*

NOTE: The Management Costs shown in the tables above comprise of:

- Portfolio Management: up to 0.50% p.a. of the net asset value of your Managed Discretionary Account portfolio, depending on the specific assets within the Managed Discretionary Account portfolio.
- Indirect Costs up to 0.10% p.a. Indirect costs are the underlying management costs which include the Indirect Cost Ratio (ICR) / ETF Cost (being the costs associated with investing in unlisted managed funds and exchange-traded funds).
- Transaction Costs (Wealth Simplifier): if you agree to use the MDA service provided by DASH Administration Services (in its own right) in connection with your non-Super investments, brokerage costs will apply according to the underlying investments within your investment program. The brokerage costs are outlined in the Brokerage Schedule below.
- Transaction Costs (Super Simplifier): if you agree to use the MDA service provided by DASH Administration Services (in its own right) in connection with your Super investments, Transaction Costs are Nil, however, Activity fees will apply as per the Product Disclosure Statement.
- Exit Fees: If you leave the DASH MDA early, you may also be charged exit fees of 0% of your total Managed Discretionary Account balance.

Additional explanation of fees and costs

An additional explanation of the fees and costs incurred in the operation of your DASH MDA Account is provided below.

About management costs

The annual ongoing management costs are comprised of three components, which include:

- i. the portfolio management fee;
- ii. any Indirect Costs; and
- iii. Administration and DASH MDA Fee.

In some circumstances one or more of these components may not apply to the DASH MDA.

Portfolio management fee

The portfolio management fee may be charged by your Financial Adviser and forms part of their fee. In some instances, your Financial Adviser will engage a third-party professional investment manager to provide a model for strategic asset selection for your Managed Discretionary Account. Investment managers are paid a fee for providing these services. Typically, the investment manager's fee is expressed as a percentage of the net asset value of your DASH MDA Account. Moreover, some investment managers charge a performance-based fee as part of the service. If a performance fee is charged it will increase the management costs.

The Schedule for this FSG has been completed to provide disclosure of the actual fees applicable to your Managed Discretionary Account portfolio which have already been disclosed to you in the SoA prepared by your Financial Adviser.

Indirect costs

Indirect costs are the fees and expenses (including management fees) that are not directly paid by the investor but are instead deducted from the fund's assets, impacting on the performance of unlisted managed funds or an exchange traded fund (ETF).

Indirect costs do not include transactional and operational costs. Indirect costs ultimately reduce overall returns for your Managed Discretionary Account portfolio.

The indirect costs are based on those costs we know, or can reasonably estimate, for the previous financial year. Actual indirect costs for future years may differ.

Remember, past performance is not an indicator of future performance and any indirect costs for a given year may not be repeated in the future.

Transactional and operational costs

Transaction costs are incurred in the buying or selling of the investments held by your portfolio and include costs such as brokerage, clearing, settlement costs, government taxes and stamp duty (if applicable). These costs are outlined in the Super Simplifier Product Disclosure Statement. For Wealth Simplifier, these costs are outlined in the Product Disclosure Statement for managed funds and as per your Statement of Advice for Brokerage on ASX listed securities.

When DASH Administration transacts on your behalf we will buy (and sell) investments and incur these costs. These costs are also incurred in connection with the day-to-day trading within your Managed Discretionary Account portfolio.

The transactional costs will be dependent on how often we trade on your behalf and the Broker you have chosen to hold the securities that form part of your DASH MDA Account.

The minimum parcel size constraint ensures that these costs are minimised. Transactional costs will be reported to you on a quarterly basis, or continuously if you have online access to your Managed Discretionary Account information.

Adviser and other service fees

You may also pay adviser service fees to your adviser from the funds held in your account, depending on your arrangement(s) with your adviser, the model portfolio you select and other fee arrangements you may have. These arrangements are as between your adviser and you, but may affect the overall fees you pay in respect of your investment(s). You should seek further information from the relevant service provider, including reference to a statement of advice provided by your adviser, as necessary.

Can fees be different for different investors?

We generally do not negotiate fees, however in very limited circumstances we may negotiate fees with very large wholesale clients only. The terms of these arrangements are at our discretion.

Can the fees change?

Yes, all fees can change. Reasons might include changing economic conditions and changes in regulation. However, we will give you 30 days written notice of any increase in our fees. This notice may be given by email, letter, by web-based reporting or other electronic form of writing.

If you would like to calculate the effect of fees and costs on your investment, you can visit the ASIC website (www.moneysmart.gov.au) and use their managed investment fee calculator.

Adviser Remuneration

The law restricts payments by us to other AFSL holders who provide financial advice to retail clients. In accordance with this, we do not pay commissions to Financial Advisers.

Your adviser may charge additional fees for their services. Their fees will be outlined in the Statement of Advice provided to you.

Government Charges and Taxation

Government taxes such as GST may be applied to your account as required. In addition to the fees and costs described in this section, standard government fees, duties and bank charges may also apply such as stamp duties. Some of these charges may include additional GST and will apply to your investments and withdrawals as appropriate.

Feedback and complaints

At DASH, we are committed to providing our customers with the best possible customer service experience. We know that despite our best efforts, occasionally things may go wrong. If that happens, we want you to tell us. Resolution of complaints is a priority for us as it gives us the opportunity to improve our service.

If we cannot solve your problem on the spot, we will let you know within 24 hours who is handling your complaint and how long it is likely to take for it to be resolved. We aim to resolve all complaints within legislative guidelines.

If you have a complaint about DASH, the MDA, or our other services, these should be directed to the Complaints Officer (by telephone, or letter) at the address or telephone number in the “Contact Details” section of this FSG, or by email to complaints@DASH.com.au.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority (AFCA)

GPO Box 3, Melbourne Vic 3001

Telephone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

You may also contact Australian Securities and Investments Commission (ASIC) via their free call Infoline on 1300 300 630 to make a complaint and obtain information about your rights.

Insurance Arrangements

DASH Investment Services maintain professional indemnity and fraud insurance that complies with the requirements of s912B of the Corporations Act 2001 (Cth).

Conflicts of Interest

Should a conflict occur between our interests and yours in relation to the DASH MDA service, we will disclose the conflict to you.

Based on the material relationships with third parties on an arm's length basis as set out in this FSG regarding the provision of the MDA services, we consider that our arrangements are structured in such a way that no conflicts are reasonably expected to arise in our dealings with these third party service providers.

Record Keeping and Privacy

We will maintain complete records of the services we provide to you in accordance with Australian laws.

We also keep a record of the personal information you provide to us. Our privacy policy details how we comply with the requirements of the *Privacy Act 1988* (Cth) and Australian Privacy Principles.

We may disclose your personal information to external parties, such as administration and financial services providers, for the purpose of arranging your accounts, investments, or transactions. Such external parties are required and committed to protecting your privacy.

If you wish to access information, we hold about you or have any concerns, please contact us. A copy of our privacy policy is available from us on the DASH website (<https://DASH.com.au/privacy-policy>).

Contact Details

DASH Administration Pty Ltd and DASH Investment Services Pty Ltd

Address: Level 10, 1 Market Street, Sydney NSW 2000

Phone: 1 300 726 008

Website: www.dash.com.au

Clearstream Australia Limited ABN 53 062 527 575

Role: Custodian for managed funds in Wealth Simplifier and Super Simplifier

Address: Level 3, 1 Bligh Street, Sydney NSW 2000

Phone: 02 8031 0200

Website: www.clearstream.com

Apex Fund Services Pty Ltd ACN 118 902 891

Role: Custodian for Australian Equities in Super Simplifier

Address: Level 10, 12 Shelley Street Sydney NSW 2000

Phone: 02 8249 4782

Website: www.apexgroup.com

Brokerage Schedule

Details	Description	Fee \$ or % p.a. (inc. GST)
Brokerage	Desktop Broker – listed securities	\$20 or 0.11% (incl. GST) per trade value, whichever is the higher value. + \$36 (incl. GST) transaction fee per trade.
Transaction Fee	Wealth Simplifier – managed funds	For each application to or redemption out of a Managed Fund processed on your instruction, a transaction fee may apply as per the relevant Product Disclosure Statement.