

FINANCIAL SERVICES GUIDE

HIVE GROUP PTY LTD

28th October 2024

VERSION 11.7



HIVE GROUP PTY LTD



Our Details

Australian Financial Services License Name	Hive Group Pty Ltd	ABN 68 641 234 951
Australian Financial Services Licence Number		523627

Our Contact Details:

Telephone:	07 3221 8533
Business Address:	L1, 160 Edward St, Brisbane, Qld 4000
Email:	hello@hivegroupco.com.au
Website:	www.hivegroupco.com.au

This Financial Services Guide (FSG) is a very important document, and we recommend that you read it carefully. The purpose of this FSG is to provide you with information before a financial service is provided to you, so you can make an informed decision about whether to use our services. This FSG contains details about:

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Who We Are

The Trustee for Beachnest Discretionary Trust & The Trustee for Burleigh Heads Trust & The Trustee for T M McKendry Family Trust & The Trustee for the Beauchamp No 2 Family Trust, trading as Beau Life Group ABN 63 835 866 399, Corporate Authorised Representative Number 1240812, and Blueship Investments Pty Ltd, trading as Life Claims Assist ABN 92 665 344 347 (Corporate Authorised Representative Number 1304603) are Corporate Authorised Representatives of Hive Group Pty Ltd (Hive Group), ABN 68 641 234 951, Australian Financial Services Licence Number 523627.

References to "our", "we", "us", "me" and "I" refer to Beau Life Group & Life Claims Assist and all Authorised Representatives of Hive Group who provide personal financial advice.

Not Independent

Because Hive Group Pty Ltd receives commissions from life insurance companies, neither it nor its Advisers are independent, impartial or unbiased. The Corporations Act states that if a licensee receives commissions from a product issuer it cannot claim to be independent, impartial or unbiased.



Our Services

Hive Group is licensed under the Corporations Act 2001 (Cth) to provide personal and general financial advice and deal in certain financial services to retail and wholesale clients, which allows us to consider the following strategies and products:

Strategies	Products
<ul style="list-style-type: none"> Group Insurance Personal and Business Risk Insurance Estate Planning 	<ul style="list-style-type: none"> Life Insurance Investment Products Life Insurance Risk Products Claims Handling and Settling

Our Advisers

Personal Advice Advisers

Corporate Authorised Representative Name	Beau Life Group	Corporate Authorised Representative Number	1240812
ABN	63 835 866 399	Website	www.beaulife.com.au
Authorised Representative Name	Matthew Beauchamp	Authorised Representative Number	417171
Email	matt@beaulife.com.au		
Qualifications	Matthew holds a Graduate Diploma in Financial Planning . Matthew is authorised to provide financial planning advice as per Hive Group strategies and products.		
Authorised Representative Name	Paul Beauchamp	Authorised Representative Number	240657
Email	paul@beaulife.com.au		
Qualifications	Paul holds a Graduate Diploma in Financial Planning, a Diploma in Finance and is a Licensed Real Estate Agent. Paul is authorised to provide financial planning advice as per Hive Group strategies and Products.		
Authorised Representative Name	Mark Beauchamp	Authorised Representative Number	1241410
Email	mark@beaulife.com.au		
Qualifications	Mark holds a Diploma in Financial Planning and is authorised to provide financial planning advice as per Hive Group strategies and products.		
Authorised Representative Name	Timothy McKendry	Authorised Representative Number	462212
Email	tim@beaulife.com.au		
Qualifications	Timothy holds a Diploma in Financial Planning and is authorised to provide financial planning advice as per Hive Group strategies and products.		



General Advice Consultant

Authorised Representative Name	Garry Moore	Authorised Representative Number	239449
Email	garry@beaulife.com.au		
Qualifications	Garry holds an RG146 in Entry Level Competencies and Risk Management and is authorised to provide general advice only on Risk Insurance.		

Claims Handling Representatives

Corporate Authorised Representative Name	Life Claims Assist	Corporate Authorised Representative Number	001304603
ABN	92 655 344 347	Website	www.lifeclaimsassist.com.au

Authorised Representative Name	Kirsty Waldon	Authorised Representative Number	1304604
Email	hello@lifeclaimsassist.com.au		
Qualifications	Kirsty holds a RG146 in Entry Level Competencies and Risk Management and is authorised to provide general advice only on Risk Insurance Claims Handling.		

Provisional Financial Adviser

Authorised Representative Name	Camille Cruz	Authorised Representative Number	1310164
Email	camille@beaulife.com.au		
Qualifications	Camille is currently a Provisional Risk Adviser and is completing work and training requirements under the the Professional Year program. Matthew Beauchamp is Camille's Supervisor who must ensure appropriate supervision of advice provided by Camille. Camille holds a Master of Financial Planning, Bachelor of Business (Financial Planning) and Bachelor of Business (Accountancy).		



What to Expect in the Risk Management and Insurance Planning Process

Before your adviser provides you with risk management & insurance planning advice, you will need to agree to the type and scope of advice to be provided during the Fact-Finding process. For your adviser to provide you with personal advice, you need to provide them with detailed information about your current situation, needs, goals, and objectives. If you choose not to provide your adviser with this information, any advice they provide may not be appropriate to your needs.

Personal Advice

The first time you receive personal advice and before you invest in a financial product, we need to provide you with a Statement of Advice (SoA). It contains our strategy and product recommended solutions, the reasons for providing that advice, as well as information about risks, benefits, features, and fees payable to help you make an informed decision about proceeding.

If your adviser recommends a particular investment or insurance product to you, they will provide you with the relevant product brochures such as Product Disclosure Statements (PDS) and/or Investor Directed Portfolio Service (IDPS) guides. The PDS / IDPS will provide information to enable you to make an informed decision about your investment or whether to acquire a financial product, including information about the key benefits, risks and costs associated with the product. We encourage you to read these documents carefully and to ask your adviser any questions that you might have.

If you need subsequent advice and your circumstances have not changed significantly, further personal advice will be documented in a Record of Advice (RoA), provided that the basis of the further advice has not changed significantly from the initial advice or previous SoA. An SoA may be required for more significant changes. Copies of each SoA and RoA will be retained on your client file. You may request a copy of these documents using the contact details above.

General Advice

General advice does not consider your personal circumstances and is general in nature. All commentary and opinions in relation to financial products contain only general advice only. That is, those opinions have been prepared without taking into account your personal objectives, financial situation or needs. You should always consider the appropriateness of any general advice regarding your individual and financial circumstances before you act on the general advice.

Your Instructions

If you decide to act on the advice, you will need to provide your consent to proceed with the advice. This usually means completing an 'Authority to Proceed' document to confirm that you understand both the advice you have received and the benefits, risks and costs associated with the products or services recommended to you. Where personal advice is not provided, we can also act on your written instructions, we will confirm this in a 'No advice letter' document via mail or email.

How We Charge For Our Services

Claims Management Fee

Our Claims Management Services for insurance claims are subject to the following fee structure:

Lump Sum Claims - The actual fee amount is provided and agreed to prior to managing the claim. Fees vary depending on the complexity of the claim. Our fee is based on a percentage of the claim benefit and is only charged if the claim is accepted, and benefit funds received. The maximum charge is 3% plus GST. For example, if your insurance claim is for a \$50,000 payout, we will receive a maximum of \$1,500 plus GST in the claims management fee.

Income Protection Claims – a monthly fee of \$100 plus GST only applies to claims payable over a year of benefits.

Estate Planning Facilitation Fee

We have an Estate Planning Facilitation Service where we can assist you in getting your estate planning affairs in order by facilitating Wills, Testamentary Discretionary Trusts, Enduring Powers of Attorney (Financial and Medical) and Letters of Wishes. The facilitation uses the services of external Estate Planning Law Firms, who will provide you with legal advice. The facilitation fee of up to \$4,400 upfront plus GST covers our assistance and all legal documentation.



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Insurance Commission

For all new insurance policies, the insurer may pay a maximum commission of 60% plus GST on the first year's premium and a maximum commission of 20% plus GST on the second and subsequent years' premiums. For example, if your insurance policy was put into force and your premium for the first year is \$1,000, we will receive up to \$600 in commissions plus GST (\$1,000 x 60%). If the premium amount for the second and subsequent year is \$1,050, we will receive up to \$210 pa plus GST in commission (\$1,050 x 20%).

The basis and amount of all fees, commissions, adviser service fees and any referral fees will be fully disclosed in your SoA, RoA or Letter of Engagement and explained by your adviser prior to the implementation of any advice. An explanation of the fees and charges of the product provider will also be outlined in the relevant Product Disclosure Statement (PDS). No fees will be payable by you in relation to our services or advice without your prior consent.

How We Are Paid

Beau Life Group & Life Claims Assist

All revenue relating to our advice, including fees, commissions and claim service fees are payable to Hive Group. This revenue is shared between the relevant business and Hive Group under an arrangement fixed at 95%, up to a maximum amount.

This means that for every \$1,000 of income Hive Group receives relating to services and advice provided by us, Hive Group will retain up to \$50 and pass through a minimum of \$950 to the relevant business of Beau Life Group or Life Claims Assist.

Details of the amount that is retained by Hive Group, relative to the advice provided to you, can be found in your SoA (and may also be provided in an RoA if there is any change to this amount as a result of the advice provided to you).

Our Advisers

Beau Life Group receives fees for services and commissions from the generated business.

Life Claims Assist receives fees on claims management services.

Paul, Matthew, Timothy, and Mark are co-owners of Beau Life Group & Life Claims Assist and are entitled to distributions and dividends via these shareholdings.

Garry is a contractor and receives a proportion of the upfront revenue he generates for Beau Life Group.

Camille is remunerated by way of salary.

Other Payments and Benefits Hive Group and Your Adviser May Receive

Sometimes in the process of providing advice and other financial services, Hive Group or your adviser may receive benefits from product providers such as sponsorship of events, subsidised educational conferences, rebates, bonuses, preferred product rates or other fees.

Non-monetary benefits

These benefits are discretionary in nature and relate to future events. It is, therefore, not possible to provide an estimated dollar value for these benefits. Advisers may receive benefits from companies or product providers such as:

- Educational conferences and seminars or IT software or support; and
- Non-monetary benefits such as business lunches, tickets to sporting and cultural events, or other minor benefits. These benefits cannot be accepted on a frequent or regular basis or over the value of \$300.

Each adviser must keep a register of benefits received. If you would like to see a copy of our registers, you can contact us or your adviser directly.

Your adviser may also hold shares in Hive Group through an arrangement or their associated companies and trusts may receive dividends in respect of these shares.



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Referral Arrangements and Related Party Disclosures

Related parties within Hive Group have several joint venture arrangements in place with other businesses and an interest in other businesses. For these, no referral fee will be paid for cross referrals between the entities; however, there will be a benefit in the form of profit sharing. In the case of businesses established with referral agreements, the fees will be paid according to the terms outlined in these agreements to the related parties. This is not an additional fee directly payable by you.

The details of the specific businesses will be disclosed within the relevant Statement of Advice (SoA) or Record of Advice (RoA) prior to undertaking any financial service.

How We Manage Your Personal Information

Hive Group is committed to protecting your privacy. The purpose of our Privacy Policy is to ensure that you understand how we collect, maintain, use, and disclose your personal information and how we comply with the Australian Privacy Principles. Hive Group advisers keep records containing the personal information you have provided and documents and details of your financial objectives, situation, and needs. We also keep records of advice documents and recommendations provided to you for 7 years. On request, we will provide you with copies of your personal information and advice documents, although a fee may apply with respect to any costs that we incur in doing so. A copy of our Privacy Policy is available at www.hivegroupco.com.au. You can contact our Privacy Officer if you have any questions on privacy related matters. You can also visit the Australian Information Commissioner's website at www.oaic.gov.au for more information about privacy.

PI Insurance

Hive Group has professional indemnity insurance in place to cover both Hive and its Authorised Representatives (including the conduct of those Authorised Representatives who are no longer authorised by Hive but were so at the time of the relevant conduct) for the financial services we provide. This professional indemnity insurance satisfies the requirement imposed by s912B of the Corporations Act 2001 and any other relevant financial services regulations.

What You Should Do If You Have a Complaint

Hive Group takes all complaints seriously. If you have a complaint about your adviser or Hive Group, please contact our Complaints Manager on (07) 3221 8533 or kirsty@beaulife.com.au.

We will acknowledge your complaint in writing within 1 business day of receipt. We will try to resolve your complaint quickly and fairly, within 30 days of receipt.

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

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

In Writing: Australian Financial Complaints Authority Limited
GPO Box 3, Melbourne VIC 3001