

Experien Insurance Services Financial Services Guide

ABN 99 128 678 937 | Authorised Representative No: 358436

Version number: 24.02

PART TWO – ADVISER PROFILE

This adviser profile is Part Two of the Count Financial Limited (Count) Financial Services Guide (FSG) 1 March 2024 and should be read in conjunction with Part One of our FSG dated 1 March 2024. Together these documents form the complete FSG.

Experien Insurance Services Pty Ltd is an Authorised Representative of Count Financial Limited (Count).

The individual(s) listed in this FSG is authorised by Count to provide personal advice through Experien Insurance Services Pty Ltd.

Our contact details:

Address: Level 11, 151 Castlereagh Street, Sydney, NSW, 2000

Phone: 1300 796 577

Email: Tracey.Kloner@Experien.com.au

Web: www.experien.com.au

Tracey Kloner

Authorised Representative Number: 358436

Tracey is an Authorised Representative of Count and an employee of Experien Insurance Services which pays a salary and bonus from the commissions and fees received. Bonus payments are conditional upon satisfaction of a range of performance criteria.

Tracey has been working in the financial services industry and providing financial advice services to clients since 2005. Tracey holds the following qualifications and memberships:

Qualifications & Designations

- Bachelor of Commerce (Hons)
- Post Graduate Diploma in Financial Planning
- Master of Business Administration
- Diploma of Financial Services (Financial Planning)

Professional Memberships

- Financial Advice Association Australia

Specialist Training Courses

- Advice in Superannuation & Managed Investments – AAMC Training Group
- Advice in Life Insurance – AAMC Training Group
- Advice in Derivatives & Securities - AAMC Training Group

Tracey is authorised to provide advice in the following areas:

- Basic and non – basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Insurance Risk
- Life Insurance Investment
- Managed Investments, including Investor Directed Portfolio Service (IDPS)
- Retirement Savings Accounts
- Superannuation

How to contact me: Tracey.Kloner@Experien.com.au or 1300 796 577

Advice preparation and implementation fees

Fees for the preparation of your advice may range from \$0 to \$30,000 (incl. GST).

The exact amounts of fees and charges and initial and ongoing commissions for the products you have purchased as a result of my recommendation to you will be detailed in your Statement of Advice. If you decide not to implement our recommendations, the fee for the preparation of the Statement of Advice will be payable in full.

Ongoing & Fixed Term service fees

If you have an annual service arrangement, service fees may be:

- a fixed fee of between \$0 and \$30,000 (incl. GST) payable in one lump sum or in instalments; or
- a fee calculated as a percentage of your total funds under advice between 0%pa and 2.5%pa payable in one lump sum or in instalments; or
- a fee calculated at an hourly rate based on the time we have spent providing services to you.

Fees related to annual service arrangements will be outlined and agreed to in your Client Service Agreement. Should you require any additional services outside of any agreement between you and your adviser, additional charges may be applied.

Referral arrangements

Experien Insurance Services (Experien) has referral relationships with various third parties (which may include banks, accountants, mortgage brokers, general insurance brokers, solicitors and others) where the third parties refer clients to Experien. These third parties do not have any association with Count Financial Limited. Any referral payments made to these third parties will be disclosed to you as part of any written advice provided to you by Experien.

If you have been referred to us by one of our referral partners and you use our services, Experien may pay them a referral fee between 0% - 25% of the initial and ongoing commissions received in respect of financial products recommended to, and subsequently acquired by, you.

I may refer you to a third party for advice or services. Should this occur, you are not obliged to consult the professional person I have suggested. If you wish to consult a non-referral partner, you are free to do so.

Other third-party payments we may receive

We may also receive the following fees, which are not payable by you.

Stamping Fees

Where we facilitate Share Placements and Initial Public Offers in relation to ASX-listed Direct Equities (i.e. Shares - this excludes Listed Investment Companies and Trusts), we may receive up to 1.5% of the transaction value as "stamping fees".

Insurance Commissions

Where we facilitate the acquisition, or modification of a Life Insurance product, we may receive commissions as described in Part 1 of this FSG.

Where we provide advice in relation to the above transactions and charge an advice fee, we may choose to rebate part or all of the third-party payment, to you.
