

Licorish Pty Ltd
Financial Services Guide

Licorish Pty Ltd ABN 94 653 970 720
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1. About this Financial Services Guide

This Financial Services Guide (**FSG**) is issued by Licorish Pty Ltd ABN 94 653 970 720 ('**Licorish**', 'we', 'our' or 'us') to help you decide whether to use the financial services we provide under our Australian Financial Services Licence (**AFSL**) No. 536957. You should read this FSG carefully and make sure you understand it.

This FSG is an important document. It contains information about:

- who we are;
- the financial services we are authorised to provide;
- how we (and any other relevant parties are remunerated);
- our relationships and associations;
- our complaints handling procedures and how you can access them;
- how we collect and use your personal information; and
- how we can be contacted.

2. Who we are

Licorish is part of New Quantum Group, which is ultimately owned by New Quantum Holdings Pty Ltd ACN 628 253 743 (**New Quantum Group**). Licorish is an Australian Private Company, holder of an AFSL which is regulated by the Australian Securities and Investments Commission.

New Quantum Group provides software as a service (**SaaS**) to AFSL holders. The SaaS is designed for a financial planning practice or dealer group and offers comprehensive solutions to help financial advisers manage their client portfolios. Trades can be undertaken pursuant to client instructions.

3. Authorised Financial Services

Licorish is responsible for the advice and services provided to you.

Our AFSL authorises us to provide financial product advice to retail and wholesale clients in relation to:

- deposit and payment products;
- derivatives;
- government debentures, stocks or bonds;
- life products and life risk insurance products;
- interests in managed investment schemes including investor directed portfolio services and managed discretionary account (**MDA**) services;
- retirement savings account (**RSA**) products
- securities;
- standard margin lending facility; and
- superannuation.

We are also authorised to deal in financial products on behalf of retail and wholesale clients in relation to the above list of financial products..

While our license allows us to provide personal financial product advice we currently do not provide this service. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. Before making a decision whether to

invest in a particular financial product you should speak to your financial adviser and obtain independent tax advice taking into account your own particular needs, objectives and financial circumstances.

4. Outsourcing arrangements

New Quantum Holdings Pty Ltd is a corporate authorised representative of Licorish.

Licorish has an outsourcing policy that outlines a comprehensive and consistent process for vetting and selecting outsourced providers, and ongoing assessment and monitoring of outsourced providers for Licorish.

Licorish has established a process for ongoing outsourced provider monitoring to ensure compliance with the agreed-upon contract terms, quality of goods or services delivered, adherence to regulatory requirements and overall performance. This includes regular audits, reviews, and assessments of the outsourced provider's performance.

5. Fees and costs

Fees and costs summary

In most circumstances Licorish Pty Ltd provides its service directly to a Financial Planner, to assist the adviser to deliver and implement advice to underlying clients. In these circumstances Licorish Pty Ltd invoices the Financial Adviser directly.

Licorish through its Corporate Authorised Representatives (CAR) also offers white labelled products. The product currently on offer is NQ Super & Pension and the disclosure documents covering this product is available from www.nqsuper.com.au or www.nqpension.com.au.

The Fee schedule for NQ Super & Pension is provided in the table following.

NQ Super & Pension																
Type of fee or cost	Amount	How and when paid														
Ongoing annual fees and costs¹																
Administration fees and costs^{1,2}	Dollar based fee: \$65 p.a. (approximately \$1.25 per week).	Deducted from your account on the last day of the month.														
	Plus Percentage based fees and costs based on your account balance.	Based on your daily average account balance over the month and deducted from your account on the last day of the month.														
	<table border="1"> <thead> <tr> <th>Account Balance</th> <th>% per year</th> </tr> </thead> <tbody> <tr> <td>First \$250,000</td> <td>0.40%</td> </tr> <tr> <td>\$250,001 - \$500,000</td> <td>0.28%</td> </tr> <tr> <td>\$500,001 - \$750,000</td> <td>0.18%</td> </tr> <tr> <td>\$750,001 - \$1,000,000</td> <td>0.15%</td> </tr> <tr> <td>\$1,000,001 - \$2,000,000</td> <td>0.02%</td> </tr> <tr> <td>From \$2,000,001</td> <td>Nil</td> </tr> </tbody> </table>	Account Balance	% per year	First \$250,000	0.40%	\$250,001 - \$500,000	0.28%	\$500,001 - \$750,000	0.18%	\$750,001 - \$1,000,000	0.15%	\$1,000,001 - \$2,000,000	0.02%	From \$2,000,001	Nil	
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From \$2,000,001	Nil															
	Plus A Cash Account Fee of up to 0.35% (per year) of the cash holdings in your Cash Account	The Cash Account Fee is not a direct charge to your account. The fee is deducted from the interest earned on your Cash Account before it is credited to your Cash Account each month.														

Investment fees and costs^{1,3}	A portfolio management fee of 0.125% of the account balance per year (or \$480 per year if lower).	Deducted on the last day of each month, in arrears, from your account.
Transaction costs	Nil	N/A
Member activity related fees and costs		
Buy/Sell spread	Not applicable.	Not applicable
Switching fee	Nil.	Not applicable.
Other fees and costs⁴	Various.	Deducted from your account, where applicable.

¹ If your account balance for a product offered by the Fund is less than \$6,000 at the end of the financial year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

² Administration fees and costs shown above include an amount for expense recoveries. Expense recoveries or general reserves may be used to replenish the Operational Risk Reserve (ORR) and meet Fund expenses from time to time.

³ The investment fees and costs charged in NQ Super & Pension comprise a portfolio management fee that is applied to each account you hold (subject to a cap of \$480 per account each year), unless your account becomes non-advised.

⁴ Other fees and costs such as activity fees, advice fees for personal advice and insurance fees may apply. For more information, see the Additional Explanation of Fees and Costs in the AIB.

6. Your privacy

The privacy of your personal information is important to us. Any personal information collected will be handled in accordance with our Privacy Policy.

A copy of that policy can be obtained by visiting the www.newquantum.com website.

7. Compensation arrangements

Licorish has a Professional Indemnity Insurance policy in place, which satisfies the regulatory requirements for compensation arrangements under section 912B of the Corporations Act (as amended from time to time). It covers legal liability arising from the financial services we provide to you. It also covers potential liability arising from compensation claims relating to present and former employees and representatives. Licorish is also a member of AFCA and agrees to be bound by AFCA's rulings and pay compensation to consumers when AFCA directs it to do so.

8. How we handle complaints

Licorish has an internal dispute resolution process in place to resolve any concerns or complaints you may have. If you have a complaint about the service provided to you, please contact us via one of the following:

Contact us

Contact 1300 113 030

Email complaints@newquantum.com
Website www.afca.org.au
Address Suite 5, Level 5
 35-45 Grafton Street
 Bondi Junction NSW 2022

Once we receive your complaint, we will investigate the matter and endeavour to address it as quickly as possible. Following assessment, we will advise you of the outcome of your complaint either by telephone or in writing.

If any 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. You may lodge a complaint with the AFCA if:

- your complaint relates to our service and
- you are not satisfied with our response after 30 days.

Licorish is a member of AFCA. You can contact AFCA via the following, quoting membership number 90061:

Australian Financial Complaints Authority

Contact 1800 931 678 (free call)
Email info@afca.org.au
Website www.afca.org.au
Address GPO Box 3, Melbourne VIC 3001

9. How we are remunerated for the services we provide

Licorish is only remunerated by way of the fees applicable to a service you use. No charges apply for services and assistance provided to you by our Client Services Team.

New Quantum's employees are remunerated by way of salary. New Quantum's employees do not receive commissions.

Licorish will receive remuneration from the fees and costs outlined in Section 5.

10. Our relationships and associations

Licorish and its related bodies corporate do not have any associations or relationships that could be expected to influence the financial services that we provide.

Neither we nor any of our related bodies corporate receive any remuneration or other benefits from issuers of financial products.