Australian Financial Services Licence No. 331535

Financial Services Guide

Understanding the advice process and our relationship with you

Your financial future, personally guided.

About This Guide

This Financial Services Guide (FSG) explains the financial services and advice provided by Mandalay Wealth Management Pty Ltd (MWM) and your financial adviser. It covers what to expect during the advice process, documents you may receive, how we manage your privacy, and how to raise a complaint.

This FSG is published as Website Disclosure Information under the Treasury Laws Amendment (Delivering Better Financial Outcomes and Other Measures) Act 2024 and ASIC Instrument 2024/809. A printed copy is available on request at no charge.

ABOUT THIS GUIDE

Understanding our relationship with you

This Financial Services Guide (FSG) explains the financial services and advice provided by Mandalay Wealth Management Pty Ltd (MWM) and your financial adviser, who is an authorised representative of MWM. The FSG provides information on what to expect during the advice process, the documents you may receive, how we manage your privacy, and how to raise a complaint.

This FSG includes the Adviser Profile for your financial adviser (see the following page), which contains important information about their qualifications, experience, authorisations, fees and remuneration.

Boutique & Privately Licensed

Privately owned and not part of any bank or institution. Every recommendation we make is guided solely by your best interests.

Deeply Personalised

No templates, no generic plans. We build advice specifically around your life, your family and your financial goals.

Built for the Long Term

We invest in lasting relationships with our clients across generations — your adviser relationship is designed to endure.

Not Independent: *Mandalay Wealth Management Pty Ltd may receive commissions from life insurance products. For this reason, we are not able to refer to ourselves as "independent", "impartial" or "unbiased" under the Corporations Act 2001 (s923A). Please refer to the Remuneration section for full details.*

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YOUR ADVISER

Adviser Profile

Han Spendlove

CFP® SSA™ DipFP JP

Managing Director | Financial Adviser

Authorised Representative # **280882**

Licensee: **Mandalay Wealth Management Pty Ltd (AFSL 331535)**

Experience: **Over 22 years in financial services**

Phone: **02 8616 9000**

Email: han@mandalaywm.com.au

About Han

Han Spendlove founded Mandalay Wealth Management in 2009 with one conviction: that great financial advice starts with a genuine understanding of the person sitting across the table — their goals, their values, and the life they are working toward.

With over 22 years of experience working with professionals, executives, business owners, and families across Australia, Han brings a structured yet deeply personal approach to every client relationship. His areas of focus include wealth creation strategies, superannuation and SMSF, retirement planning, investment portfolio management, personal and business insurance, estate planning, business owner strategies, and tax-effective structures.

Han works with clients from across Greater Sydney, interstate, and beyond. His approach is grounded in patience, clarity, and long-term thinking — understanding the context behind someone's financial life is just as important as understanding the numbers.

Qualifications & Professional Memberships

Certified Financial Planner® (CFP®) — The highest professional certification in financial planning, awarded by the Financial Advice Association Australia. Signifies advanced competency in financial planning, ethics, and client-centred advice.

SMSF Specialist Advisor™ (SSA™) — Recognises specialist expertise in self-managed superannuation fund strategy, compliance, and investment.

Diploma of Financial Planning (DipFP) — Formal education in financial planning, investment theory, and regulatory compliance.

Justice of the Peace (JP) — Appointed to witness and certify documents, statutory declarations, and affidavits.

Member, Financial Advice Association Australia (FAAA) — Upholding the FAAA's Code of Professional Practice and ethical standards.

ASIC Registered Financial Adviser — Listed on the ASIC Financial Advisers Register.

Han meets all continuing professional development (CPD) requirements set by ASIC, ensuring advice remains current, compliant, and best-practice.

What Han Is Authorised to Advise On

Han is authorised to provide personal and general financial advice on, and deal in, the financial products and services listed in the “Our Services” section of this FSG. Han acts on behalf of Mandalay Wealth Management Pty Ltd and can provide advice on financial products on our Approved Product List (APL).

Fees Applicable to Han’s Advice

The fees for Han’s advice are set out in the Fees & Remuneration section of this FSG. Your specific fees will be agreed with you in writing before any work commences and will be detailed in your Statement of Advice (SOA) or Record of Advice (ROA).

OUR SERVICES

Financial services and products we can provide

MWM can provide personal and general financial advice across a comprehensive range of areas.

Superannuation & Retirement	Wealth Creation & Investments	Wealth Protection	Other Financial Planning
Personal Superannuation	Cash & Term Deposits	Term Life Insurance	Budget & Cashflow
Corporate Superannuation	Investment Bonds	TPD Insurance	Debt Management
Industry & Public Sector Super	Managed Investments	Trauma Insurance	Estate Planning
Pensions & Annuities	Exchange Traded Products	Income Protection	Salary Packaging
Self-Managed Super (SMSF)	Listed Securities	Business Insurance	Aged Care Planning
Retirement Planning	Margin Lending	Insurance Claims	Wealth Creation
Centrelink & Age Pension	Gearing Strategies	Risk Analysis	Tax Strategies

Approved Product List: MWM maintains an Approved Product List (APL) of researched products from approved Australian and international providers, reviewed periodically to ensure they remain competitive and appropriate. Where your best interests require it, we may — with MWM approval — recommend products outside the APL.

What your financial planner is authorised to do: Your financial planner acts on behalf of MWM and can provide financial advice on, and deal in, only those financial products on our Approved Product List. You can contact us with instructions by telephone, letter or email. If at any time you wish to terminate your relationship with us, please contact us using the details in this guide.

THE ADVICE PROCESS

What to expect when working with us

Your adviser will guide you through each stage of the advice process. Every step is designed to ensure advice is clear, compliant, and genuinely built around you.

01 Discovery & Engagement

Your adviser will discuss your financial goals, current position, income, expenses, assets, liabilities, superannuation and insurance. We verify your identity under Anti-Money Laundering laws and assess your risk tolerance using a Risk Profile Questionnaire.

02 Strategy & Research

Using specialised financial planning software, your adviser researches appropriate strategies and products tailored to your goals. Alternative strategies are considered and documented to demonstrate our best interest duty is met at every step.

03 Statement of Advice

Where personal advice is provided, a Statement of Advice (SOA) is prepared. This documents your goals, the recommended strategy, products, associated costs, and full reasoning. Relevant Product Disclosure Statements (PDS) are also provided.

04 Implementation

Once you sign the Authority to Proceed, your adviser manages the full implementation — liaising with insurance providers, superannuation funds and investment platforms. Health questionnaires may be required for new insurance policies.

05 Ongoing Review & Further Advice

Further advice may be delivered via a Record of Advice (ROA) or a new SOA. Ongoing fees require your written consent and are renewed annually. Copies of any advice document may be requested for up to seven years.

General advice: Your adviser may at times provide general advice that does not consider your personal circumstances. You will be informed when this occurs. Consider whether personal advice is more appropriate before acting.

Instructions: May be provided by telephone, letter or email. Written instructions are required in some cases. Your adviser will confirm when this applies and will verify your identity before acting.

FEES & REMUNERATION

How we are paid for our services

The cost of advice depends on the nature and complexity of the services provided. All fees will be agreed with you before any work commences. Amounts are exclusive of GST unless stated.

Advice & Service Fees

Service	Description	Fee Range
Initial Advice Fee	Research, preparation and presentation of Statement of Advice	$3,000 – $30,000
Percentage-Based Initial	Calculated as a % of the amount invested or advised upon	Up to 5%
Ongoing Service (flat)	Ongoing portfolio review, strategy updates and advisory services. Fees require written consent, renewed annually.	Up to $20,000 p.a.
Ongoing Service (%)	Calculated as a % of your investment account balance	Up to 5% p.a.
Principal Adviser	Time-based consulting in 15-min increments (incl. GST)	$275 per hour
Administrative	Time-based admin services in 15-min increments (incl. GST)	$88 per hour
Account Transition & Exit	Applicable where advisory arrangements are transferred to another provider or terminated. Covers file preparation, administration, portfolio transition coordination, and account processing.	By arrangement

Payment: Direct payment, credit card, or deduction from your superannuation or investment account.

Brokerage & Platform Fees

Service	Description	Fee
Brokerage	When you buy or sell financial products. Settled T+1 (derivatives) or T+2 (shares).	Scaled rates — see below
Portfolio Service (PS)	Monthly in arrears. Annual % fee on average portfolio value. Min. $3,600 p.a.	Up to 2.5% p.a.
Managed Portfolio Service	Monthly in arrears per MPS Agreement. Min. $3,975 p.a.	Up to 3.0% p.a.

Brokerage scaled rates: Up to 2.5% on the first $50,000, 1.5% on the next $50,000, and 1.0% on amounts over $100,000. Minimum $125 per trade. Example: a $15,000 trade at 1.5% = $225. A $15 fee applies for each subsequent day an open order transacts.

Portfolio Service minimum fee note: On a portfolio valued at $144,000, the minimum annual fee of $3,600 equates to 2.5%. On smaller portfolios, the effective percentage may be higher.

Insurance Commissions

Product	Initial Commission	Ongoing Commission
Life Risk Insurance (new policies)	Up to 66% of first year's premium	Up to 22% of annual premium

Insurance Commission Informed Consent — From 10 July 2025

Under the Treasury Laws Amendment (Delivering Better Financial Outcomes) Act 2024, where we provide personal advice on life risk insurance and receive a commission, your written informed consent is required before we can accept that commission. A separate consent form will be provided where this applies.

Referrals: Where MWM has a referral arrangement with another professional service provider, any fee paid or received will be disclosed in your SOA. All referral arrangements are conducted in accordance with applicable law and at no additional cost to you.

PRIVACY & COMPLAINTS

Your rights and how we protect them

Privacy

MWM is committed to protecting your personal and financial information. Your information is managed in accordance with the Privacy Act 1988 and our Privacy Policy (available at www.mandalaywm.com.au).

Your information may be shared with financial product providers and platforms, financial planning software providers, accountants, solicitors and professionals where a referral is required, banks, insurers and reinsurers, and ASIC and other regulators as required by law.

Your rights: You may access and correct information we hold. In certain circumstances, you may also request that we de-identify or destroy personal information no longer needed for the purpose for which it was collected, subject to our legal record-keeping obligations.

Record keeping: All advice records are retained for at least 7 years. You may request copies at any time in writing.

Complaints

If you have a complaint about any financial service provided, please follow these steps:

01 Contact Your Adviser

Speak directly with your financial adviser. Most concerns are resolved promptly at this level within 5 business days.

02 Contact Our Complaints Supervisor

If unresolved, contact us in writing. We acknowledge within 1 business day and aim to respond within 30 calendar days. Level 4, Suite 412, 5 Celebration Drive, Bella Vista NSW 2153 | Tel: 0430 439 971

03 Australian Financial Complaints Authority (AFCA)

If not resolved to your satisfaction, contact AFCA — a free and independent resolution service.

AFCA Contact	Details	
Phone	1800 931 678	
Email	info@afca.org.au	
Website	www.afca.org.au	
Postal	GPO Box 3, Melbourne VIC 3001	
MWM Member Number	13403	

You may also contact ASIC on 1300 300 630 or visit www.moneysmart.gov.au.

ABOUT MANDALAY

Who we are and how to reach us

Mandalay Wealth Management is a boutique private wealth advisory firm dedicated to building enduring financial strategies for high-net-worth individuals, families and business owners. We are privately owned, privately licensed, and committed to long-term client relationships.

Legal Name	Mandalay Wealth Management Pty Ltd
ABN	31 132 276 576
AFSL Number	331535
Established	2009
Address	Level 4, Suite 412, 5 Celebration Drive, Bella Vista NSW 2153
General Enquiries	02 8616 9000
Complaints	0430 439 971
Email	Contact@mandalaywm.com.au
Website	www.mandalaywm.com.au
AFCA Member Number	13403

Compensation Arrangements

MWM maintains professional indemnity insurance satisfying the requirements of the Corporations Act 2001 and ASIC Regulatory Guide 126. Insurance covers claims made against current and former authorised representatives for work conducted while engaged with us.

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General Advice Warning

Any general advice in this document has been prepared without taking into account your objectives, financial situation or needs. Before acting, consider its appropriateness to your circumstances. You should read the relevant Product Disclosure Statement (PDS) before making any financial decision.

Mandalay Wealth Management Pty Ltd | ABN: 31 132 276 576 | AFSL No: 331535 | www.mandalaywm.com.au