

Financial Services Guide

AIM MDA Services Pty Ltd

Version 2.0 - 1 September 2026

Licensee

Accordius Pty Ltd (Australian Financial Services Licence Number: 321955) (ACN: 128 900 603) ('Accordius')

Corporate Authorised Representative

AIM MDA Services Pty Ltd (ASIC Number: 001318718) (ABN: 70 692 706 059) ('AIM MDA Services')

The Corporate Authorised Representative acts on behalf of Accordius Pty Ltd who is responsible for the services that they provide. This Financial Services Guide (FSG) is authorised for distribution by Accordius Pty Ltd.

Not independent

We are not able to refer to ourselves as independent, impartial or unbiased, because:

Accordius' authorised representatives can only recommend financial products that are approved by Accordius and included in the 'Approved Product List'.

Accordius and AIM MDA Services are related entities within the same corporate group. AIM MDA Services may outsource certain operational functions to other related entities within the group.

The purpose of this Financial Services Guide

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide ('FSG') is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

In this document 'we', 'us' or 'our' refers to AIM MDA Services.

Who will be providing the financial services to me?

In providing advice and other services described in this FSG, we act on behalf of Accordius who is responsible for the services we provide.

Contact details of Accordius:

Location & Postal Address:	Level 9, 90 Collins Street Melbourne, VIC 3000 PO Box 24014, Melbourne, VIC 3001
Tel.	03-9909-5800
Email	info@accordius.com.au
Website	https://accordius.com.au

Contact details of AIM MDA Services:

Location & Postal Address:	Level 10, 90 Collins Street Melbourne, VIC 3000 PO Box 24014, Melbourne, VIC 3001
Tel.	03 9602-3233
Email	investments@akambofg.com

Professional Indemnity Insurance

Accordius has professional indemnity insurance that satisfies the requirements of section 912B of the Corporations Act 2001 (Cth). These insurance arrangements cover claims relating to the services and products Accordius and its authorised representatives offer and the conduct of Accordius' current and former staff (if Accordius is responsible for the conduct of the staff member at the time of the relevant conduct).

What kind of financial services is AIM MDA Services authorised to provide me?

We are authorised to provide the following services on behalf of retail and wholesale clients:

Provide financial product advice about:

- Basic and non-basic deposit products e.g. bank accounts and RSA products
- Debentures, stocks or bonds issued by or proposed to be issued by a government
- Securities e.g. shares, company options, company debentures
- Managed investments schemes e.g. ETFs, managed funds, including IDPSs e.g. wraps
- Margin lending facilities (standard)
- Superannuation products and SMSFs
- Managed Discretionary Account (MDA) Services.

Deal in a financial product by issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:

- Managed Discretionary Account (MDA) Services.

Apply, acquire, vary or dispose of a financial product:

- Basic and non-basic deposit products e.g. bank accounts and RSA products
- Debentures, stocks or bonds issued by or proposed to be issued by a government
- Securities e.g. shares, company options, company debentures
- Managed investments schemes e.g. ETFs, managed funds, including IDPSs e.g. wraps
- Margin lending facilities (standard)
- Superannuation products and SMSFs
- Managed Discretionary Account (MDA) Services.

If you have a need for products or services not listed above or require specialist advice that we cannot or are not authorised to provide, we will be able to assist by referring you to another qualified provider.

Role of Your Adviser

An MDA is only available to retail clients who are receiving personal advice from a licensed adviser who has been approved by AIM MDA Services. Your Adviser may be an authorised representative of our licensee, a representative of another licensee within the related entities of our corporate group, or a representative of an unrelated third-party licensee.

Your Adviser must provide you with a Statement of Advice (SOA) or Record of Advice (ROA) for any personal advice they provide you. You can request a copy of any advice given to you by Your Adviser for a period of 7 years. The SOA provided by Your Adviser is an important document and you should keep it for future reference. Among other things, it will contain the advice, the basis on which the advice is given and information about fees and associations which may have influenced the provision of the advice and accordingly this advice may not be independent, impartial or unbiased. If you invest in the MDA, Your Adviser should consider and refresh your Investment Program (**refer to below for further explanation**) at least every 13 months or when or if your situation changes. When you are given advice on particulars financial products, Your Adviser should also provide you with the applicable Product Disclosure Statement. Should you change Your Adviser please contact us so that we can update our records.

Nature of our advice

It is important for you to understand that while we are legally permitted to provide you with personal advice, we generally do not do so, and that the only advice we provide is general advice. When we provide general advice to you, we act for you. Where we provide other services (such as arranging, dealing and other product or investment functions), these are generally performed subject to contracts and the authorisations and requirements of our license and legal duties. The general advice we provide to you as a retail client does not take into account your objectives, financial situation or needs.

What is an MDA and what is the significance of giving discretionary authority to us?

An MDA is an account established in your name, which is used to invest on your behalf in accordance with your Investment Program and the MDA Agreement we have with you.

As part of the process of establishing an MDA, you are required to sign an MDA Agreement. Your Investment Program will be presented to you in the SOA provided to you by Your Adviser and will make up part of the MDA Contract.

The MDA requires you to delegate the investment management and trading discretion for securities and other financial products, to us as the MDA provider. This is an important legal right, and you should be aware of it.

Decisions regarding the portfolio composition, participation in corporate actions and timing of buys and sells are at our discretion (unless an investment manager has been appointed). Even if there is an investment manager, we retain an overall discretion to arrange transactions.

As such, as long as we act in accordance with your Investment Program and the discretionary authority provided to us, you are not able to refuse to accept or settle any transaction just because you did not give us direct instructions for that specific transaction.

In addition, you will have the right to override the discretionary authority given to us in the MDA Agreement, however we do not encourage you to do so.

Whilst we control the day-to-day management of the investments we make on behalf of your MDA, you are the beneficial owner of your holdings at all times.

You will be able to contribute or withdraw funds.

The MDA involves us keeping a watchful eye over all MDA holdings and arrangements have been designed to minimise the administration required to support the MDA and with limited client contact in mind.

What range of financial products can be invested in through our MDA and what other limitations apply to the service?

Our MDA Service will usually only invest in financial products traded or to be traded (in the case of IPOs and new issues) on markets operated by or accessible through the Australian Securities Exchange ('ASX')/Chi-X.

Typically, dealings will be limited to Australian Shares, International Shares, Listed Property Trusts, Fixed Income Instruments e.g. hybrid securities, Exchange Traded Funds ('ETFs') e.g. giving exposure to certain markets, geographies, sectors etc. and Cash/Term Deposits.

Usually holdings will be market tradeable, but your MDA portfolio may hold other products that are not market listed e.g. unlisted fixed income investments, unlisted managed funds/property trusts and structured products.

Our MDA does not extend to dealings or investments in derivatives, non-limited recourse products, or margin lending.

You may use the MDA Agreement to direct us to avoid or focus on a particular investment strategy or particular investments. Your MDA portfolio will be managed individually and will not be pooled with others.

It should be noted that our MDA is not a service that simply facilitates trading in any financial products at any time with a view to making profits for you. It also does not permit short selling or lending of your holdings. Whilst some short term investments may be appropriate, such investments are only made in accordance with our discretionary authority and your Investment Program.

What must I do before you can provide me with your MDA?

Before an MDA can be opened and operated on your behalf, Your Adviser is required to:

- provide you with our FSG, which you must consider carefully;
- provide you with an SOA, which includes your Investment Program;
- provide you with the MDA Agreement including the terms and conditions;
- discuss the scope of the discretions necessary for us to operate and manage your MDA.

You must then:

- consider, sign and return the SOA which includes your Investment Program;
- consider, sign and return the MDA Agreement;
- open an account with a regulated platform; and
- contribute at least the agreed (if any) minimum funds and/ or holdings required.

The Agreements must be duly completed in full, signed and returned to us before your MDA can be opened and investment commence.

How is the Investment Program developed for an MDA?

Your Investment Program will be tailored to your specific needs, taking into account such factors as your tolerance to risk, investment experience, overall assets, liquidity needs and investment time horizon etc.

The Investment Program, with reference to supporting documentation i.e. an SOA, will set out the basis for recommending our MDA and applying the Investment Program.

In addition, the Investment Program will also provide information in regard to:

- the basis on which Your Adviser considers the MDA Agreement, including the Investment Program to be suitable for you;
- the nature and scope of the discretions we are authorised and required to exercise to implement the Investment Program for your MDA;
- whether and how you may instruct us regarding the exercise of the discretions;
- the fees payable by you if you operate an MDA and who will receive or share in them;
- information about any significant risks associated with the MDA Agreement with you; and
- warnings that your MDA may not be suitable for you if you have only provided us with limited or inaccurate, information about your circumstances and objectives, and that your Investment Program may cease to be suitable. If your financial situation, investment objectives or needs change.

Your MDA may have tax implications e.g. capital gains/losses. We recommend that you speak to a tax accountant before establishing an MDA.

You should inform Your Adviser of any subsequent material changes to your financial situation, particular financial needs and investment objectives so the appropriateness of your Investment Program can be reviewed. If a material change in your Investment Program is required, an updated Investment Program will be sent to you, with your MDA managed henceforth in accordance with the amended Investment Program.

How often is the Investment Program reviewed and why?

Your Investment Program will be reviewed at least every 13 months by Your Adviser in light of your relevant investment objectives, financial situation and needs (i.e. your relevant personal circumstances). Advice regarding the ongoing suitability (or otherwise) of the MDA Agreement and your Investment Program will be provided to you.

What are the significant risks associated with opening, maintaining and investing through an MDA?

A point you should consider carefully is that even though we confirm transactions and report to you in detail quite frequently (including by providing you with online access to information about your portfolio), your MDA portfolio assets are invested without your direct involvement. However, all investment activity must be in accordance with the discretionary authority specified in the MDA Agreement and the Investment Program for the MDA. Any unauthorised dealings are prohibited, and should they occur inadvertently, would be reversed or refunded to your MDA in full. Our review processes, professional indemnity and other insurance cover, our membership of the Australian Financial Complaints Authority (AFCA) and your legal rights ensure protection against unauthorised investments or transfers of funds or holdings.

It is also important to note that the various categories of risk applying to any direct investment in financial products traded on financial markets (e.g. ASX), also apply to an MDA. As such, your portfolio will be subject to investment risks, including risks associated with the prevailing/foreseeable economy, markets, foreign exchange, interest rates, liquidity, industry and business conditions.

As a result of some of these risks, the prices of financial products may fall and you could suffer a negative investment return (in any one or more years). In some circumstances, your MDA may not be able to meet your investment objective. The portfolio diversification and investment limit elements of your Investment Program are designed to reduce risk, but there can never be 'no risk'.

How is my MDA operated and administered, and how and what will you report to me?

Your MDA will be managed and administered by us as the MDA provider, in accordance with the discretionary authority given to us and your Investment Program.

Your investments in your MDA will be managed by one of our appointed Investment Managers, and/or in conjunction with Your Adviser.

The regulated platform through which your MDA is held, will report to you electronically the following information:

- all transactions carried out on your MDA;
- all holdings and funds held at the end of the period;
- total assets and liabilities held at the beginning and end of the period; and
- all fees whether payable by you or third parties, and all other charges or expenses relating to the operation of your MDA.

Annually, for the Financial Year, the regulated platform will provide:

- the above covering the full 12 month period; and
- an Auditor's Report regarding the accuracy of Reports provided to you, and an opinion whether any Report has been materially misstated.

How do I keep track of my investments?

You will be able to monitor your MDA on a daily basis by accessing reports via a secure internet connection (access with password and PIN).

You will also be able to consult with Your Adviser regarding your MDA at any time.

You should always take an active interest in your MDA, monitor its progress and consider our reports carefully.

How will my MDA holdings be held i.e. in whose name and by whom?

Your Adviser will arrange for an MDA account in your name to be opened with BT Portfolio Services Limited (BTPS) (AFSL 233715) (ABN 73 095 055 208), Macquarie Investment Management Limited (MIML) (AFSL 237492) (ABN 66 002 867 003), or HUB24 Custodial Services Pty Ltd (HUB24) (AFSL 239122) (ABN 94 073 633 664).

BTPS, MIML, or HUB24 is responsible for a mix of dealing and settlement services required to implement the Investment Program as well as being a provider of custody/asset holding services. They will also facilitate the administration of your MDA and our reporting to you. We do not provide custodial or depository services.

Although your MDA account will be in your name, your MDA holdings will be held on your behalf by BTPS, MIML, HUB24, or the relevant provider's sub-custodian. You remain the beneficial owner at all times.

As you remain the beneficial owner of all holdings and funds held in the name of your MDA, any investment growth or profits are yours, and any losses are yours. We do not, and the nature of investing in financial markets is such that we cannot, guarantee any particular investment performance or outcome.

Outsourcing arrangements

We have the following outsourcing arrangements in place:

- Custodial and depository services: Provided by
 - BT Portfolio Services Limited (BTPS), (AFSL 233715) (ABN 73 095 055 208),
 - Macquarie Investment Management Limited (MIML) (AFSL 237492) (ABN 66 002 867 003), or
 - HUB24 Custodial Services Pty Ltd (HUB24) (AFSL 239122) (ABN 94 073 633 664).Please refer to the relevant Product Disclosure Statement or Investor Directed Portfolio Service Guide for further information.
- Broking services: Provided by the platform provider.
- Investment Manager: Akambo Pty Ltd (AFSL 322056) (ABN 16 123 078 900) who will perform investment management activities. For certain MDA arrangements, these activities may be carried out in conjunction with Your Adviser.

Our approach to the selection of our outsourced service providers involves taking into consideration financial stability, administration systems, provision of services, quality of data provided, cost of services and competitiveness in the market.

We ensure that the outsourced arrangements which we put in place are delivered in accordance with our obligations to you.

How can you provide instructions to us?

Enquiries regarding your investments should be made to Your Adviser in the first instance so that they can contact us on your behalf. However, you can contact us directly by using the contact details contained in this FSG. You or Your Adviser can provide instructions to us by telephone, mail, or email.

Summary of fees and other costs

The actual fees and costs relevant to the MDA service will be detailed in the SOA that will be given to you by Your Adviser. Our investment decisions may have capital gains or income taxation consequences for you depending on your personal tax position.

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.

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

The tables below show fees and other costs that you may be charged under the MDA service. These fees and costs may be deducted from your investment, the returns on your investment or from the MDA service assets as a whole. You should also seek advice on the tax implications of the MDA service. You should read all the information about fees and other costs, as it is important to understand their impact on your investment.

Regulated Platform Fees

Fees may vary between different platforms and refer to your Statement of Advice and the applicable Product Disclosure Statement.

Fee Summary

Type of fee or cost	Amount	How and when paid
Fees when your money moves in or out of the MDA service		
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
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
Management costs		
Managed Discretionary Account (MDA) portfolio management fees and costs The fee for managing your investments in accordance with your investment program	This fee is negotiable and will vary based on your portfolio construction and the investment activities undertaken on your behalf. Generally, the fee is between 0.44% and 0.66% p.a. (including GST), which equates to between \$4.40 and \$6.60 per \$1,000 invested. The actual fee you pay will depend on your account balance and the specific structure of your portfolio. This fee will be fully disclosed in your SOA.	This fee is calculated daily and deducted monthly from your Regulated Platform Cash Account. AIM MDA Services may forward some of these deducted fees to any appointed Investment Manager/consultant appointed by your MDA adviser in connection with the provision of investment consulting services under your MDA.:
Regulated Platform fee The fee charged by the Platform provider Your Adviser recommends for administrative, reporting and custodial services	Fees may vary between different platforms and refer to your Statement of Advice and the applicable Product Disclosure Statement	This amount is paid to the Platform operator and may vary depending on the value of your portfolio. Please refer to your Platform's offer documents that Your Adviser will supply to you.
Investment Management Fees Indirect Costs - the fees charged by the managers of the funds or managed portfolios in which your MDA account is invested	These expenses vary from one to another and are tracked and calculated to express an overall weighted range. Our portfolios have an approximate overall range of 0.20% to 0.60% Fees quoted are GST inclusive. These costs are an estimate only and may vary depending on the underlying investments within the portfolio. The actual MER applicable to your portfolio will be disclosed in the Statement of Advice.	This fee is reflected in the unit price of the relevant managed fund or the dollar value of the relevant managed portfolio, and includes performance fees, where charged.
Service fees		
Switching Fee The fee for changing investment options	Nil	Not Applicable
Transaction Fee The fee for buys, sells and switches	Nil	Not Applicable

Type of fee or cost	Amount	How and when paid
Brokerage The fee for the execution and settlement of share trades	Generally between 0.11% to 0.20% per trade Minimum charge may apply	This amount is paid at the same time the trade occurs and deducted from your cash account. Please refer to the Platform's offer documents that we will supply to you

All fees in the previous tables are shown inclusive of GST. Additional fees and charges may apply. See 'Additional explanation of fees and costs' below for further information. The information in the previous table can be used to compare costs between the MDA service and different simple managed investment products. ASIC provides a calculator on its website www.moneysmart.gov.au. The calculator can be used to calculate the effect of fees and costs on account balances.

The above tables do not include initial and ongoing advice fees that Your Adviser may charge for providing recommendations on your MDA account. These fees will be set out in your SOA and Ongoing Fee Arrangements.

Example of annual fees and costs of the MDA service

The following table provides an example of how the MDA service fees and costs can affect your investment over a one-year period. You should use this table to compare the MDA service with other MDA services and other managed investment products (Managed Funds).

The examples assume an account balance of \$500,000 invested in the **Balanced Model** in the MDA service with no variation in the value of your investment over this period. In practice, the actual fees we charge are generally based on the value of your investment which may vary daily. This example also assumes that the additional \$5,000 contribution occurs at the end of the relevant period (that is, no management fees are incurred in connection with the additional investment amount).

Example	Fee	Balance of \$500,000 with total contributions of \$5,000 at the end of the year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged a contribution fee of \$0.
PLUS Management costs	0.95%	And for every \$500,000 you have in the MDA service, you will be charged \$4,750 each year;
<i>Comprising</i>		
MDA portfolio management fee	0.55% pa	\$2,750
Investment Management fees	0.40% pa	\$2,000
EQUALS cost of MDA service	0.95% pa	\$4,750

Notes to example

1. Please see 'Additional explanation of fees and costs' for more information on fees.
2. You may also incur a buy/sell spread when your money moves in or out of the MDA service.
3. The above example assumes an average MDA portfolio management fee of 0.55% p.a. and an average investment management fee of 0.40% p.a. for a **Balanced Model** (i.e. approximately 50% exposure to growth assets). What it costs you will depend on the investment option recommended to you. Please refer to your Statement of Advice regarding the actual fees charged.
4. The calculation of the management costs in the example assumes that the additional \$5,000 invested in a **Balanced Model** occurs at the end of the relevant period and therefore no management fees are payable on the additional investment. Additional fees may apply, as well as the abnormal expense recovery.
5. Please refer to the applicable Product Disclosure Statement for platform costs and expense recovery where applicable.

Additional explanation of fees and costs

Management Costs

Ongoing management costs for your MDA portfolio(s) generally comprise of:

- MDA Service/Management Fees payable to us for providing the service.
- A platform fee payable to the platform provider.
- Platform Cost Recovery Fees, if applicable, payable to the platform provider.
- Indirect costs (Indirect Cost Ratio), if any, based upon information available from the underlying product issuer and reasonable estimates as at the date of this FSG.

Investment Management Fees / Indirect Cost Ratio (ICR)

The ICR refers to the management costs charged by issuers of certain products that were not paid directly out of your account. These indirect costs are deducted from the assets of the portfolio over the relevant financial year, expressed as a percentage of the average net asset value of the MDA service and include the Management Expense Ratio (MER), transaction costs and, where applicable, investment performance fees payable to the Fund Manager. You should refer to the relevant product disclosure statement for full details on the fees and costs charged by the product issuers of any managed funds, Exchange Traded Funds, Real Estate Investment Trusts, or Listed Investment Companies.

Administrative expenses

Other costs you may pay in relation to the MDA service are the fees and expenses of the Platform provider as set out in the relevant Product Disclosure Statement or Investor Directed Portfolio Service (IDPS) Guide which may include Expense Recovery Fees.

Transaction Fees

Transaction costs incurred in the acquisition or disposal of the assets of the MDA service such as brokerage, clearing costs, transaction fees, taxes and stamp duty will generally be paid for from the assets within the portfolio.

Brokerage

Brokerage is charged on financial products traded on Australian markets (ASX and Chi-X) based on the transaction value. For example, if the order was for \$50,000, the cost for brokerage may be \$55 ($\$50,000 \times 0.11\%$). The rate of brokerage will vary depending on the platform provider or trading platform used to implement the trade.

Buy/Sell spread

The buy/sell spread is a fee charged by a Fund Manager to place or redeem an investment. These costs generally range between 0.00% and 0.80%, up to \$8.00 per \$1,000 invested.

Buy/sell spreads apply at the time of each transaction and are charged by the individual product issuers in one of two ways:

- by reducing the particular investment option's performance (unit price), or
- by adjusting the application and/or withdrawal price.

When financial products are acquired, a "buy spread" may be incurred. The buy spread is an amount which reflects the estimated transaction costs associated with acquiring the underlying investments and may take into account the difference between the bid/offer price of investments traded and/or the estimated market impact of the acquisitions on the price of the investments being acquired.

When financial products are disposed of, a "sell spread" is incurred. The sell spread is an amount which reflects the estimated transaction costs of disposing of the underlying investments and may take into account the difference between the bid/offer price of investments traded and/or the estimated market impact of the disposals on the price of the investments being sold.

Information about fee changes

We will provide at least 30 days' notice to you of any proposed increase in our fees and charges.

Please note: The fees and costs outlined above are accurate as at the date of this FSG.

How are we remunerated?

We are remunerated through the fees that we may charge you to administer your MDA. These fees are disclosed in this FSG and your SOA.

Generally all fees are paid to Accordius who then passes 100% of the fees to AIM MDA Services. In some cases, fees are paid directly to AIM MDA Services by monthly direct debit.

Our employees and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus which is based on achievement of pre-determined business objectives such as contribution to profit, client service, risk management and leadership/team contribution.

Your Adviser (through Your Adviser's Licensee) may receive payment in connection with the provision of financial advice to you. This will be disclosed in your SOA.

You should also note that there are separate costs relating to the fees we charge and the fees charged in respect of underlying investments including managed portfolios and managed funds. You should take both of these into account in assessing the MDA.

Disclosure of conflicts of interest

Accordius, AIM MDA Services, and Akambo Pty Ltd are related entities within the same corporate group. AIM MDA Services may outsource certain functions to the entities within the group, e.g. investment management functions to Akambo Pty Ltd where appropriate. Neither Accordius nor AIM MDA Services receive any benefits from these outsource arrangements.

We have documented processes for managing conflicts by controlling, avoiding and disclosing relevant conflicts of interests.

Privacy policy

Broadly, AIM MDA Services uses personal information you provide only for purposes consistent with the reason you provided it, or for a related purpose, for example:

- Where you have entered into an MDA Contract with us, for the provision of MDA Services;
- To contact you regarding our services - you can opt out of these communications at any time;
- To comply with legal obligations such as identifying you if you become a client.

Any personal information obtained is only used, collected, stored or disclosed to any third parties for reasons which assist us to provide services to you and as contemplated by the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and our Privacy Policy.

If you do not provide us with the information which we ask for, we (or others) may not be able to provide you with some or all of the services available through us.

From time to time, AIM MDA Services may share client information between related businesses of the corporate group for the sole purpose of delivering an improved level of service and a more comprehensive financial solution to you, unless you object otherwise.

AIM MDA Services or any of its third parties may be located or perform services overseas. As a result, your personal information may be disclosed to a recipient in a foreign country, including Philippines, Vietnam, United States, Indonesia and Malaysia. If this happens we will seek by contract or other means to ensure personal information is protected.

For further information of our Privacy Policy please refer to the Accordius' website <https://accordius.com.au>.

What should you do if you have a complaint?

We have established an internal process for handling disputes with the view to ensuring the prompt, fair and effective resolution of complaints. If you have a concern or complaint, please tell us so that we can investigate and try to resolve the matter. We aim to resolve most issues within five business days.

Your complaint can be addressed to:

The Complaints Officer
Accordius Pty Ltd
Level 9, 90 Collins Street
Melbourne VIC 3000

If you believe your complaint has not been satisfactorily dealt with or if you have not received a response within 30 days you can contact us directly or you may wish to contact the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Accordius Pty Ltd is a member of AFCA (membership number 12715).

The contact details for AFCA are:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
T: 1800 931 678
E: info@afca.org.au
W: www.afca.org.au