

CAPITAL HAUS

Financial Services Guide.

1st October 2026



Purpose.

The purpose of this FSG is to provide valuable information for retail investors to help you decide whether to use any of the financial services we offer. It contains important information listed.

This Financial Services Guide (“FSG”) has been issued by Capital Haus Financial Services (ABN 47 668 078 359) (“Capital Haus”).

This FSG contains general information only. For more specific information, please contact us.

Who We Are

Our Financial Services

Remuneration Related to Our Services

Disclosure of Relevant Relationships and Potential Conflicts of Interest

Client Instructions

Capital Haus Privacy Policy Statement

How We Protect Client Personal Information

Internal & External Complaints Procedures

Capital Haus is a financial advisory business that provides clients with **bespoke and tailored** wealth management services.

Authorised Representative

Your Authorised Representative ("**AR**") will be authorised by Capital Haus Financial Services Pty Ltd ("Capital Haus"), Australian Financial Services Licensee ("**AFSL**") No. 553019.

Your representative is licensed under the Corporations Act 2001 (Cth) ("**Corporations Act**") to provide advice about financial products and services to wholesale and retail clients in respect of the financial products under its AR agreement with the AFSL.

Capital Haus appoints the Authorised Representatives ("**AR**"(s)) to act on its behalf for the provision of authorised financial services.

Your adviser is an Authorised Representative of Capital Haus. Capital Haus is therefore responsible for the financial services provided by it and its Authorised Representatives. Capital Haus has authorised your adviser to distribute this FSG.



Financial Services & Products

Deposit & Payment Products	Life Risk Insurance Products
Managed Funds	Securities
Investment Life Insurance Products	Direct Equities
Self-Managed Super Fund's	Superannuation
Interests in Managed Investment Schemes Including Investor Directed Portfolio Services	

Not Independent

Disclosure of Lack of Independence is required under sections 942B(2)(fa) and 942C(2)(ga) of the Corporations Act. Capital Haus and its representatives are not independent, impartial or unbiased (which are restricted words or expressions under the Corporations Act) in relation to the provision of personal advice to retail clients because Capital Haus, its representatives and its associates and relations with third-party providers may receive monetary benefits in connection with that advice.



Important Documents



(a) **Statement of Advice ("SOA")**

A SOA will be provided to you if you are a retail client and we provide you with personal advice. The SOA will contain a summary of the advice you receive, its basis and scope, and any commissions fees, benefits or associations we may have relevant to the advice provided.



(b) **Product Disclosure Statement ("PDS")**

Your adviser will provide you with a PDS (which has been issued by or on behalf of the product issuer) if certain types of financial products are recommended to you. The main purpose of a PDS is to help you make an informed choice about a financial product.

A PDS will include specific information about the company that manages the product, the fees associated with the product, and the strategy that is used to maximise the value of the product. Any risks associated with holding the product will be explained. It is essential that you read this information prior to purchasing the recommended financial product.



(c) **Investment Policy Statement ("IPS")**

If you are an accountant certified wholesale investor, we will create an IPS based on your investment objectives. This formally summarises your expectations and outlines governance framework to guide how and when our advisers manage certain decisions. The IPS provides a mandate to continually keep both of us accountable to your objectives using specific and agreed guidelines.

You can contact us in writing or by phone with any instructions relating to your financial services or products. We recommend that you use our accessible “contact” webpage to start a conversation with one of our experienced advisors.

Our fees, Commission & Other Benefits

Capital Haus will receive remuneration in exchange for the financial services that we deliver or arrange for you. These services and products may include a reasonable administrative fee. You can choose how you prefer to pay our fees.

For life risk insurance advice, Capital Haus Financial Services advisers may be paid in one of these two ways: upfront or level.

- 1. Upfront** - Capital Haus Financial Services adviser's may be paid a commission of up to 66% of the first year's premium and 22% of ongoing year's premiums. For example, commission on a premium of \$1,000 is up to \$660 upfront and up to \$220 each year thereafter.
- 2. Level** - Capital Haus Financial Services adviser's may be paid a commission of up to 30% of both the first year's premium and ongoing year's premiums. For example, commission on a premium of \$1,000 is up to \$300 per year from inception.

Details of these payments will be disclosed in the SOA you receive. The basis and amount of all commissions and fees for service will be set out in the SOA and explained by your adviser.

Lack of Independence

Capital Haus Financial Services is not independent, impartial or unbiased because we receive commissions for the advice, we provide on life risk insurance

1

Flat Fee

A flat fee which you will negotiate with your adviser on an annual basis. This fee will be negotiated based on the complexity of your investment arrangements, the types and number of investments you hold, the amount of transactions that are undertaken and the frequency of advice that you require.

2

Measured Fee

A measured fee which reflects the value of the assets we provide advice on. This fee may be subject to a minimum and/or a maximum amount.

3

Hourly Fee

An hourly fee, which accrues at a rate set by our advisers.

4

Transaction Fees

Transaction fees wherein we charge for specific transactions which we arrange on your behalf.

5

A Combination of All of the Above

A combination of any of the above options negotiated between you and your adviser.



Our Third-Party Relationships, Associations & Other Benefits

Capital Haus works collaboratively with other third-party service providers to advance and achieve your financial objectives.

These parties may include accountants, mortgage brokers, general insurance brokers, solicitors or professionals who specialise in an investment area specific to your interests. To benefit from these services, you may be required to open an account with one of these third parties. If Capital Haus is a member of an organisation or has a relationship that may be capable of influencing the advice given to you as the client, then this will be disclosed in future correspondence before investing or entering into an agreement with the third party in accordance with z942B(2)(f) of the Corporations act. Capital Haus retains an arms-length distance from other operating businesses. Capital Haus will not receive remuneration for referring you to these parties. Capital Haus will disclose any benefit received from third parties in line with our commitment to offering an unconstrained service.

Our Unconstrained Commitment

We wholeheartedly believe that being unconstrained is the most crucial element in the process of acting in our clients' best interests.



Free From Conflict

We will pursue to be free from conflicts of interest by always being unconstrained and disclosing any conflicts that arise. We will use our advanced processes, industry expertise and best efforts to deliver premium financial services.



Client Opportunities

Our clients will benefit from direct access to a wide scope of investment opportunities. Traditional Approved Product Lists ("APL") have constrained commercial interests in the recent past. We can offer our clients better avenues for growth.



Transparency

We are committed to being open and transparent about how we are paid. We will clearly explain these arrangements and disclose any benefits we receive.



Unparalleled Advice

For us at Capital Haus, our unconstrained commitment to our clients reflects what we stand for as a firm. By embracing an unconstrained attitude, we can deliver reliable and transparent advice.



Best Interest of Our Retail Clients

Capital Haus has a duty to act in the best interests of our retail clients pursuant to section 961B of the Corporations Act. We will provide you with personalised advice that prioritises your specific interests based on the instructions we receive. We are obliged, pursuant to section 961G of the Corporations Act, to provide our clients with appropriate advice.

Our Privacy Policy

Capital Haus will ensure the security of your personal information by acting in accordance with our detailed Privacy Policy. Your personal information will be used for the purpose of providing you with tailored advice, including;

To provide you with information, products or services as described in the FSG that you might reasonably expect or request.

To develop a holistic understanding of your circumstances and anticipate your needs throughout our relationship.

To manage rights and comply with obligations under law that apply to the financial services provided.

To undertake research, planning and marketing, which includes direct marketing.

Please note that our clients may instruct us to opt out of this purpose.

Capital Haus may be required by law to disclose your personal information. Circumstances may arise where Australian Government regulators or the Financial Ombudsman Service may request your personal information. Capital Haus will comply with all legal obligations and debrief our clients should this occur.

Our clients can request access to their file to review and correct the information held. Access to the file will be denied if another person’s privacy would be unjustly interfered with or the information is subject to legal privilege or relevant to ongoing proceedings.

Complaints & Dispute Resolution

If our service hasn't met your expectations and can't be resolved directly with your adviser, you may take the following steps.



Written Complaints

Complaints can be directed to the Compliance Manager at Level 6, 22 Pitt Street, Sydney NSW 2000 or email complaints@capitalhaus.com.au



Australian Financial Complaints Authority

If the complaint has not been resolved to your reasonable expectations, you may submit a complaint with Australian Financial Complaints Authority (AFCA). Their contact details are:
Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001 Australia. Phone: 1800 931 678



Professional Indemnity Insurance

Pursuant to section 912B of the Corporations Act and section D of ASIC Regulatory Guide 126, Capital Haus's Professional Indemnity Insurance provides for the required compensation arrangements necessary to cover claims made against us.

If you are a retail client and incur a loss, Capital Haus holds a Professional Indemnity Insurance Policy for liability arising from the financial services which Capital Haus's AR's provide.

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