

Financial Services Guide

Pillar Custodial Services Pty Ltd (ACN 097 300 377)

Corporate Authorised Representative No. 001316409

This Financial Services Guide (**FSG**) is an important document. It is designed to assist you in deciding whether to use any of the financial services that are provided by Pillar Custodial Services Pty Ltd (ACN 097 300 377) (“Pillar”, “we” or “us”) which we provide as a corporate authorised representative (“CAR”) on behalf of Boardroom Financial Services Pty Limited (ABN 46 136 781 443, AFSL 338301) (**BoardRoom** or **AFS Licensee**).

This guide provides you with important information about:

- who we are;
- how you can contact us;
- the AFS Licensee;
- the services we offer you;
- the remuneration, commissions and other benefits that we receive in respect of the Financial Services we provide;
- any relationships we have with other organisations affiliated with us or with product issuers that may influence us when providing services to you; and
- our dispute resolution procedures that cover complaints by customers and what to do if you have a complaint.

Who we are & our contact details

This FSG is provided by Pillar Custodial Services Pty Ltd (ACN 097 300 377) (**Pillar, we us**). Pillar is a corporate authorised representative of Boardroom Financial Services Pty Limited (ABN 46 136 781 443, AFSL 338301) (**BoardRoom**) and provides financial services on behalf of Boardroom. For more information on BoardRoom, please visit <https://boardroomlimited.com.au/>.

Pillar and BoardRoom can be contacted at the following details:

Address: Level 8, 210 George Street
Sydney NSW 2000

Post: GPO Box 3993
Sydney NSW 2001

Contact: 1300 737 760 (in Australia)
+61 2 9290 9600 (International)

How can you provide instructions to us

You may provide instructions to us by one of the following ways:

- in writing; and
- online via your EmployeeServe or InvestorServe account.

For any further information or assistance, please reach out to BoardRoom using the contact details provided above.

What financial services do we provide

BoardRoom has authorised Pillar to provide the following financial services on behalf of BoardRoom under its Australian Financial Services Licence (**Financial Services**):

- a) general financial product advice for the following classes of financial products:
 - (i) deposit and payment products (limited to basic deposit products and other deposit products);
 - (ii) derivatives (limited to old law securities options contracts and warrants);
 - (iii) interests in managed investment schemes excluding investor directed portfolio services; and
 - (iv) securities.
- b) deal in a financial product by:
 - (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of derivatives (limited to old law securities options contracts and warrants); and
 - (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - A. deposit and payment products (limited to basic deposit products and deposit products other than basic deposit product);
 - B. derivatives (limited to old law securities options contracts and warrants);
 - C. interests in managed investment schemes excluding investor directed portfolio services; and
 - D. securities.
- c) operate custodial or depository services (other than investor directed portfolio services)

Pillar is authorised to provide these Financial Services to retail clients and wholesale clients.

Who is responsible for the Financial Services provided

If we provide you with any Financial Services, we will provide them to you as an authorised representative of BoardRoom. There are no fees to be paid to Pillar for acting as an authorised representative. Both BoardRoom and Pillar are wholly owned subsidiaries of Boardroom Pty Limited (ACN 003 209 836).

Services not covered by this FSG

BoardRoom also provides other services (e.g. registry services, company secretarial and payroll administration services). These services are NOT part of the Financial Services and are NOT covered by this FSG.

What remuneration (including commission) or other benefits, are attributable to the provision of the Financial Services?

BoardRoom receives remuneration for the provision of its authorised services through commercial agreements with issuers, which include fees for registry and related services. Additionally, BoardRoom may receive benefits or incentives from third-party providers based on the volume of transactions we facilitate or support. These benefits are generally structured as volume-based rebates, discounts, or other non-monetary incentives that assist in offsetting operational costs and enhancing service delivery. These arrangements are designed to ensure that we maintain the resources necessary to provide high-quality services to our clients and their investors.

Employees and directors of BoardRoom receive salaries, incentive bonuses, and other benefits. The eligibility for bonuses and other benefits depends on several factors, including individual performance, sales contributions where relevant, and BoardRoom's overall financial and strategic performance. As the time of issuance of this FSG, it is not possible to determine whether an employee or director will qualify for an incentive or the specific amount of that incentive.

You may request that BoardRoom provide you with particulars of the remuneration or other benefits for any particular service we provide but the request must be made within a reasonable time after you receive this FSG and before any of the Financial Services are provided to you.

Payment and Brokerage Fees

BoardRoom charge the following fees for the Financial Services: For a share sale, the fees will be deducted from the proceeds of the sale prior to distribution to you. Proceeds from the sale of shares are held in segregated accounts prior to distribution to you. BoardRoom will be entitled to retain any interest that is earned on monies held in those accounts.

Service	Fee	Payer
Share Sale Brokerage < AU\$10,000	Up to AU\$100.00 per sale trade	You
Share Sale Brokerage > AU\$10,000 (Domestic Investors)	Up to 1.00%	You
Share Sale Brokerage > AU\$10,000 (International Investors)	Flat fee of AU\$100.00 OR up to 1.00% of the sale,	You

	whichever is greater	
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Other fees paid by the issuer (or a related entity)

An issuer of an employee share plan (Plan) may also pay:

- implementation fees to BoardRoom to cover costs to establish and implement a Plan on the BoardRoom platforms;
- monthly fees to BoardRoom to maintain and administer a Plan and related data within the BoardRoom platforms;
- annual fees to Pillar to act as trustee of a Plan;
- consultancy fees;
- audit fees;
- fees for performing additional work as agreed with the issuer from time to time, including remediation work as requested; and
- brokerage and/or sale fees on behalf of the investor/plan participant.

Interest accrued on trust accounts

You acknowledge that BoardRoom may retain the interest (if any) accrued on investor monies held in its trust account from time to time.

What to do if you have a complaint about our services?

We are committed to providing quality financial services. We have developed a fast and efficient complaints handling procedure to enable us to deal with any complaints you may have about us. In the first instance, all complaints should be made to:

Complaints Officer
Boardroom Financial Services Pty Limited
GPO Box 3993
Sydney NSW 2001

If your complaint has not been resolved by us to your satisfaction, you may lodge a complaint with the Australian Financial Complaints Authority (**AFCA**). AFCA provides free, fair and independent dispute resolution for consumers. You can contact AFCA at:

Mailing Address	Australian Financial Complaints Authority Limited GPO Box 3 Melbourne, VIC 3001
Email	info@afca.org.au
Phone	1800 931 678 9:00am–5:00pm AEST/AEDT weekdays Calls from an international number add 0061

	International calls may incur a charge from your carrier
Website	www.afca.org.au

Your privacy

Protecting your personal information is important to us and any personal information collected about you will be handled in accordance with BoardRoom’s privacy policy, available at boardroomlimited.com.au/privacy or you can ask us for a copy. We collect, hold, use and share your personal information only so we can provide you with products and services. We may share your personal information with other BoardRoom group entities and with external service providers in relation to those products and services.

Arrangements for compensation

BoardRoom maintains professional indemnity insurance. This insurance is subject to terms and exclusions. This insurance covers claims arising from

the actions of employees or representatives of BoardRoom (including Pillar), even where, subsequent to these actions, they have ceased to be employed by or act for BoardRoom. You do not have a direct right to claim under this insurance which is taken out by BoardRoom for the purpose of BoardRoom satisfying claims made against it.

These compensation arrangements satisfy the requirements of section 912B of the *Corporations Act 2001* (Cth).

General Advice Warning

This FSG and any information that you receive from us are prepared without taking account of your objectives, financial situation or needs. It is important for you to consider the appropriateness of any information and/or advice received having regard to your objectives, financial situation and needs. You should obtain and take into account the relevant disclosure document and consider seeking professional financial, taxation and/or legal advice, before you make any investment decision.