

# Storehouse Financial Services Guide

31 October 2025

## 1. What is the purpose of this Financial Services Guide?

This Financial Services Guide (**FSG**) is an important document aimed to assist you in deciding whether or not to use any of the financial services offered by Storehouse Pty Limited Pty Ltd (ABN 15 106 578 018) (**Storehouse, our, we or us**). Storehouse is a corporate authorised representative (CAR No. 1249748) of SHPL Investment Management Pty Limited (ABN 11 678 123 316, AFSL 561666).

References to 'you' and 'your' refer to potential recipients of our financial services.

This FSG contains important information about us, concerning:

- the financial services we can offer you;
- how Storehouse and its associates are remunerated;
- how we deal with your privacy; and
- our internal and external dispute resolution procedures.

If you want to obtain a financial product(s) from us, we will provide you with a Product Disclosure Statement (**PDS**). In order to invest, you will need to complete the application form attached to the PDS. The PDS contains important information about the financial product(s) offered.

## 2. About Storehouse

Storehouse is a related party of SHPL Investment Management Pty Ltd (**SHPL**) through common ownership. Storehouse and SHPL form part of the Home Affordability Solutions Group (**HAS Group**) which had its origins in 1987. Storehouse is a boutique investment firm that was established in 2003. The HAS Group provides property advisory and property funds management services for offices, retail, industrial and hotel assets, and commenced credit activities for residential borrowers in 2012.

## 3. Our products and services

Storehouse is authorised to provide the following financial services:

- general financial product advice for both wholesale and retail clients for: deposit and payment products; interests in managed investment schemes (excluding investor directed portfolio services); and securities;
- general financial advice to wholesale clients for superannuation; and,
- deal in a financial product, for deposit and payment products, interests in managed investment schemes (excluding investor directed portfolio services) and securities for wholesale clients only.

We are not authorised to provide personal advice. We can only provide you with factual information and in certain circumstances may provide general financial product advice. If you want personal financial product advice, we recommend that you consult with a personal advisor that takes into account your objectives, financial situation and needs.

## 4. How Storehouse will be paid for the financial services we provide

We earn a fee from the various managed investment schemes for which we are the Investment Manager. Fees may include:

- management fees;
- indirect costs; and
- performance fees.

The fees that you pay, and any benefits that we receive for the financial products that we offer you, are detailed in the PDS for each managed investment scheme. You may request particulars of the above fees within a reasonable time after you are given or have access to the FSG and before any financial service is provided to you. We do not charge you any additional fees for any advice that you receive from us. Your financial planner may charge you fees for providing personal financial product advice. This will be detailed in the FSG and/or any other fee disclosure document that you receive from your financial planner.

## **5. What commissions, fees or other benefits do we receive?**

Our employees may be remunerated by salary payments (including superannuation), bonuses, and other benefits from us. Bonus payments are discretionary and based on the performance of the individual employee. We may use contractors in carrying out our services, and they may receive payments for referral of clients, consulting activities, and any other general works undertaken for Storehouse.

## **6. Professional indemnity insurance**

In accordance with s912B of the Corporations Act, SHPL maintains adequate professional indemnity insurance that satisfies the compensation arrangements. This covers the financial services provided by SHPL entities and its employees, including employees after they cease working with us.

## **7. Related parties**

We may enter into transactions with, and use the services of, another member of the HAS Group. It is our policy to ensure these arrangements are on arm's length commercial terms. We or any related parties or any director or officer of Storehouse or its related parties may invest in any managed investment scheme we manage. We or a related party may receive fees or derive a profit as issuer of financial products and, where applicable, fees as the investment manager. We or any related parties or any director, officer or owner of Storehouse or its related parties may receive compensation for marketing efforts or services.

## **8. Your privacy**

Your privacy and personal information are important to us. We have adequate measures in place under the Privacy Act 1988 and will manage your personal information accordingly. We only collect personal information about you so that we may provide you with the financial product(s) and associated services(s) you request. In most cases, we will use your personal information to provide information and market updates on the products and services you have subscribed for. A copy of our privacy policy is available by emailing us at: [office@shplim.com.au](mailto:office@shplim.com.au).

## **9. Dealing with complaints and our contact details**

Storehouse has procedures in place for dealing with complaints. If you have a complaint regarding our financial services, you can address the complaint to our Compliance Officer, using the contact details provided below. We will aim to acknowledge receipt of your complaint in writing as soon as possible and in any event within 14 days from receipt and address your complaint within 45 days.

For all client disputes or complaints, please contact our Compliance Officer at:

Telephone: 02 8404 0460

Email: [office@shplim.com.au](mailto:office@shplim.com.au)

Post: Level 5, 4 Columbia Court, NORWEST NSW 2153

If we have not addressed your complaint, and/or if you are not satisfied, you can refer your complaint to the Australian Financial Complaints Authority Limited (AFCA), which SHPL as our AFSL provider (AFCA membership no. 113712) is a member.

AFCA provides an external complaints resolution scheme. Complaints that cannot be resolved internally by Storehouse to your satisfaction can be taken by you to AFCA. You can contact the AFCA directly by utilising one of the following contact methods:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001 Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678

Facsimile: (03) 9613 6399

This service is provided to you free of charge.