

## FINANCIAL SERVICES GUIDE

*This Financial Services Guide (FSG) is provided to you to the extent (if any) that our activities in relation to our website or services involve the provision of financial services as defined in the Corporations Act 2001 (Cth).*

This Financial Services Guide (FSG) describes our services to assist you to decide whether to use them. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

We do not provide personal advice. If you require personal financial product advice we will refer you to, or recommend you contact, a AFS Licensee who is authorised to provide personal financial product advice.

## OUR SERVICES

CrowdfundUP Pty Ltd is an authorised representative (No. 469019) of Australian Financial Services (AFS) licensee, Big Start Pty Ltd, AFSL No. 474592 and is authorised to provide the following financial services under their licence:

- a. General financial product advice on basic deposit products, interests in managed investment schemes including investor directed portfolio services, securities and superannuation (incl. SMSFs); and
- b. Deal in financial product by arranging for another person to issue interests in managed investment schemes excluding investor directed portfolio services and securities, to retail and wholesale clients.

We host an online business introduction service that introduces Companies looking to raise capital for their next project via their issuance of securities or scheme interests to investors.

## HOW CAN YOU DEAL WITH US?

You can only make an enquiry or investment in a hosted opportunity by completing our application form on our web page.

We will then forward you a copy of your document directly to your personal email for review. Once you have reviewed your document you are able to send it directly to the company issuing shares.

If you are an investor you can interact with us, and companies hosted on our web page, via completing an online profile and application form. Once completed you can email the companies you have an interest or wish to invest in.

If you are a company you can list on our web page your proposal and associated disclosure documents for our investors to view and then they contact you directly if they decide to proceed with making an investment in your opportunity or company.

## HOW WE ARE PAID

If you are a Fundraiser we receive from you a fee of up to 3.3% incl. GST of any amount raised by you, your related bodies corporate or associates from any person or company introduced to you through the use of our website or services.

If you are an investor we do not charge you in relation to any project introduced to you or brought to your attention through the use of the website or services.

If you require any clarification as to these arrangements please do not hesitate to ask us.

## IMPORTANT ASSOCIATIONS

We do not hold or acquire an investment in companies seeking to raise money from investors through the use of our website or services.

## WHO WE PAY?

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| <b>Director(s) and co-Founders</b> | Our Managing Director is the owner of the business and is paid a salary. Any employees of the business are entitled to salaries. |
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## PROFESSIONAL INDEMNITY INSURANCE

Our AFS licensee has professional indemnity insurance in place. This insurance meets the requirements of the Corporations Act and covers the services provided by us and our representatives after they cease working with us provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

## WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to complain about our services contact our Complaints Officer by emailing [compliance@bigstart.com.au](mailto:compliance@bigstart.com.au). We will acknowledge receipt of your complaint immediately, and attempt to resolve it within 45 days.

Our Licensee is member of the Credit and Investments Ombudsman (CIO) an external dispute resolution scheme. If you are not satisfied with the manner in which your complaint is handled, you are entitled to take your complaint to them. Their contact details are on their website at [www.cio.org.au](http://www.cio.org.au). You can access this scheme for free and any decision they make is binding on us, but not on you.

## HOW CAN YOU CONTACT US?

We can be contacted at:

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| <b>CrowdfundUP Pty Ltd</b><br>Corporate Authorised Representative No: 469019<br>Address: Unit 12, 177 Rokeby Rd, Subiaco WA 6008<br>Ph: (08) 6558 0355<br>Email: <a href="mailto:admin@crowdfundup.com">admin@crowdfundup.com</a><br><a href="http://www.crowdfundup.com">www.crowdfundup.com</a> | <b>Our AFS licensee</b><br>Big Start Pty Ltd<br>ABN: 87 162 024 866<br>AFS Licence No: 474592<br>Address: 11 Swallow Court, Churchlands, WA 6018<br>Email: <a href="mailto:compliance@bigstart.com.au">compliance@bigstart.com.au</a> |
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This FSG was prepared on 18 April 2017, version 1.2, and has been authorised for distribution by Big Start Pty Ltd.

## WHAT SHOULD I DO WITH THIS FSG?

This FSG is an important document. You should save an electronic copy of this FSG and/or print a copy for safekeeping.

If you have consented to receiving this FSG electronically, then unless you tell us otherwise, any changes or updates to this FSG will also be notified to you by providing you with a hyperlink via e-mail.

If at any time you wish to receive a hard copy of this FSG or consent to receiving our disclosures electronically, you can do so by sending an email to us at [admin@crowdfundup.com](mailto:admin@crowdfundup.com)

## HOW WE PROTECT YOUR PRIVACY?

We are committed to protecting your privacy. We use the information you provide to assist with the use of our services. We provide your information to financial service providers or other companies with whom you choose to deal (and their representatives) and our related entities. We do not trade, rent or sell your information or disclose it to overseas recipients.

If you don't provide us with full information, we can't properly assist you with the use of our services. For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy by contacting us.