



Total Brain Limited

Renewed focus on clinical care support

Total Brain Ltd (ASX:TTB) is the developer of a neuroscience-based mental health and fitness platform powered by the largest standardised neuroscientific database in the world formed over almost two decades and with >\$50m of R&D funding. In a recent operational update TTB noted it would invoice affinity partner IBM \$0.15m in revenue before the end of the calendar year for work in relation to preparation for the official launch of the GRIT (Get Results In Transition) digital mobile support platform for US veterans in transition on December 2. GRIT is the first product generated by Total Brain's collaboration with IBM on its Health & Wellness 360 platform. Total Brain powers the Mind Gym module of the GRIT app. TTB's update also noted that the previously announced deal with Hamptons Life for a direct-to-consumer version of the Total Brain platform is unlikely to proceed on the terms entered into in the non-binding Heads of Agreement due to a deteriorating operating environment from COVID-19. Discussions are ongoing for a smaller, non-exclusive partnership. At the company's annual general meeting yesterday, new Interim CEO Matt Mund highlighted a renewed focus on clinical care support both from a branded Total Brain app and white-labelled Total Brain services. Mr Mund also noted that Total Brain remained focused on developing its population health vertical, well represented by the IBM GRIT programme for US veterans. He noted that TTB expects to end CY2021 with a 39% increase in annual recurring revenues of \$4.8m and that based on current cash balances of \$2.6m and near-term inflows, the expected cash runway was until the end of June 2022.

Business model

06/23e

06/24e

11.4

19.4

Total Brain operates a subscription-as-a-service (SaaS) model for its mental health and fitness platform. The science behind the platform has been developed over almost two decades with input from the leading academic institutions in the field. This has generated a proprietary neuroscientific database of scale which underpins the scientific validation that differentiates Total Brain from other brain training and wellness applications. The app, promoted by affinity partners, assesses the four core brain capacities (emotion, feeling, cognition, self-control), pre-screens seven common mental health conditions, and delivers personalised brain and mind/body training.

Refocused priorities in go-to-market plans

Total Brain's new Interim CEO has announced that TTB will refocus on expanding its presence in the clinical market, going direct to addiction and behavioural health clinics, licensing data to pharma companies and seeking out opportunities with large clinical platform providers. TTB also plans to pursue existing and additional population health opportunities, including those within the IBM pipeline, and will focus on maintaining its existing 35 corporate clients while pursuing new channel and platform partnership deals. As we have previously outlined in our research (Total Brain RaaS Update 3 February 2020 and Total Brain RaaS Update 2 November 2020), we anticipate that the IBM affinity partnership will be rolled out to large populations (federal agencies, civil agencies, employer groups and consumer groups), with this addressable market conservatively estimated at 29m in the US and Total Brain securing 4.1% market share by 2030. This underpins \$0.23/share in our \$0.77/share valuationTTB also noted it had a cash runway until 30 June 2022 with \$2.6m cash at 30 September, \$2.3m from an R&D receivable, anticipated data licensing deals, and the proceeds from existing and new client contracts

Base-case valuation is \$0.77/share (previously \$0.80/share)

Our base-case DCF valuation is \$0.77/share after our earnings adjustments to remove forecasts for the Hamptons Life deal. Near-term share price catalysts include the IBM Health & Wellness 360 rollout and additional contracts in the affinity and clinical segments.

Histori	cal earnin	gs and RaaS	estimates (In \$	A unless other	wise stated	J)
Year end	Revenue	Gross profit	EBITDA reported	NPAT reported	EPS* (c)	EV/Sales (x)
06/21a	3.7	3.4	(7.2)	(8.3)	(7.7)	4.0
06/22e	7.0	5.9	(5.4)	(6.2)	(4.8)	2.2

9.6

16.3

Source: Company data, RaaS estimates for FY22e, FY23e and FY24e *Adj. for one-off items

(1.5)

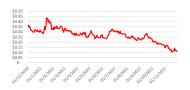
1.2

Healthcare Services

1st December 2021



Share Performance (12 months)



Upside Case

- Opportunity to leverage technology both through direct and white-label deals in clinical care and in partnership
- Significant validation achieved with IBM choosing the platform as the engine for Health and Wellness 360
- Targeting predominantly US clinical care support organisations and large populations

Downside Case

- Enterprise and government sales cycles can take several months
- Competitive marketplace for health apps
- Large scale take up to date has been elusive

Board of Directors

Executive Chairman/ Dr Evian Gordon Founder Interim CEO Matt Mund Matthew Morgan Non-Executive Director

David Torrible Non-Executive Director David Daglio Non-Executive Director

Company Contact

Simon Poidevin (Australia/NZ Manager) simon.poidevin@totalbrain.com

RaaS Advisory Contact

+61 414 354 712 Finola Burke*

finola.burke@raasgroup.com

*The analyst holds shares

1.4

0.9

(1.6)

0.3

(1.1)



Change At The Helm

Earlier this month, Total Brain announced its CEO and Managing Director Louis Gagnon had resigned due to COVID-19 health complications and named Chief Operating Officer Matt Mund as Interim CEO. Mr Mund joined Total Brain in 2017, shortly after Mr Gagnon, and was previously, along with Mr Gagnon, one of the core members of the team that built employment platform Monster. He has been instrumental in bringing about the affinity partnership with IBM.

Earnings Adjustments

We have removed our estimates for the Hamptons Life D2C deal which was to deliver \$6m in an upfront fee for exclusive rights to the Total Brain platform and an ongoing fee of \$0.36m a year. While the company is still in discussions for a smaller, non-exclusive partnership, we feel it prudent to include nothing in our forecasts for the moment.

Exhibit 1: Earnings adjust	ments			
	FY22 old	FY22 new	FY23 old	FY23 new
Revenue	8.1	7.0	13.8	11.4
Gross profit	6.9	5.9	11.6	9.6
EBITDA underlying	(4.4)	(5.4)	0.5	(1.5)
EBIT underlying	(4.9)	(5.9)	0.0	(2.0)
NPAT	(5.2)	(6.2)	(0.2)	(1.6)
Source: RaaS estimates				

DCF Valuation

We are of the view that the discounted cashflow methodology is the most appropriate methodology for valuing early-stage companies. Our base-case DCF valuation of Total Brain is \$102m, which derives a \$0.77/share valuation. Our terminal value is \$0.35/share within this valuation.

Exhibit 2: Base-case DCF valuation	
Parameters	Outcome
Discount Rate / WACC	14.7%
Beta	2.0
Terminal growth rate assumption	2.20%
Sum of PV (\$m)	55.8
PV of terminal value (\$m)	47.3
PV of enterprise (\$m)	103.1
Debt (cash) (\$m)	1.0
Net value – shareholder (\$m)	102.1
No. of shares on issue (m)	133
NPV	\$0.77
Source: RaaS estimates	



Exhibit 4: Financial Year Financial Summary (In A\$m)

Total Brain (TTB.AX)						Share price (30 November 2	021)				A\$	0.1
Profit and Loss (A\$m)						Interim (A\$m)	H121A	H221A	H122F	H222F	H222F	H222I
Y/E 30 June	FY20A	FY21A	FY22F	FY23F	FY24F	Revenue	2.0	1.7	2.3	4.7	4.8	6.0
Revenue	3.9	3.7	7.0	11.4	19.4	EBITDA	(3.8)	(3.4)	(3.9)	(1.5)	(1.5)	(0.0
Gross profit	3.3	3.4	5.9	9.6	16.3	EBIT	(4.0)	(4.2)	(4.1)	(1.8)	(1.7)	(0.3
GP margin %	85.2%	92.8%	85.0%	84.0%	84.0%	NPAT (normalised)	(3.9)	(4.3)	(4.3)	(1.9)	(1.3)	(0.3
EBITDA	(7.4)	(7.2)	(5.4)	(1.5)	1.2	Minorities	0.0	0.0	0.0	0.0	0.0	0.0
Depn	(0.1)	(0.1)	(0.0)	(0.0)	(0.0)	NPAT (reported)	(3.9)	(4.3)	(4.3)	(1.9)	(1.3)	(0.3
Amort	(0.2)	(0.6)	(0.4)	(0.4)	(0.4)	EPS (normalised)	(3.6)	(3.9)	(3.3)	(1.5)	(0.9)	(0.2
EBIT	(7.7)	(8.3)	(5.9)	(2.0)	0.7	EPS (reported)	(3.6)	(3.9)	(3.3)	(1.5)	(0.9)	(0.2
Interest	0.0	(0.0)	(0.3)	(0.3)	(0.3)	Dividend (cps)	0.0	0.0	0.0	0.0	0.0	0.
Tax	0.0	0.1	0.0	0.6	(0.1)	Imputation	30.0	30.0	30.0	30.0	30.0	30.
Minorities	0.0	0.0	0.0	0.0	0.0	Operating cash flow	(4.3)	(2.9)	(1.6)	1.3	(1.0)	(0.
Equity accounted assoc	0.0	0.0	0.0	0.0	0.0	Free Cash flow	(1.8)	(0.3)	0.3	1.8	(0.5)	0
NPAT pre significant items	(7.6)	(8.3)	(6.2)	(1.6)	0.3	Divisionals	H121A	H221A	H122F	H222F	H222F	H222
Significant items	0.0	(0.0)	0.0	0.0	0.0	Total Brain - Corporate	1.3	1.0	1.2	1.9	2.3	2.6
NPAT (reported)	(7.6)	(8.3)	(6.2)	(1.6)	0.3	Total Brain Affinity	0.6	0.5	0.8	1.3	2.0	3.3
Cash flow (A\$m)						Total Brain - D2C	-	-	-	-	-	-
Y/E 30 June	FY20A	FY21A	FY22F	FY23F	FY24F	Other revenues	0.2	0.1	0.2	1.2	0.3	0.4
EBITDA	(7.4)	(7.2)	(5.4)	(1.5)	1.2	Total Revenue	2.0	1.6	2.2	4.4	4.6	6.3
Interest	0.0	0.0	(0.3)	(0.3)	(0.3)							
Tax	0.0	0.0	0.0	0.0	. ,	Gross profit	1.9	1.6	1.9	4.0	4.1	5.
Working capital changes	1.4	0.0	5.4	0.3	. ,	Gross Profit Margin %	94%	95%	87%	89%	88%	889
Operating cash flow	(6.0)	(7.2)	(0.4)	(1.5)	(0.2)		7	,,,,,		/ -		
Mtce capex	(0.1)	(0.1)	(0.1)	(0.1)	. ,	Employment	4.0	3.2	4.0	3.7	3.7	3.
Free cash flow	(6.1)	(7.2)	(0.5)	(1.6)		Marketing	0.4	0.7	0.5	0.5	0.5	0.
Growth capex	(2.6)	(5.0)	(2.4)	(1.0)	(1.0)		1.2	1.1	1.3	1.3	1.3	1.3
Acquisitions/Disposals	0.0	0.0	0.0	0.0	0.0		5.6	5.0	5.8	5.5	5.5	5.
Other	0.0	0.0	0.0	0.0		EBITDA	(3.8)	(3.4)	(3.9)	(1.5)	(1.5)	(0.0
							(3.0)	(3.4)	(3.9)	(1.5)	(1.5)	(0.
Cash flow pre financing	(8.7)	(12.2)	(2.9)	(2.6)	(1.3)			FY20A	FY21A	FY22F	FY23F	EV24
Equity	13.7	0.0		2.0		Margins, Leverage, Returns						FY24
Debt	1.1	3.2	(0.7)	0.0		EBITDA margin %		(191.6%)	(194.6%)	(78.2%)	(13.2%)	6.3%
Dividends paid	0.0	0.0	0.0	0.0		EBIT margin %		(197.6%)	(226.0%)	(85.1%)	(17.2%)	3.8%
Net cash flow for year	6.0	(9.1)	3.0	(0.6)	(1.3)	NPAT margin (pre significant ite	ems)	(197.2%)	(225.0%)	(89.6%)	(14.4%)	1.6%
Balance sheet (A\$m)						Net Debt (Cash)		10.00 -	2.84	0.36	- 0.23 -	1.5
Y/E 30 June	FY20A	FY21A	FY22F	FY23F		Net debt/EBITDA (x)	(x)	n/a	n/a	n/a	n/a -	1.2
Cash	11.1	1.4	3.9	3.3	2.1		(%)	(61.0%)	13.6%	(2.0%)	1.2%	7.3%
Accounts receivable	2.8	5.1	4.0	4.4	6.5		(x)	n/a	n/a	n/a	n/a	40.79
Inventory	0.0	0.0	0.0	0.0		ROA		nm	(31.2%)	(24.0%)	(7.7%)	2.8%
Other current assets	0.1	0.2	0.2	0.2	0.2			nm	(37.4%)	(34.3%)	(8.9%)	1.7%
Total current assets	14.1	6.8	8.2	8.0	8.8	ROIC		nm	(98.7%)	(100.7%)	(18.3%)	7.3%
PPE	0.3	0.3	0.3	0.4	0.5	, ,		27.8%	13.5%	12.6%	12.8%	13.2%
Goodwill	0.0	0.0	0.0	0.0		Working capital		237.6%	458.9%	195.8%	225.1%	339.5%
Intangibles	15.0	17.0	16.7	17.3	17.8			61.3%	124.2%	28.1%	19.7%	17.5%
Deferred tax asset	0.0	0.0	0.0	0.0	0.0	Revenue growth		49.0%	(4.7%)	88.5%	64.0%	70.2%
Other non current assets	0.0	0.0	0.0	0.0	0.0							
Total non current assets	15.3	17.3	17.1	17.7	18.3	Pricing		FY20A	FY21A	FY22F	FY23F	FY24
Total Assets	29.4	24.1	25.3	25.7	27.1	No of shares (y/e)	(m)	95	133	146	146	140
Accounts payable	0.5	0.5	2.1	2.2	3.1	Weighted Av Dil Shares	(m)	95	108	143	146	140
Short term debt	1.1	4.3	3.6	3.6	3.6							
Tax payable	0.0	0.0	0.0	0.0	0.0	EPS Reported	cps	(8.07)	(7.68)	(4.81)	(1.14)	0.2
Deferred revenue	1.4	1.3	1.3	1.3		EPS Normalised/Diluted	cps	(8.07)	(7.68)	(4.81)	(1.14)	0.2
Total current liabilities	3.0	6.1	7.0	7.1	8.0		1	` '	. /	` /	` /	
Long term debt	0.0	0.0	0.0	0.0		PE (x)		-	-	-	-	50.
Other non current liabs	0.1	0.0	0.0	0.0		PE market		18.0	18.0	18.0	18.0	18
Total long term liabilities	0.1	0.0	0.0	0.0		Premium/(discount)		(100.0%)	(100.0%)	(100.0%)	(100.0%)	179.99
Total Liabilities	3.0	6.1	7.0	7.1		EV/Sales		0.1	4.0	2.2	1.4	0.
Net Assets	26.4	18.0	18.4	18.7		FCF/Share	cps	(6.2)	(5.3)	(0.2)	(1.0)	(0.
	20.4	10.0	10.4	10.7	15.2	Price/FCF share	opo	(1.8)	(2.1)	(60.7)	(11.6)	(186.
Share capital	78.4	78.5	85.0	87.0	27 7	Free Cash flow Yield			(48.3%)		. ,	(0.5%
Accumulated profits/losses						TICE CASTI NOW TIEN		(56.3%)	(40.3%)	(1.6%)	(8.7%)	(0.5%
PUBLICATION DEPOSITE AND SERVICE AND SERVI	(56.4)	(64.7)	(71.0)	(72.6)	(72.3)							
·	4.4	4.0	4.0	4.0								
Reserves Minorities	4.4 0.0	4.3 0.0	4.3 0.0	4.3 0.0	4.3 0.0							

Source: Company data for historicals, RaaS estimates



Exhibit 5: Calendar Year Financial Summary (in A\$m)

Total Brain (ASX:TTB)						Share price (30 November	2021)				A\$	0.1
Profit and Loss (A\$m)						Interim (A\$m)	H1CY20A	H2CY20F	H1CY21A	H2CY21F	H1CY22F	H2CY22
Y/E December 31	CY19A	CY20A	CY21F	CY22F	CY23F	Revenue	1.7	2.0	1.7	2.3	4.7	4
Revenue	2.6	3.9	3.7	7.0		EBITDA	(3.6)	(3.8)	(3.4)	(3.9)	(1.5)	(1.
Gross profit	2.3	3.3	3.4	5.9		EBIT	(3.7)	(4.0)	(4.2)	(4.1)	(1.8)	(1.
GP margin %	87.8%	85.2%	92.8%	85.0%		NPAT (normalised)	(3.7)	(3.9)	(4.3)	(4.3)	(1.9)	(1.
EBITDA	(8.1)	(7.4)	(7.2)	(5.4)		Minorities	0.0	0.0	0.0	0.0	0.0	0
Depn	(0.1)	(0.1)	(0.1)	(0.0)	. ,	NPAT (reported)	(3.7)	(3.9)	(4.3)	(4.3)	(1.9)	(1.
Amort	(0.4)	(0.1)	(0.1)	(0.0)	. ,	EPS (normalised)	(3.7)	(3.6)	(3.9)	(3.3)	(1.5)	(0.
EBIT	(8.5)	(7.7)	(8.2)	(5.9)	. ,	EPS (reported)	(3.3)	(3.6)	(3.9)	(3.3)	(1.5)	(0.
Interest	0.0	0.0	(0.2)	(0.3)		Dividend (cps)	0.0	0.0	0.0	0.0	0.0	0.
Tax	0.0	0.0	0.0)	0.0	. ,	Imputation	30.0	30.0	30.0	30.0	30.0	30
Minorities	0.0	0.0	0.0	0.0		Operating cash flow	(1.7)	(4.3)	(2.9)	(1.6)	1.3	(1.
	0.0	0.0	0.0	0.0		' '	1 1	, ,	` '	0.3	1.8	(0.
Equity accounted assoc						Free Cash flow	(0.1) H1CY20A	(1.8)	(0.3) H1CY21A		H1CY22F	
NPAT pre significant items	(8.6)	(7.6)	(8.2)	(6.2)		Divisionals		H2CY20F		H2CY21F		H2CY2
Significant items			(0.0)			Total Brain - Corporate	1.2	1.3	1.0		1.9	2.
NPAT (reported)	(8.6)	(7.6)	(8.2)	(6.2)	(3.3)	Total Brain Affinity	0.3	0.6	0.5	0.8	1.3	2.
Cash flow (A\$m)	0)/404	01/004	0)/045	01/005	0)/005	Total Brain D2C	-	-	-	-	- 4.0	-
Y/E December 31	CY19A	CY20A	CY21F	CY22F		Other revenues	0.2	0.2	0.1	0.2	1.3	0.
EBITDA	(8.1)	(7.4)	(7.2)	(5.4)	. ,	Total Revenue	1.7	2.0	1.7	2.3	4.5	4
nterest	0.0	0.0	0.0	(0.3)	(0.3)	Gross profit	1.5	1.9	1.6	1.9	4.0	4
Гах	0.0	0.0	0.0	0.0	0.0	Gross Profit Margin %	86%	92%	95%	85%	88%	84
Norking capital changes	2.5	1.4	0.0	5.4	3.6							
Operating cash flow	(5.6)	(6.0)	(7.2)	(0.4)	0.3	Employment	3.1	4.0	3.2	4.0	3.7	3
Atce capex	0.0	(0.1)	(0.1)	(0.1)	(0.1)	Marketing	0.5	0.4	0.7	0.5	0.5	0
ree cash flow	(5.6)	(6.1)	(7.2)	(0.5)		Other costs	1.2	1.2	1.1	1.3	1.3	1
Growth capex	(2.7)	(2.6)	(5.0)	(2.4)	(1.0)	Total costs	4.8	5.6	5.0	5.8	5.5	5
acquisitions/Disposals	0.0	0.0	0.0	0.0	0.0							
Other	(0.1)	0.1	0.0	0.0		EBITDA	(3.3)	(3.8)	(3.4)	(3.9)	(1.5)	(1
Cash flow pre financing	(8.4)	(8.6)	(12.2)	(2.9)	(0.8)		(* -7	(,	(,	()	(-,	,
Equity	6.7	13.7	0.0	6.5	. ,	Margins, Leverage, Returns		CY19A	CY20A	CY21F	CY22F	CY2
Debt	(0.1)	0.0	1.1	3.2		EBITDA margin %		(312.3%)	(191.6%)	-195%	-78%	-32
Dividends paid	0.0	0.0	0.0	0.0		EBIT margin %		(328.4%)	(197.6%)	-222%	-85%	-37
Net cash flow for year	(1.8)	5.0	(11.1)	6.8		NPAT margin (pre significant	t items)	(329.4%)	(197.2%)	-221%	-90%	-35
Balance sheet (A\$m)	()	0.0	()	0.0	0.0	Net Debt (Cash)	(nome)	5.21	10.00	- 2.84	0.36	0.8
//E December 31	CY19A	CY20A	CY21F	CY22F	CY23E	Net debt/EBITDA (x)	(x)	n/a	n/a	n/a	n/a	n
Cash	5.2	11.1	1.4	3.9		ND/ND+Equity (%)	(%)	(34.8%)	(61.0%)	13.6%	(2.0%)	(4.49
Accounts receivable	0.8	2.8	5.1	4.0		NTA (per share)	(70)	38.1%	44.9%	19.0%	13.7%	13.0
nventory	0.0	0.0	0.0	0.0		Working capital		35.3%	237.6%	458.9%	195.8%	184.1
Other current assets	0.2	0.1	0.2	0.2	0.2	. ,		13.6%	61.3%	124.2%	28.1%	19.4
Total current assets	6.2	14.1	6.8	8.2	8.5	Revenue growth		(2.2%)	49.0%	(4.7%)	88.5%	36.5
PPE	0.2	0.3	0.3	0.3	0.4							
Goodwill	0.0	0.0	0.0	0.0	0.0							
nvestments	0.0	0.0	0.0	0.0	0.0							
Deferred tax asset	0.0	0.0	0.0	0.0	0.0							
Other non current assets	14.9	15.0	17.1	16.7	17.0						-14	
otal non current assets	15.2	15.3	17.3	17.1		Pricing		CY19A	CY20A	CY21F	CY22F	CY2
otal Assets	21.4	29.4	24.1	25.3		No of shares (y/e)	(m)	78	108	108	146	1-
ccounts payable	0.5	0.5	0.5	2.1	2.1	Weighted Av Dil Shares	(m)	78	108	108	146	1
Short term debt	0.0	1.1	4.3	3.6	3.6							
ax payable	0.0	0.0	0.0	0.0	0.0	EPS Reported	cps	(13.72)	(8.07)	(7.54)	(4.68)	(2.
Deferred revenue	0.6	1.4	1.3	1.3	1.3	EPS Normalised/Diluted	cps	(13.72)	(8.07)	(7.54)	(4.68)	(2.
otal current liabilities	1.1	3.0	6.1	7.0	7.0			7	(/	(- 7	,,	\ - -
ong term debt	0.0	0.0	0.0	0.0		PE (x)		-	-	-	-	-
Other non current liabs	0.1	0.1	0.0	0.0		PE market		18.0	18.0	18.0	18.0	1
Fotal long term liabilities	0.1	0.1	0.0	0.0		Premium/(discount)		(100.0%)	(100.0%)	(100.0%)	(100.0%)	(100.0
otal Liabilities	1.2	3.0	6.1	7.0		EV/Sales		5.8	1.7	0.5	2.7	(100.0
let Assets	20.2	26.4	18.0	18.3		FCF/Share	cne					
IEL ASSELS	20.2	20.4	18.0	18.3	18.9		cps	(5.0)	(5.2)	(5.4)	(4.9)	((
there exists	04.0	70.4	70.4	04.0	00.0	Price/FCF share		(2.2)	(2.1)	(2.0)		(1.0
Share capital	64.8	78.4	78.4	84.9		Free Cash flow Yield		(45.3%)	(47.4%)	(49.3%)	(44.2%)	(1.6
Accumulated profits/losses	(48.8)	(56.4)	(64.7)	(71.0)	(72.3)							
	(48.8) 4.2 0.0	(56.4) 4.4 0.0	4.3	4.3	4.3							

Source: Company data for historicals, RaaS estimates



FINANCIAL SERVICES GUIDE

RaaS Advisory Pty Ltd

ABN 99 614 783 363

Corporate Authorised Representative, number 1248415

of

BR SECURITIES AUSTRALIA PTY LTD

ABN 92 168 734 530

AFSL 456663

Effective Date: 6th May 2021



About Us

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This Financial Service Guide (FSG) is designed to assist you in deciding whether to use RaaS's services and includes such things as

- who we are
- our services
- how we transact with you
- how we are paid, and
- complaint processes

Contact Details, BR and RaaS

BR Head Office: Suite 5GB, Level 5, 33 Queen Street, Brisbane, QLD, 4000

RaaS. 20 Halls Road Arcadia, NSW 2159

P: +61 414 354712

E: finola.burke@raasgroup.com

RaaS is the entity providing the authorised AFSL services to you as a retail or wholesale client.

What Financial Services are we authorised to provide? RaaS is authorised to

- provide general advice to retail and wholesale clients in relation to
 - Securities
- deal on behalf of retail and wholesale clients in relation to
 - Securities

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If you have a complaint about our service, you should contact your representative and tell them about your complaint. The representative will follow BR's internal dispute resolution policy, which includes sending you a copy of the policy when required to. If you aren't satisfied with an outcome, you may contact AFCA, see below.

BR is a member of the Australian Financial Complaints Authority (AFCA) AFCA provide fair and independent financial.

BR is a member of the Australian Financial Complaints Authority (AFCA). AFCA provide fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au; Email: info@afca.org.au. Telephone: 1800931678 (free call)
In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001.

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