

# **Q2 FY22 Results Analysis**

# Profitable quarter driven by licence sales

Total Brain (ASX:TTB) is the developer of a neuroscience-based mental health monitoring and support platform powered by the largest standardised neuroscientific database in the world formed over almost two decades and with >\$50m of R&D funding. The company has reported Q2 FY22 cash receipts of \$3.96m, representing a four-fold increase year-on-year and a six-fold increase quarter-on-quarter. Total Brain reported its best-ever operating cash profit of \$0.92m. The jump in receipts was driven by recent licensing deals for its iSPOT-D (International Study to Predict Optimised Treatment for Depression) in the pharma support segment, its first invoice of \$150k to population health segment partner, IBM, and growing revenues from the provider support segment (which includes clinical support providers). Q2 FY22 cash outflows declined 25% or \$0.97m quarter-on-quarter to \$2.91m, following the company's decision in Q1 to reduce costs across the board by 25%. The company noted it expected business expenses to remain at this level in the current quarter. The result puts TTB well on track to beat our FY22 cashflow forecasts. We will address our forecasts when the company reports its interim result at the end of next month. Our base-case DCF valuation is \$0.77/share, and derived from a WACC of 14.7% (Beta 2.0, terminal growth rate 2.2%). In our view, continued evidence that Total Brain is gaining traction and generating revenue from its target segments should underpin the share price in the near term.

### **Business model**

Total Brain operates a subscription-as-a-service (SaaS) model for its mental health monitoring and support platform. The science behind the platform has been developed over 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 mental health applications. The app, promoted by channel partners, assesses the four core brain functions (emotion, feeling, cognition, self-control), pre-screens seven common mental health conditions, measures stress via heart rate variability (HRV) and delivers personalised self-care exercises.

# Q2 FY22 result discussion and outlook

Total Brain reported Q2 FY22 cash receipts of \$3.96m, a 615% increase quarter-on-quarter and a 405% increase on Q2 FY21. The jump in cash receipts reflects the traction Total Brain is gaining with its go-to-market strategy with key licensing deals secured during the quarter from Johnson & Johnson's Janssen Research and Alto Neuroscience as well as long-awaited rollout of Total Brain's platform as part of the IBM GRIT programme being delivered to US veterans. We recently discussed this strategy in a 2022 Outlook Interview with Interim CEO Matthew Mund and this can be accessed here Total Brain RaaS 2022 Outlook Interview 27 January 2022. The company reported its best-ever cash profit of \$0.92m after also adhering to its strict cost management regimen imposed in Q1, where it committed to reduce costs by 25% or \$4.2m on an annualised basis. Operating costs reduced by 25% QoQ to \$2.91m with the company noting it expected operating costs to be maintained at a similar level in Q3. While the result was better than expected, we await the H1 FY22 results in late February to adjust our full-year forecasts.

# Base-case valuation is \$0.77/share

Our base-case DCF valuation is \$0.77/share based on a WACC of 14.7% (beta 2.0, terminal growth rate of 2.2%). Near-term share price catalysts include additional contracts in the population health, pharma support and provider support segments as well as an expansion of the IBM Health & Wellness 360 platform to other population health opportunities.

Histor	ical earning	gs and RaaS	estimates (In \$	A unless other	wise state	d)
Year end	Revenue	Gross profit	EBITDA reported	NPAT reported	EPS* (c)	EV/Sales (x)
06/21a	3.7	3.4	(7.2)	(8.3)	(7.68)	4.3
06/22e	7.0	5.9	(5.4)	(6.2)	(4.80)	2.2
06/23e	11.4	9.6	(1.5)	(1.6)	(1.14)	1.4
06/24e	19.4	16.3	1.2	0.3	0.22	0.9

Source: Company data; RaaS estimates for FY22e, FY23e & FY24e; \*Adj. for one-time items

## Healthcare Services

# 31st January 2022



### Share Performance (12 months)



### **Upside Case**

- Opportunity to leverage technology both through TB Direct and TB Inside deals in provider support and population health
- Significant validation achieved with IBM choosing the platform as the engine for Health and Wellness 360 and Kerna Health integrating the platform into its Behavioural Health Technologies
- New pharma support segment, bolstered by data licensing deals with J&J's Janssen Research and Alto Neuroscience, opens up new revenue opportunities

### **Downside Case**

Dr Evian Gordon

- Enterprise sales cycle for the B2B product takes from nine-18 months
- Competitive marketplace for health technology solutions
- Large-scale take up to date has been elusive

### **Board of Directors & Management**

Executive Chairman/

Founder

Mattew Mund Interim CEO

Matthew Morgan Non-Executive Director

David Torrible Non-Executive Director

David Daglio Non-Executive Director

# **Company Contact**

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\*The analyst holds shares



# **Q2 FY22 Results Analysis**

Total Brain has reported an operating cash profit of \$0.92m for Q2 FY22, the company's best-ever quarterly operating result. During the quarter, TTB invested \$0.95m in IP, which was lower than the investment made in Q1 FY22 (\$1.4m) and Q2 FY21 (\$1.48m). As a consequence, cash burn was significantly lower that Q1 FY22 and the same quarter a year ago, demonstrating the inroads the company has made to substantially reduce its burn rate while focusing on its go-to-market strategy. The company ended Q2 with \$4.61m in cash and net debt of \$1.2m.

Quarterly cashflow	Q2 FY21	Q1 FY22	Q2 FY22
Cash receipts	0.79	0.55	3.96
Product manufacturing and operating costs	(0.17)	(0.28)	(0.23)
Employee costs	(1.78)	(2.40)	(2.21)
Admin, corporate and other costs	(0.35)	(0.74)	(0.48)
Net interest	-	-	(0.13)
Taxes	-	-	-
Other	0.02	-	-
Operating cashflow	(1.50)	(2.87)	0.92
IP investment	(1.48)	(1.40)	(0.95)
Cash burn	(2.98)	(4.27)	(0.03)
Cash burn per month	(0.99)	(1.42)	(0.01)
Net cash at the end of the period	`3.71	2.59	`4.61

# **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 \$103.3m which derives a \$0.77/share valuation. Our terminal value is \$0.36/share within this valuation.

Parameters	Outcome
Parameters	Outcome
Discount rate / WACC	14.7%
Beta	2.0
Terminal growth rate assumption	2.20%
Sum of PV (\$m)	55.7
PV of terminal value (\$m)	48.8
PV of enterprise (\$m)	104.5
Debt (cash) (\$m)	1.2
Net value – shareholder (\$m)	103.3
No. of shares on issue (m)	133.3
NPV	\$0.77



Exhibit 3: Financial Year Financial Summary (In A\$m)

Total Brain (TTB.AX)						Share price (28 January 2022					A\$	0.12
Profit and Loss (A\$m)						Interim (A\$m)	H121A	H221A	H122F	H222F	H123F	H223F
Y/E 30 June	FY20A	FY21A	FY22F	FY23F		Revenue	2.0		2.3	4.7	4.8	6.6
Revenue	3.9	3.7	7.0	11.4		EBITDA	(3.8)	(3.4)	(3.9)	(1.5)	(1.5)	(0.0)
Gross profit	3.3	3.4	5.9	9.6		EBIT	(4.0)	(4.2)	(4.1)	(1.8)	(1.7)	(0.3)
GP margin %	85.2%	92.8%	85.0%	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)		Minorities	0.0	0.0	0.0	0.0	0.0	0.0
Depn	(0.1)	(0.1)	(0.0)	(0.0)	. ,	NPAT (reported)	(3.9)	(4.3)	(4.3)	(1.9)	(1.3)	(0.3)
Amort	(0.2)	(0.6)	(0.5)	(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	,	(3.6)	(3.9)	(3.3)	(1.5)	(0.9)	(0.2)
Interest	0.0	(0.0)	(0.3)	(0.3)	. ,	Dividend (cps)	0.0	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	30.0
Minorities	0.0	0.0	0.0	0.0	0.0		(4.3)	(2.9)	(1.9)	1.3	(1.0)	(0.5)
Equity accounted assoc	0.0	0.0	0.0	0.0	0.0	Free Cash flow	(1.8)	(0.3)	0.4	1.8	(0.4)	0.1
NPAT pre significant items	(7.6)	(8.3)	(6.2)	(1.6)	0.3	Divisionals	H121A	H221A	H122F	H222F	H123F	H223F
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	(0.2)		1.9	1.6	1.9	4.0	4.1	5.5
Working capital changes	1.4	0.0	5.0	0.3	(0.9)	Gross Profit Margin %	94%	95%	87%	89%	88%	88%
Operating cash flow	(6.0)	(7.2)	(0.7)	(1.5)	(0.2)	Ŭ						
Mtce capex	(0.1)	(0.1)	(0.1)	(0.1)	. ,	Employ ment	4.0	3.2	4.0	3.7	3.7	3.7
Free cash flow	(6.1)	(7.2)	(0.7)	(1.6)	. ,	Marketing	0.4	0.7	0.5	0.5	0.5	0.5
Growth capex	(2.6)	(5.0)	(2.9)	(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	5.6
Other	0.0	0.0	0.0	0.0		EBITDA	(3.8)	(3.4)	(3.9)	(1.5)	(1.5)	(0.0)
Cash flow pre financing	(8.7)	(12.2)	(3.6)	(2.6)	(1.3)		(3.0)	(3.4)	(3.3)	(1.3)	(1.5)	(0.0)
		0.0	6.5	2.0	. ,			FY20A	FY21A	FY22F	FY23F	FY24F
Equity Debt	13.7	3.2	1.4	0.0		Margins, Leverage, Returns						6.3%
						EBITDA margin %		(191.6%)	(194.6%)	(78.2%)	(13.2%)	
Dividends paid	0.0	0.0	0.0	0.0		EBIT margin %	,	(197.6%)	(226.0%)	(85.1%)	(17.3%)	3.8%
Net cash flow for year	6.0	(9.1)	4.3	(0.6)	(1.3)	NPAT margin (pre significant ite	ems)	(197.2%)	(225.0%)	(89.5%)	(14.3%)	1.7%
Balance sheet (A\$m)						Net Debt (Cash)		10.00 -	2.84	1.94	1.37	0.11
Y/E 30 June	FY20A	FY21A	FY22F	FY23F		Net debt/EBITDA (x)	(x)	n/a	n/a	n/a	n/a	0.09
Cash	11.1	1.4	5.3	4.8		ND/ND+Equity (%)	(%)	(61.0%)	13.6%	(10.6%)	(7.1%)	(0.5%)
Accounts receivable	2.8	5.1	4.0	4.4		EBIT interest cover (x)	(x)	n/a	n/a	n/a	n/a	38.8%
Inventory	0.0	0.0	0.0	0.0		ROA		nm	(31.2%)	(23.2%)	(7.2%)	2.6%
Other current assets	0.1	0.2	0.2	0.2		ROE		nm	(37.4%)	(32.5%)	(8.0%)	1.6%
Total current assets	14.1	6.8	9.6	9.4	10.2	ROIC		nm	(98.7%)	(97.4%)	(18.2%)	7.6%
PPE	0.3	0.3	0.3	0.4	0.4	. ,		27.8%	13.5%	14.0%	14.2%	14.5%
Goodwill	0.0	0.0	0.0	0.0	0.0			237.6%	458.9%	195.8%	225.1%	339.5%
Intangibles	15.0	17.0	17.1	17.7	18.3	WC/Sales (%)		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	17.5	18.1	18.7	Pricing		FY20A	FY21A	FY22F	FY23F	FY24F
Total Assets	29.4	24.1	27.1	27.5	28.9	No of shares (y/e)	(m)	95	133	146	146	146
Accounts payable	0.5	0.5	2.1	2.2	3.1	Weighted Av Dil Shares	(m)	95	108	143	146	146
Short term debt	1.1	4.3	3.4	3.4	3.4							
Tax payable	0.0	0.0	0.0	0.0	0.0	EPS Reported	cps	(8.07)	(7.68)	(4.80)	(1.14)	0.22
Deferred revenue	1.4	1.3	1.3	1.3	1.3	EPS Normalised/Diluted	cps	(8.07)	(7.68)	(4.80)	(1.14)	0.22
Total current liabilities	3.0	6.1	6.8	6.9	7.8			` '	, ,	, ,	` '	
Long term debt	0.0	0.0	0.0	0.0		PE (x)		-	-		-	53.8
Other non current liabs	0.1	0.0	0.0	0.0		PE market		18.0	18.0	18.0	18.0	18.0
Total long term liabilities	0.1	0.0	0.0	0.0	0.0	Premium/(discount)		(100.0%)	(100.0%)	(100.0%)	(100.0%)	199.1%
Total Liabilities	3.0	6.1	6.8	6.9		EV/Sales		0.4	4.3	2.2	1.4	0.9
Net Assets	26.4	18.0	20.4	20.7		FCF/Share	one	(6.2)		(0.4)		(0.0)
NEL MODELS	∠0.4	16.0	20.4	20.1	21.2		cps	` '	(5.3)		(0.9)	. ,
Chara antital	70.4	70.5	05.0	07.0	07.0	Price/FCF share		(1.9)	(2.3)	(28.6)	(12.8)	(255.9)
Share capital	78.4	78.5	85.0	87.0		Free Cash flow Yield		(51.6%)	(44.3%)	(3.5%)	(7.8%)	(0.4%)
Accumulated profits/losses	(56.4)	(64.7)	(69.0)	(70.6)	(70.3)							
Reserves	4.4	4.3	4.3	4.3	4.3							
Minorities	0.0	0.0	0.0	0.0	0.0							
Total Shareholder funds	26.4	18.0	20.4	20.7	21.2							

Source: Company data for historicals, RaaS estimates



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

Total Brain (ASX:TTB)						Share price (28 January 202	22)				A\$	0.1
Profit and Loss (A\$m)						Interim (A\$m)	H1CY20A	H2CY20A	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	9.5	EBITDA	(3.6)	(3.8)	(3.4)	(3.9)	(1.5)	(1.
Gross profit	2.3	3.3	3.4	5.9	8.0	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)	(1.3
EBITDA	(8.1)	(7.4)	(7.2)	(5.4)		Minorities	0.0	0.0	0.0	0.0	0.0	0
Depn	(0.0)	(0.1)	(0.1)	(0.0)	. ,	NPAT (reported)	(3.7)	(3.9)	(4.3)	(4.3)	(1.9)	(1.
Amort	(0.4)	(0.1)	(0.6)	(0.5)		EPS (normalised)	(3.3)	(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	0.1	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)	(1.9)	1.3	(1.
	0.0	0.0	0.0	0.0		Free Cash flow			(0.3)	0.4	1.8	(0.
Equity accounted assoc							(0.1)	(1.8)				,
NPAT pre significant items	(8.6)	(7.6)	(8.2)	(6.2)	. ,	Divisionals	H1CY20A	H2CY20A	H1CY21A	H2CY21F	H1CY22F	H2CY22
Significant items	0.0	0.0	(0.0)	0.0		Total Brain - Corporate	1.2	1.3	1.0	1.2	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)						Total Brain D2C	-	-	-	-	-	-
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.
Interest	0.0	0.0	0.0	(0.3)	(0.3)	Gross profit	1.5	1.9	1.6	1.9	4.0	4.
Тах	0.0	0.0	0.0	0.0	0.0	Gross Profit Margin %	86%	92%	95%	85%	88%	84
Working capital changes	2.5	1.4	0.0	5.0	3.6							
Operating cash flow	(5.6)	(6.0)	(7.2)	(0.7)	0.3	Employ ment	3.1	4.0	3.2	4.0	3.7	3
Mtce capex	0.0	(0.1)	(0.1)	(0.1)		Marketing	0.5	0.4	0.7	0.5	0.5	0
Free cash flow	(5.6)	(6.1)	(7.2)	(0.7)	. ,	Other costs	1.2	1.2	1.1	1.3	1.3	1
Growth capex	(2.7)	(2.6)	(5.0)	(2.9)		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)	(3.6)	(0.8)		(0.0)	(0.0)	(0.1)	(0.0)	(,	,
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%	-329
Dividends paid	0.0	0.0	0.0	0.0		EBIT margin %		(328.4%)	(197.6%)	-222%	-85%	-379
Net cash flow for year	(1.8)	5.0	(11.1)	6.1		NPAT margin (pre significant	itame)	(329.4%)	(197.2%)	-221%	-90%	-34
Balance sheet (A\$m)	(1.0)	5.0	(11.1)	0.1	2.0	Net Debt (Cash)	ilcinio)	5.21	10.00		1.94	2.3
Y/E December 31	CY19A	CY20A	CY21F	CY22F	CASSE	Net debt/EBITDA (x)	(x)	n/a	n/a	n/a	n/a	n
Cash	5.2	11.1	1.4	5.3		ND/ND+Equity (%)	(%)	(34.8%)	(61.0%)	13.6%	(10.6%)	(12.9%
Accounts receivable	0.8	2.8	5.1	4.0		NTA (per share)	(70)	38.1%	44.9%	19.0%	15.2%	14.3
						-						
Inventory	0.0	0.0	0.0	0.0		Working capital		35.3%	237.6%	458.9%	195.8%	184.19
Other current assets	0.2	0.1	0.2	0.2		WC/Sales (%)		13.6%	61.3%	124.2%	28.1%	19.4
Total current assets	6.2	14.1	6.8	9.6	10.0	Revenue growth		(2.2%)	49.0%	(4.7%)	88.5%	36.5
PPE	0.2	0.3	0.3	0.3	0.3							
Goodwill	0.0	0.0	0.0	0.0	0.0							
Investments	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	17.2	17.4							
Total non current assets	15.2	15.3	17.3	17.5		Pricing		CY19A	CY20A	CY21F	CY22F	CY2
Total Assets	21.4	29.4	24.1	27.1		No of shares (y/e)	(m)	78	108	108	146	14
Accounts payable	0.5	0.5	0.5	2.1	2.1	Weighted Av Dil Shares	(m)	78	108	108	146	14
Short term debt	0.0	1.1	4.3	3.4	3.4							
Tax payable	0.0	0.0	0.0	0.0	0.0	EPS Reported	cps	(13.72)	(8.07)	(7.54)	(4.68)	(2.3
Deferred revenue	0.6	1.4	1.3	1.3	1.3	EPS Normalised/Diluted	cps	(13.72)	(8.07)	(7.54)	(4.68)	(2.3
Total current liabilities	1.1	3.0	6.1	6.8	6.8						, ,	
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
Total long term liabilities	0.1	0.1	0.0	0.0		Premium/(discount)		(100.0%)	(100.0%)	(100.0%)	(100.0%)	(100.09
Total Liabilities	1.2	3.0	6.1	6.8		EV/Sales		6.1	2.0	0.8	2.9	(100.0
Net Assets	20.2	26.4	18.0	20.3		FCF/Share	cps	(5.0)	(5.2)	(5.4)	(4.9)	(0
101/10000	20.2	20.4	10.0	20.3	20.3	Price/FCF share	оро	(2.4)	(2.3)	(2.2)		28
	64.8	78.4	78.4	84.9	86.9		+	(41.6%)	(43.5%)	(45.2%)	(40.5%)	(3.5
Share canital	04.0		10.4		00.9	I ICE Casil IIOW TIEIU		(41.0%)	(40.0%)	(+U.Z70 )	(40.070)	(3.37
	(40.0)	(EC 1)	(64.7)	(60 U)	/70 O\							
Share capital Accumulated profits/losses	(48.8)	(56.4)	(64.7)	(69.0)	(70.3)							
	(48.8) 4.2 0.0	(56.4) 4.4 0.0	(64.7) 4.3 0.0	(69.0) 4.3 0.0	(70.3) 4.3 0.0							

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**

BR Securities Australia Pty Ltd (BR) is the holder of Australian Financial Services License ("AFSL") number 456663. RaaS Advisory Pty Ltd (RaaS) is an Authorised Representative (number 1248415) of BR.

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

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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

The distribution of this FSG by RaaS is authorized by BR.

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### Our dealing service

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### How are we paid?

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BR, RaaS, its directors and related parties have no associations or relationships with any product issuers other than when advising retail clients to invest in managed funds when the managers of these funds may also be clients of BR. RaaS's representatives may from time-to-time deal in or otherwise have a financial interest in financial products recommended to you but any material ownership will be disclosed to you when relevant advice is provided.

# Complaints

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 (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: <a href="www.afca.org.au">www.afca.org.au</a>; Email: <a href="mailto:info@afca.org.au">info@afca.org.au</a>. Telephone: 1800931678 (free call)
In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001.

## **Professional Indemnity Insurance**

BR has in place Professional Indemnity Insurance which satisfies the requirements for compensation under s912B of the Corporations Act and that covers our authorized representatives.



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