

Smart Financial

FINANCIAL SERVICES GUIDE

A guide to our relationship with you

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Smart Financial

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About this guide

This guide is designed to help you understand the services that Smart Financial provides to assist you in deciding whether to use our services, before you receive a service. This guide outlines how we help, what you get, how much it costs and what we get. It also includes what to do should you not be happy with our service.

Our services

At Smart Financial we want to help you achieve clarity when envisioning your financial goals and dreams.

We'll work with you in a long-term partnership that will deepen and evolve over time. We are part of our local community, so we share and understand your values and heritage. We will assist you to bring your financial goals and dreams to fruition, employing our expertise and experience to address all aspects of your finances.

Our highly qualified team is the perfect size to provide you with individualised attention, while simultaneously drawing on a wide breadth of knowledge and experience.

How we can help

Wealth creation

- Budgeting and cashflow management
- Investment of spare cashflow, windfalls & inheritances
- Debt reduction strategies
- Salary packaging
- Borrowing to Invest

Investment strategies

- Investing tax effectively
- Managing investment risks relevant to your objectives
- Review and rebalancing your portfolios
- Investing across different investment structures inside and outside superannuation

Wealth protection strategies

- Understanding your financial risk if something happens
- Preparing strategies including risk insurances (Life and Income Protection)

Pre-retirement strategies

- Preparing for retirement including when to retire
- Making the transition into retirement
- Setting up your retirement income funding
- How to optimise any social security entitlements
- Efficiently manage and build your assets in preparation for retirement

Retirement strategies

- Investing across your retirement 'time horizon'
- Helping you to make your retirement assets last
- Leaving a financial legacy
- Funding your income and one-off expenses

Aged care

- Understanding how aged care works
- Planning your care needs
- Assessing accommodation options
- Strategies to improve cashflow
- Determining whether to sell or retain assets
- Optimising Centrelink benefits
- Minimising care fees

Not independent

Smart Financial Capital Pty Ltd and its Authorised Representatives are not independent in relation to providing services. We may receive commissions when recommending life risk insurance products.

Our Financial Advisers are accredited to provide advice and make recommendations in the following areas:

- Basic & non-basic deposit products
- Debentures, stocks or bonds
- Life products including investment and life risk insurance products
- Retirement savings accounts
- Interests in managed investment schemes including investor directed portfolios services
- Superannuation and retirement income streams
- Securities including direct equities
- Margin lending and gearing
- Annuities
- Defined Benefit pensions
- SMSF
- Aged Care

What you receive

- An initial meeting with a Financial Adviser at a cost of up to \$250 including GST
- If you proceed, we will prepare a financial plan that will include:
 - Your current financial position & circumstances
 - Your goals and objectives that we agree in your initial meeting
 - Written recommendations advising the best way to take action to achieve your goals
 - Recommended products that suit you
 - Details of the fees relating to your advice
- We will assist you to implement all (or some) of the recommendations as directed by you, so long as it meets your best interests
- The ability to join our ongoing review service for an agreed ongoing fee
- Access to our team to ask any questions and receive general support for your financial needs
- Any relevant Product Disclosure Statements (PDS) for the products we recommend

How much it costs

Initial appointment fee

To meet with a Financial Adviser, our first appointment fee is up to \$250 including GST and is non-refundable. This fee is invoiced and charged directly to you.

Execution only without advice

We will charge between \$250 - \$1,500 per hour depending on the complexity to assist you to implement a product application without any advice. We do also reserve the right not to assist you. Fees will be agreed upfront and invoiced and charged directly to you on lodgment of your application.

Initial advice

Our initial advice fees are set depending on complexity. Fees for advice range between \$500 - \$100,000 and will be agreed upon with you upfront before we begin work. Fees can be charged to you directly or paid by the product depending on the situation.

Fees can be split across strategy development and product recommendations, depending on the advice you agree to receive from your Financial Adviser

Implementation fees

Implementation fees are set depending on complexity. Fees for advice range between \$500 - \$100,000 and will be agreed upon with you upfront before we begin work. Fees can be invoiced and charged to you directly or paid by the product depending on the situation. It is common that the Initial Advice Fee and Implementation fees are paid together.

Ongoing advice fees

If we recommend that you join our ongoing service program and you opt-in to receive this service, we will charge an ongoing fee for this between \$500 - \$100,000 per annum. This fee will be agreed with you in advance including the services that we agree to provide. If you join, you can also choose to opt-out at any time.

Our process

1

Preparing for your appointment – Before your appointment, we'll let you know what to bring along. We may ask you to provide some information for us ahead of time and this will help your Financial Adviser prepare to meet you. Helping you to get the most from your appointment.

2

Getting to know you – Your Financial Adviser will get to know what's important, your current situation and what you would like to achieve. They'll provide you with some high-level ideas on how Smart Financial could assist. If you agree that there's an opportunity to work together, your Financial Adviser will provide a letter of initial engagement setting out what to expect in our Advice and the costs to proceed.

3

Research, assess and prepare your advice – Our team get to work researching your existing situation, assessing the current rules and regulations and preparing a financial plan that is tailored for you. The plan sets out everything you need to know including the risks of going ahead. This will give a solid foundation to a long-lasting relationship.

4

Presenting your advice – Your Financial Adviser will take you through the recommendations and will provide you with any Product Disclosure Statements (PDS) for the products we recommend. This is a great opportunity to ask questions. Only once you feel comfortable and have had the time to consider the recommendations will we ask you to provide your authority to proceed, including what to do next if we need to make any changes.

5

Implementing your advice – When you're ready our team will take care of the rest. We'll prepare the necessary paperwork and organise for everything to be implemented. You'll now be in the path to a 'Smarter' financial future. Once we've implemented your advice in full, we'll give you the option of meeting up with your Financial Adviser for a post-implementation review to see everything setup as intended and check-in on how you're feeling. We know it can be a process, we remain with you every step of the way.

6

Optional Ongoing Service program – Your Financial Adviser may recommend to you to join our ongoing service program. This is optional, but allows you to regularly review your situation, making sure you optimise your opportunities and making any changes that are needed.

About Smart Financial

Smart Financial Capital Pty Ltd

We are licensed by Smart Financial Capital Pty Ltd under the Corporations Act to provide the products and services in this guide.

Australian Financial Services License Number: 533901

ABN: 78 627 465 759



Smart Financial Pty Ltd

Our Financial Advisers are employed by Smart Financial Pty Ltd and authorised to provide advice services on our behalf

ACN:126 697 229 **ABN:** 99 126 697 229 **CAR:** 000318723

Our Team

Smart Financial Pty Ltd are the Corporate Authorised Representative who provide our advice services. Our Financial Advisers are employed and act on behalf of Smart Financial Pty Ltd. Our Financial Advisers are required to remain up to date with all education and professional development requirements including at least 40 hours of continuous professional development each year. You can find out more about your planners experience, qualifications and history on the ASIC Financial Adviser Register at www.moneysmart.gov.au/financial-advice/financial-advisers-register

Professional Indemnity Cover

We hold professional indemnity insurance cover in accordance with our obligations under the Corporations Act in relation to our regulated activities. This includes that of our Corporate Authorised Representative.

Our Relationships

Smart Financial Pty Ltd has majority ownership in Smart Financial Lending Pty Ltd (ABN 61 674 419 400) and Smart Financial Accounting Pty Ltd (ABN 16 657 318 931). No referral fees are paid to your adviser(s).

We have appointed an asset manager, Evidentia, who provide investment research services and outsourced product creation for Separately Managed Accounts (SMAs). We have no commercial arrangements in place with Evidentia.

The directors of Smart Financial Capital Pty Ltd are the same directors of Smart Financial Pty Ltd and can receive benefits from Smart Financial Lending Pty Ltd and Smart Financial Accounting Pty Ltd.

Making Product Recommendations

Our priority is ensuring that we make recommendations that suit you and are in your best interests above all else. Smart Financial Pty Ltd are authorised to make recommendations on products that are included on the Smart Financial Capital Approved Product List (APL). If you hold a product that is not on our APL or are seeking advice on another product not on our APL, we can research this and can seek approval to recommend this to you should it be the best product for you.

How our Financial Advisers are paid

Employed by Smart Financial Pty Ltd

Our Financial Advisers are employees of Smart Financial Pty Ltd and are paid a salary.

Our Financial Advisers can earn a bonus based on their overall performance. These amounts cannot be ascertained at the time of providing this FSG to you.

Non-monetary rewards

Our staff and directors may receive occasional gifts or invitations to events from a product provider or referral partner. Any gifts over \$100 are recorded on our internal gift and entertainment register.

Fees and commissions received

All Advice fees you pay will be agreed with you before your adviser prepares your advice and implements your advice. All fees and commissions will be documented in writing, usually in your Statement of Advice, or other advice documents.

We can receive commissions when arranging new life risk insurance products which can be up to 66% in year 1 and up to 22% ongoing.

Some existing insurance policies can pay up to 131% of any increased premiums relating to increasing the sum insured.

All fees and commissions are paid to Smart Financial Capital Pty Ltd who retain 10% of the fee or commission and the remaining 90% is paid to Smart Financial Pty Ltd.

Example of fees received

You agree to go ahead with a Financial Plan for your retirement. You agree to an upfront fee (including implementation) of \$5,000 and ongoing fees of 1% of your invested assets of \$500,000. Smart Financial Capital Pty Ltd receives \$5,000 upfront and retains \$500 and pays \$4,500 to Smart Financial Pty Ltd.

Example of commission received

You agree to take out a new Life Insurance policy with an annual premium of \$3,000pa. Smart Financial Capital are paid a commission of 66% or \$1,980. Smart Financial Capital retains \$198 and pays \$1,782 to Smart Financial Pty Ltd. The policy renews next year and 22% commission, or \$660 is paid to Smart Financial Capital Pty Ltd who retains \$66 and pay \$594 to Smart Financial Pty Ltd.

What to do if you are not satisfied

We are always here to help. If something hasn't gone well or you are not satisfied with the experience provided, we want to hear from you.

We want to deal with any issues fairly, immediately and with no additional costs to you.

Who can help

If you are comfortable to do so, we always encourage you to speak with the person you dealt with first.

If you don't resolve the issue or you're not comfortable speaking with them, you can ask to speak with the manager of the staff member or our complaints officer.

Contact us

Phone: (02) 4295 3331

Email: compliance@smartfinancial.com.au

Mail: Level 1, 162 – 172 Shellharbour Road
Warilla NSW 2528

Website: www.smartfinancial.com.au

What to do if we don't resolve your issue

If you do not believe you received a satisfactory outcome, Smart Financial is a member of the Australian Financial Complaints Authority (AFCA). You reserve the right to complain directly to them. You can do this via:

Online form: <https://www.afca.org.au/about-afca/forms>

Email: info@afca.org.au

Free call: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Where to find us

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