



# Financial Services Guide – Financial Planning

ShawandPartners  
Financial Planning

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# Shaw and Partners

# Financial Services Guide

## About this Financial Services Guide (FSG)

This Financial Service Guide is designed to assist you to decide whether to use any of the financial planning services we offer. It will provide you with important information about:

- Who we are and how to contact us
- How you can instruct us
- The products and services we offer
- Any associations, interests or relationships that might influence the advice or services we provide
- How we are paid for the services we provide
- The documents you may receive from us
- How we use and secure your personal information
- How you can provide us with feedback or get help if you have a problem

This FSG is comprised of two separate documents.

Part A provides information about Shaw financial planning and the authorising licensee. Part B provides specific information about your adviser.

This FSG was issued on 30 January 2019. We will update our FSG from time to time to provide you with information about new services or changes to existing services. We will publish these changes on our website at [www.shawandpartners.com.au](http://www.shawandpartners.com.au). You acknowledge that you will be bound by any changes 7 days after publication, and you will review Shaw's current FSG prior to undertaking any transaction in financial products.

## About Shaw and Partners

Shaw and Partners is a participant of ASX Limited (ASX) and Chi-X Australia Pty Limited (Chi-X), which provides Shaw and Partners with direct access to transact in listed securities on your behalf. Shaw is a Sponsoring Broker in the Clearing House Electronic Subregister System (CHES) operated by ASX Settlement Pty Limited. From time to time, Shaw may become a participant of other exchanges. To better understand Shaw's activities and services please visit [www.shawandpartners.com.au](http://www.shawandpartners.com.au).

## What services can we provide?

### Advice

Shaw's financial planners provide a range of tailored financial planning solutions to our clients, depending on their individual needs. We are authorised by Shaw and Partners Limited to provide our clients with both personal and general advice. We are also authorised to execute your instructions and arrange investments, placements and product purchases on your behalf.

In addition to services which you might receive from Shaw and Partners, Shaw financial planners can provide you with personal advice on, and arrange transactions in the following products:

- Fixed interest products
- Managed investment schemes including master trusts
- Retirement Savings Accounts
- Annuities and pensions
- Superannuation (including self-managed superannuation funds)

Shaw and Partners financial planners can develop a financial plan which can include:

- Asset Allocation
- Investments in securities, derivatives, listed products (this may be provided by Shaw and Partners or another provider of your choosing)
- Managed Funds
- Superannuation
- Gearing
- Wealth protection and insurance, through the use of income protection, trauma, TPD and life insurance (this can be provided by an external specialist insurance adviser)
- Retirement planning
- Redundancy/early retirement

Your financial planner will formulate an appropriate advice and then provide you with a Statement of Advice. While your financial planner may consider taxation, legal and estate planning implications, we are not specialists in these areas and you should seek further advice, as relevant, from an appropriate specialist.

Where you require advice on shares, derivatives, capital raisings, margin lending or market related products we will refer you to Shaw and Partners and they will provide you with advice on these topics under their own licence.

Should you require insurance advice, your financial planner will refer you to a qualified external specialist provider of insurance advice. Shaw selects partners that have demonstrable experience and proven capability to provide the risk advice. We are confident that their approach will complement ours and that they will deliver solutions tailored to your needs. Where Shaw provides you with a referral to such a partner, your Shaw financial planner will receive a referral payment and this will be clearly disclosed in the external provider's Statement of Advice.

Should you accept the recommendations contained within the Statement of Advice, we will then assist you with the implementation of the recommendations.

Shaw financial planners also provide you with an ongoing advisory relationship and associated services. Where you elect to retain our services on an ongoing basis, we will ensure that your investment strategy remains relevant to your changing situation, legislative changes and market developments.

## Dealing

Shaw can also arrange for the acquisition or disposal of financial products on your behalf.

While not every recommendation we make will be implemented by Shaw on your behalf, we will typically arrange for the implementation of most aspects of the advice that we provide.

## Your financial planner

Your financial planner is authorised to provide the services outlined in this FSG. Your financial planner is an independent contractor to Shaw (as opposed to an employee of Shaw).

Your financial planner may be a company, with sub-authorised representatives, or an individual. Your financial planner's details are set out in your Statement of Advice. If you do not have a financial planner, please contact Shaw so that we may introduce you to one of our experienced professionals.

If you already own financial products, your financial planner can review your holdings and help you decide whether those financial products are appropriate having regard to your personal circumstances. If you do not already own financial products, your financial planner can help design an investment portfolio to suit your personal circumstances.

From 1 July 2014, regulations require your financial planner to declare whether they are a registered tax (financial) adviser or not, hence whether they are authorised to provide tax (financial) advice. We recommend that you seek independent legal and tax advice about our recommendations and confirm any entitlement to government benefits with the relevant department.

You are responsible for monitoring the performance of your investments as well as ensuring that your investments continue to be appropriate for you given your personal circumstances. You should contact your financial planner if you require assistance.

## Instructing us

You can instruct us to proceed with your advice by providing us with a signed Authority to Proceed or by providing us with your instructions in another manner, as agreed. Such instructions can be given in person, by telephone, facsimile, post or email. Please note that instructions sent by facsimile, post or email will not be deemed to be received until your Shaw and Partners' adviser has confirmed their receipt in writing.

## Documents you can expect to receive

In addition to this FSG, you may also receive a Statement of Advice and a Product Disclosure Statement. The circumstances in which these documents will be provided are set out below.

### Statement of Advice (SOA)

If we provide you with personal advice in relation to a financial product or service, you will receive either a SOA or a Record of Advice (ROA).

The purpose of an SOA is to help you understand, and decide whether to rely on, personal advice. The SOA will set out the advice, the basis on which it was given and information about fees, commissions and any relationships we have with third parties that may have influenced the advice.

If there is any change in your personal circumstances after an initial SOA has been provided, you should immediately notify your financial planner so that an updated SOA can be provided.

If you are an ongoing advice client, we may rely on the information we already have about your personal circumstances and issue you with an ROA instead of issuing another SOA. In any event, should you wish to receive a written record of the advice we provided to you, simply ask us and we will provide a copy to you without charge.

You may also receive an SOA from Shaw and Partners in relation to products and services you will receive from Shaw and Partners.

### Product Disclosure Statement (PDS)

If your financial planner recommends certain types of financial products, your financial planner will give you a PDS which has been issued by or on behalf of the product issuer. The main purpose of a PDS is to help you make an informed choice about a financial product. A PDS will contain general information about the product, including the terms and conditions

for the product, any significant benefits and risks associated with holding the product and information about the cost of the product. The PDS is designed to assist you to understand the financial product, its risks and benefits and its fees and charges. If you read the PDS and still have questions, please speak to us and we will try to help.

## Investment risks

Financial products can rise or fall in value. The measure of this change in value is often referred to as volatility. The more volatile the asset, the greater the likelihood of significant gains or losses.

Any financial product may incur daily price changes, as new information becomes available to investors. The market is constantly evaluating the strengths and weaknesses of each financial product in relation to various risk factors. To view all of the risks associated with an investment in shares, derivatives, capital raisings, margin lending or market related products, please view Shaw and Partners' FSG and Shaw's PDS for Exchange Traded Options and Low Exercise Price Options available at [www.shawandpartners.com.au](http://www.shawandpartners.com.au).

To review the risks associated with other investment products recommended by your Shaw financial planner, please review the PDS associated with the relevant product, and your SOA.

## Costs and conflicts

As professional advisers, we have an obligation to act in your best interests, to avoid conflicts and to prioritise your interests. Your financial planner may refer you to other parties where you are interested in receiving their services, or where your financial planner considers that their advice or other services may be useful for you (third party providers). Shaw financial planners may receive a referral fee where you decide to receive services from third party providers.

Shaw may charge brokerage, commission or a fee depending upon the services that are provided.

Shaw may also pay or receive other fees in relation to services supplied to you, but which are not payable by you. All fees are subject to change. All fees are exclusive of GST and an amount equal to the amount of the GST is payable by you at the same time as

the fee is due (currently 10%). The fees payable in relation to services provided by Shaw and Partners are set out in its FSG, and you should review those fees in conjunction with those set out in this FSG.

## General disclosure

Shaw, its financial planners, their associates, respective officers and employees may have a pecuniary or other interest in financial products which you purchase or sell and may earn fees from dealing in financial products you purchase or sell as outlined in this FSG or as advised to you from time to time.

## Costs and conflicts

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## Remuneration and benefits: Financial planning

Your financial planner will receive a percentage of commissions, fees and charges paid by you. Although we receive the majority of our remuneration directly from our clients, we do receive indirect remuneration from some products and some referral parties. Your financial planner will also receive a percentage of

this indirect remuneration. We are required to act in your best interests, so our recommendations will be motivated by your needs and not the remuneration we may receive. Any remuneration we may receive will be clearly disclosed in the Statement of Advice provided to you. By providing an Authority to Proceed, you will be consenting to the payment of this remuneration.

## Fees, costs and charges: Financial planning

FINANCIAL PLANNING FEES	FEES PAYABLE BY YOU
<b>Financial Plan</b>	A plan will be charged at a rate commensurate with the level of complexity of your financial situation. A fixed quote will be provided prior to work commencing. The minimum charge is \$1,100 including GST.
<b>Premier Service</b>	<p>This planning service includes ongoing advice, portfolio reviews and comprehensive reporting and carries a minimum annual fee of \$5,500 including GST.</p> <p>This Fee may be calculated as a percentage of portfolio value, with a maximum of 1.1% of all funds under advice. There may also be an additional fee in the first year of up to 1.65% which compensates for our time in assisting you with your financial plan, reorganisation of your affairs and liaising with your lawyer, accountant and/or other specialists as required.</p> <p>Our fees may be tax deductible, and we make every effort possible to keep non-tax deductible fees to a minimum.</p>
<b>Review Service</b>	<p>The Review Service includes an annual investment portfolio review and limited ongoing advice and carries a minimum annual fee of \$4,400 including GST. We may also charge an hourly fee where your situation is more complex.</p> <p>All Review Service fees and the method of their payment will be clearly detailed to you. Our fees may be tax deductible, and we make every effort possible to keep non-tax deductible fees to a minimum.</p>
<b>Consulting Service</b>	An hourly rate will be charge commensurate with the complexity of your financial situation. A minimum charge of \$440 per hour including GST will apply. An estimate of the cost will be provided prior to work commencing

If Shaw, or your financial planner receives a minor non-monetary benefit of between \$100 and \$300, or a contribution toward the cost of professional development, the benefit will be noted in a register. Should you wish to see this register, please contact us.

## How is my personal information used and secured

We are required to collect certain information about you for the purpose of providing you with the services described in this FSG.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as your passport or driver licence. We will also retain copies of this information.

In the course of providing advice and other services to you, we will need to supply your information to third parties.

The privacy of your personal information is important to us. Presently, telephone conversations with your adviser are not recorded however, if this changes, you will be notified. For details of Shaw's Privacy Policy please go to [www.shawandpartners.com.au](http://www.shawandpartners.com.au) or ask your adviser for a copy.

## Feedback

If you have a complaint about the services, advice or any matter provided by Shaw or your adviser, you should take the following steps:

- contact your adviser and discuss the complaint directly, and
- if you do not feel comfortable discussing the complaint with your Adviser or your complaint is not satisfactorily resolved within 2 Business Days, please telephone Shaw and ask to speak with our Complaints Officer. We suggest you put your complaint in writing at this time so that the issues are fully documented and understood by the parties.

Your complaint should be addressed to: The Complaints Officer

Shaw and Partners Limited  
GPO Box 3604  
Sydney NSW 2001

Fax: + 61 2 9232 1296

Shaw will review your complaint within 45 days and attempt resolution. If you are still not satisfied with the outcome, you may take your complaint to an external dispute resolution scheme. Shaw is a member of

the scheme operated by the Australian Financial Complaints Authority. To make a complaint, you should write to:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

Tel: 1800 931 678 (free call)

You may also wish to consult ASIC in relation to your complaint. ASIC's website contains information on complaining about companies and people and describes the types of complaints handled by ASIC. ASIC's details are as follows:

Tel: 1300 300 630  
Email: [infoline@asic.gov.au](mailto:infoline@asic.gov.au)  
Website: [www.asic.gov.au](http://www.asic.gov.au)

## Compensation arrangements

Shaw has adequate professional indemnity insurance in place to cover it for the financial services it provides, having regard to the following:

- Shaw's maximum liability under the Australian Financial Complaints Authority of which it is a member
- volume and nature of Shaw's business
- number and kind of clients
- the number of Advisers it has.

If you require further information about our compensation arrangements please contact Shaw's Head of Compliance.

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# ShawandPartners

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Brisbane QLD 4000

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Adelaide SA 5000

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Fax: +61 2 9232 1296  
Toll Free: 1800 636 625

## Melbourne

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Melbourne VIC 3000

Telephone: +61 3 9268 1000  
Fax: +61 3 9650 2277  
Toll Free: 1800 150 009

## Perth

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Perth WA 6000

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## Canberra

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Canberra ACT 2600

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All data in this document is current as at  
31 January 2019 and is subject to change.

ShawandPartners