



Financial Services Guide – Financial Planning

ShawandPartners
Financial Planning

Contents

About this Financial Services Guide (FSG)	03
About Shaw and Partners.....	03
What services does Shaw and Partners provide	03
Your Financial Planner	04
Instructing us	04
Documents you can expect to receive.....	05
Investment risks.....	05
Costs and conflicts	06
How is my personal information dealt with?	07
Feedback	07
Compensation arrangements	07

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 Pty Limited (Shaw FP). Part B provides specific information about your adviser.

This FSG was issued on 6 June 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. You acknowledge that you will be bound by any changes 7 days after publication, and you will review Shaw FP's current FSG prior to undertaking any transaction in financial products.

About Shaw and Partners

Shaw FP is a wholly owned subsidiary of Shaw and Partners Limited (Shaw). Shaw 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.

The ultimate holding company of Shaw is EFG International.

What services can we provide?

Advice

Shaw FP's financial planners provide a range of tailored financial planning solutions to our clients, depending on their individual needs. We are authorised by Shaw FP 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, Shaw FP 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
- Direct equities (within ASX 200)
- Retirement Savings Accounts
- Annuities and pensions
- Life insurance
- Superannuation (including self-managed superannuation funds)

Shaw FP 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, business expense, key person and Term Life insurance (this might be provided by an external specialist insurance adviser)
- Retirement planning
- Redundancy/early retirement

Your financial planner will formulate the advice and then provide you with a Statement of Advice (SOA). This document will, amongst other things, detail your recommendations, any costs associated with implementing the advice, and how the advice is in your best interests. 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 outside the ASX 200, derivatives, capital raisings 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 may 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 FP 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 SOA.

Should you accept the recommendations contained within the SOA, 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 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 financial planner 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 and ROA is to help you understand, and decide whether to rely on, personal advice. Both documents 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 significant 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, and there has been no significant change in your circumstances or objectives, we will likely document our advice via an ROA instead of issuing another SOA. ROAs are a relatively concise advice document that is retained on file by us. 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. Generally speaking, 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.

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

Shaw FP 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 FP, 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.

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.

If Shaw FP, 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 or ask your adviser for a copy.

Fees, costs and charges: Financial planning

FINANCIAL PLANNING FEES	FEES PAYABLE BY YOU
Statement of Advice (SOA) or Advice and Implementation	<p>Development of a bespoke SOA 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 while the maximum is \$7,700 (incl GST).</p> <p>Alternatively, there may be an Advice and Implementation fee in the first year of up to 1% of the funds under advice, which compensates us for our time in assisting you with the implementation of some or all of the following: your financial plan, reorganisation of your affairs and liaising with your lawyer, accountant and/or other specialists as required.</p>
Ongoing Review Service	<p>This service includes ongoing advice, portfolio reviews and comprehensive reporting. Shaw views this as a critical part of a strategic financial plan, to ensure that a recommended strategy continues to be in your best interests in the years ahead. This will be charged as either a fixed annual fee, or as a percentage of funds under our advice.</p> <p>Where this is a fixed fee, this carries a minimum annual cost of \$3,300 (incl GST). Alternatively, this fee may be calculated as a percentage of portfolio value, with a maximum of 1.75% of all funds under advice.</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>
Ad hoc advice or consulting service	<p>An hourly rate will be charge commensurate with the complexity of your financial situation. A minimum charge of \$330 per hour including GST will apply. An estimate of the cost will be provided prior to work commencing.</p>

Feedback

If you have a complaint about the services, advice or any matter provided by Shaw FP 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 FP 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 Financial Planning Pty Limited
GPO Box 3604
Sydney NSW 2001
Fax: + 61 2 9232 1296

Shaw FP 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
Website: www.asic.gov.au

Compensation arrangements

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

- Shaw FP'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 FP's Head of Compliance

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY

ShawandPartners

an **EFG** company

Sydney | Head Office

Level 7, Chifley Tower
2 Chifley Square
Sydney NSW 2000

Telephone: +61 2 9238 1238
Toll Free: 1800 636 625

Brisbane

Level 28
111 Eagle Street
Brisbane QLD 4000

Telephone: +61 7 3036 2500
Toll Free: 1800 463 972

Adelaide

Level 23
91 King William Street
Adelaide SA 5000

Telephone: +61 8 7109 6000
Toll Free: 1800 636 625

Melbourne

Level 20
90 Collins Street
Melbourne VIC 3000

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

Perth

Level 20
108 St Georges Terrace
Perth WA 6000

Telephone: +61 8 9263 5200
Toll Free: 1800 198 003

Canberra

Level 7
54 Marcus Clarke Street
Canberra ACT 2600

Telephone: +61 2 6113 5300
Toll Free: 1800 636 625

Website: www.shawandpartners.com.au
Email: enquiries@shawandpartners.com.au

All data in this document is current as at
6 June 2019 and is subject to change.

ShawandPartners
an **EF**G company