

HJ Shortland & Co Wealth Management Pty Ltd

Financial Services Guide

HJ Shortland & Co Wealth Management Pty Ltd ABN 77 019 457 634
Australian Financial Services Licence Number 324909

01 August 2017

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Authorised for distribution by:

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ABN 77 019 457 634
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It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your financial adviser.

Throughout this Financial Services Guide, HJ Shortland & Co Wealth Management Pty Ltd is referred to as “HJSWM”, “we”, “us”, “our” or any variations.
All rates and amounts included throughout are inclusive of GST unless otherwise stated

Why am I receiving this document?

This Financial Services Guide (FSG) for your HJ Shortland & Co Wealth Management Pty Ltd financial adviser outlines the financial planning services provided by your financial adviser through HJ Shortland & Co Wealth Management Pty Ltd.

It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- HJSWM and your financial adviser
- the services offered
- how financial advice is documented
- how your financial adviser, HJSWM and other relevant persons are remunerated in relation to the services.
- how we deal with your complaints if you are not satisfied with the services provided.

This document is the first part of the FSG. You must read this document in conjunction with the Adviser Profile, which gives you more details about your financial adviser. Together these documents form the complete FSG for your HJ Shortland & Co Wealth Management Pty Ltd financial adviser.

Other documents you may receive

When your financial adviser provides you with financial planning services you may also receive:

- a Statement of Advice (SoA) which contains information about the advice provided to you to help you decide whether to act on the advice
- a Product Disclosure Statement (PDS) which provides information about a product to help you decide whether to purchase that product.

Who is HJSWM?

HJSWM holds an Australian Financial Services Licence issued by the Australian Securities and Investments Commission (ASIC).

Established in 2008, HJ Shortland & Co Wealth Management Pty Ltd HJSWM (ABN 77 019 457 634/Australian Financial Services Licence 324909) is an Australian financial services licensee that offers a broad range of financial services. Core operations include the provision of financial advice and the distribution of investment and risk insurance products to clients who recognise the need to build their wealth and plan for the future.

HJSWM is a corporate member of the Association of Independently Owned Financial Planners (AIOFP)

Your financial adviser acts on behalf of HJSWM when providing those financial services they are authorised to provide under HJSWM licence, as set out in the Adviser Profile. Your financial adviser will provide these Financial Services to you as a representative of HJSWM and HJSWM is responsible for these Financial Services.

Why choose a HJSWM financial adviser?

Range of financial planning services

Your financial adviser is able to provide you with access to a broad range of Financial Services which may include:

- investment planning advice
- superannuation and rollover advice
- retirement planning advice
- business insurance advice (key-person insurance)
- personal insurance advice (life insurance)
- portfolio review services
- discretionary account services.

The Adviser Profile provided with this FSG includes more information about the financial planning services provided by your financial adviser.

While your financial adviser has flexibility in the service they provide to you, HJSWM remains responsible for the quality of advice provided by your financial adviser under HJSWM's licence.

HJSWM provides your financial adviser with significant support and supervision with the aim of ensuring you receive quality financial planning advice.

Your financial adviser has completed external assessments and they must complete an annual training program to maintain their knowledge. They are also subject to regular reviews from experienced Compliance professionals who assess the quality of their advice.

HJSWM has an agreement in place with a number of external consultants to provide HJSWM with extensive resources and dedicated teams to support our financial advisers, including technical experts in areas such as superannuation and retirement planning.

HJSWM has an extensive Approved Product List which means your financial adviser can select the right product for you. All products on the Approved Product List are supported by research from experts such as Standard and Poor's and Aegis Equities Research.

HJSWM ensures your financial adviser:

- is only authorised to provide services to you where he/she has the appropriate qualifications
- stays up to date with relevant industry and legal changes to maintain their qualifications
- is provided with excellent technical support and tools to provide financial planning advice
- is provided with high quality financial product research
- is monitored and supervised to ensure they comply with the requirements of the law and HJSWM's standards.

Protecting you and your assets

HJSWM and your financial adviser promote long-term investment strategies which do not take unnecessary risks with your investments. For this reason, your financial adviser is not permitted to switch your investments frequently or make speculative investments in products such as tax-driven schemes or unregulated products. Your financial adviser is also restricted to HJSWM's Approved Product List unless they receive special approval from HJSWM to use other products.

To further protect your interests, HJSWM does not allow your financial adviser to:

- act as a trustee for you or operate a trust account on your behalf
- hold a Power of Attorney (other than the Asgard Authority to Operate)
- hold funds on your behalf
- act on behalf of any other Australian Financial Services Licence holder
- ask you to sign documents which have not been fully addressed or completed.

What you will receive when provided with a financial service

When your financial adviser provides you with personal advice as part of a Financial Services, your financial adviser will:

- work with you to understand your needs, objectives and personal circumstances
- explain to you the scope of advice being provided and importantly what is not being provided
- provide you with an SoA which is a record of their recommendations to you and explains the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice

- provide you with a PDS containing information about each product recommended to help you to make an informed decision about whether to purchase that product.

When will you receive an SoA?

Your financial adviser may meet with you several times to discuss possible investment options before finalising their recommendations. Once they have finalised their advice they will explain their recommendations to you and document it for you in an SoA. You should only implement advice after taking the time to read and understand the SoA.

You may not receive an SoA in the following circumstances:

- General advice – such as advice provided in seminars and through newsletters, which does not consider your personal circumstances.
- Discretionary Account Services – which allow your financial adviser to manage your investments on your behalf.
- Further advice – if you previously received advice recorded in an SoA, any further advice which is not significantly different to the initial advice will be recorded in a Record of Further Advice which you can request from your financial adviser
- Advice provided as part of mortgage broking or finance broking services

Your financial adviser may provide other services independently of HJSWM

Your financial adviser may provide services other than financial planning services. For example, they may also act as your accountant or legal adviser, or advise you on real estate investments. While your adviser may provide these services you should understand that they are not provided under the licence held by HJSWM and HJSWM does not train, support or supervise your financial adviser in providing these services.

Examples of the services which HJSWM is **not** responsible for include:

- general insurance services (for example, car insurance)
- real estate and direct property advice
- taxation services, such as completion of tax returns
- accounting and audit services
- legal services
- consulting services
- mortgage broking services
- finance broking services

Remuneration and benefits relating to Financial Services

Fees, commissions and incentives

You will find more detailed information about your particular financial adviser's fees, commissions and incentives in the attached Adviser Profile, and specific details in each SoA you receive.

You can ask your financial adviser for details about fees, commissions and incentives at any time.

What fees are charged for initial advice?

Your financial adviser may charge a plan preparation fee for the initial advice they provide and for preparing an SoA. The amount charged may be based on the scope and complexity of advice provided to you (or the insurance premium you pay). Your financial adviser will agree the plan preparation fee with you before starting work on your financial plan. This fee is usually payable in full when you receive your SoA.

Your financial adviser may also charge a plan implementation fee where you decide to implement the advice. The plan implementation fee may be based on the complexity and time taken to implement the recommendations. This fee will be recorded in the SoA.

What fees are charged for subsequent services?

Your financial adviser can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances.

If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive and/or the value of your account balance (or insurance premiums). Your financial adviser will agree the amount of the fee with you and record it in your SoA. This fee may be deducted from your account each month or payable directly to your financial adviser. Your financial adviser may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services.

A further fee may be charged for each additional contribution you make to your account. The amount of this fee may be based on the value of the funds you invest and will be agreed with you and disclosed in your SoA.

Does my financial adviser receive commissions from product providers?

In addition to the fees above, your financial adviser may also receive commissions from product providers.

An upfront commission is a one-off payment paid by the product provider to your financial adviser based on the insurance premium you pay. This is paid at the time you purchase the insurance.

Ongoing commissions are monthly payments paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay). These are paid to your financial adviser each month for as long as you hold the product and until you appoint another financial adviser.

Where upfront and ongoing commissions are payable, your financial adviser will disclose the specific amount in an SoA when you receive personal advice.

What other benefits do HJSWM and my financial adviser receive from product providers?

HJ Shortland & Co Wealth Management Pty Ltd and your financial adviser may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events. Benefits greater than \$300 in value are recorded in a Register which meets the requirements of the Financial Planning Association Code of Practice on alternative forms of remuneration.

The HJ Shortland & Co Wealth Management Pty Ltd Register is available and HJ Shortland & Co Wealth Management Pty Ltd can provide a copy to you at your request.

Further details on remuneration and benefits relation to Financial Services

When your financial adviser provides personal advice on specific financial products they will disclose certain details of remuneration (including commission) or other benefits that they receive, or that HJ Shortland & Co Wealth Management Pty Ltd or another associated person receives as a result of that advice (Remuneration or Benefits).

If the Remuneration or Benefits can be calculated at the time you receive personal advice, these amounts will be disclosed at that time, or as soon as practicable after that time. If the Remuneration or Benefits cannot be calculated at the time you receive personal advice, your financial adviser will disclose how these amounts will be calculated instead.

These details will only be disclosed when personal advice is given if the Remuneration or Benefits are reasonable capable of influencing your financial adviser in providing the advice.

Other information

The law requires HJ Shortland & Co Wealth Management Pty Ltd to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by HJ Shortland & Co Wealth Management Pty Ltd or its representatives. HJ Shortland & Co Wealth Management Pty Ltd has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

HJSWM and your financial adviser endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible.

If you have a complaint about the service provided to you:

1. Contact your financial adviser about your complaint.
2. If your complaint is not resolved to your satisfaction within five days, contact:

The Compliance Manager at HJSWM on (08) 8952 6660

or

Put your complaint in writing and send it to:

The Compliance Manager
HJ Shortland & Co Wealth Management Pty Ltd
PO Box 8386
Alice Springs NT 0871

HJSWM will aim to resolve your complaint quickly and fairly.

3. If the complaint is not resolved to your satisfaction and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to FOS. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

If your concerns involve unethical conduct, you can raise your concerns by writing to the Financial Planning Association of Australia, PO Box 109, Collins Street West, Melbourne VIC 8007.

Privacy statement

At HJ Shortland & Co Wealth Management Pty. Ltd, we are committed to the highest standards in relation to the collection, use, accuracy and storage of your private information. The Privacy Act 1988 contains 13 principles known as the 'Australian Privacy Principles'. Your rights, our obligations and how we deal with them are detailed in our Privacy Policy. You are entitled to a copy of our Privacy Policy, free of charge, on request.

If you believe we have not acted appropriately in relation to your privacy rights, you are entitled to lodge a complaint with us, initially by contacting your adviser. If you are not satisfied with the way in which we investigate and respond to your complaint, you are entitled to lodge a formal complaint with an External Dispute Resolution Scheme of which we are a member. We are a member of Financial Ombudsman Service, and you can contact them on telephone 1300 78 08 08, or post, GPO Box 3, Melbourne VIC 3001