

CRAIG SMITH & ASSOCIATES

KNOWLEDGE • TRUST • QUALITY ADVICE

Established 1989

FINANCIAL PLANNING & SMSF SPECIALISTS

FINANCIAL SERVICES GUIDE

Version 1
29 June 2018

Financial Adviser

Craig Smith

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Craig Smith & Associates Pty Ltd

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Shartru Wealth Management Pty Ltd

AFSL: 422409

ABN: 46 158 536 871

14 Macquarie Street, Belmont NSW 2280

PO Box 565 Belmont NSW 2280

Telephone: 1300 478 424

Email: advice@shartru.com.au

Website: www.shartruwealth.com.au

Issued by Shartru Wealth Management Pty Ltd

Financial Services Guide

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal financial advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing, you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.



Before you receive our advice

Your Questions

Who will be providing the financial service to me (Licensee)?

Our Answers

Shartru Wealth Management Pty Ltd

AFSL: 422409
ABN: 46 158 536 871
14 Macquarie Street, Belmont NSW 2280
PO Box 565, Belmont NSW 2280
Telephone: 1300 478 424
Fax: (02) 4947 9930
Email: advice@shartru.com.au
Website: www.shartruwealth.com.au

Who is my adviser?

Craig Smith

Shartru Wealth Authorised Representative No 263524
Craig Smith & Associates Pty Ltd
Shartru Wealth Corporate Authorised Representative No 328047
ABN: 39 003 823 998
16 Stephen Street, Forster NSW 2428
PO Box 575, Forster NSW 2428
Telephone: 1800 4444 11
Fax: (02) 6554 5025
Email: craig@craigsmith.com.au
Website: www.shartruwealth.com.au

My advisers qualifications?

Master of Commerce (Financial Planning)

Bachelor of Education

SMSF Specialist Adviser



Professional Certificate in SMSFs (Adelaide Uni)

Member of Self Managed Super Funds Professional Association (SMSFA)



What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Shartru can provide the following services:

- Financial strategies and financial advice generally
- Savings and wealth creation strategies
- investment planning and financial product advice
- Securities advice
- Pre-retirement and Retirement Planning
- Risk and risk management (ie wealth protection) analysis and advice
- Estate Planning
- Superannuation planning and advice (including SMSF)
- Taxation considerations (associated with different financial products and different financial strategies)
- Business succession planning.

Your adviser is licensed to provide advice on and deal in the following financial products:

- Deposit products
- Government Debentures, Stocks & Bonds;
- Investment Life Insurance Products;
- Life Insurance Risk Products;
- Managed investment Schemes, including IDPS;
- Securities;
- Retirement Savings Account Products;
- Superannuation (including SMSF).

Portfolio Review:

- Internal databases are maintained detailing client's investments that were recommended by licensee. This does not constitute portfolio monitoring.
- Portfolios are reviewed on a regular basis, subject to the client's discretion.

Who do you act for when you provide services for me?

Craig Smith and Craig Smith & Associates are responsible for the financial services provided to you.

How will I pay for the service?

Shartru provides clients with a choice of paying a fee-for-service or allowing Shartru to receive commission from the insurance /credit providers that it recommends. A combination of these methods of payment for our services will also be considered.

Our agreed advice fees may include charges for:

1. Initial advice; and/or
2. Ongoing advice,



Your Adviser may receive:

1. fees paid directly by you, based on time, the amount invested or some other agreed criteria;

If you choose to pay us a fee our fees will be charged at the rate of \$330 per hour or part thereof. An implementation fee in the range of \$0-\$3,000 + GST can be incurred depending on the complexity of the advice.

2. a set dollar amount or percentage-based fee that is agreed between you and us and paid via your product:
 - Our % based fees for managed superannuation funds range from 0.4% to 0.6% and you will be billed for this through your investment portfolio. For example, if your portfolio is for \$100,000 the fund manager we pay your adviser \$400-600 pa from your overall account fees.
 - Our minimum fee for an annual review service ranges from \$2,000 - \$3,000 + GST
 - Our minimum fee for twice yearly reviews is \$5,000 - \$8,000 + GST
3. a percentage-based fee up to 0.35% for brokerage services related to implementing share trades via FinClear or Desk Top Brokerage;

If you require different services to our full ongoing service (above) we will quote you a fixed fee after assessing your requirements.

Where we recommend a life insurance product we may be paid a commission by the life insurance company. In such cases our hourly rate may be reduced or waived for the Initial advice and the Implementation fee.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services or assistance to me and how is that commission calculated?

1. Your adviser is paid a salary from Craig Smith & Associates and/or distribution of any profits from Craig Smith & Associates.
2. All fees are paid initially to Shartru Wealth Management (Licensee). Shartru Wealth Management passes on 100% of all fees received to Craig Smith & Associates.
3. Where a life insurance company product has been recommended the issuer of the product may pay Shartru a commission. This commission ranges between 30% and 80% of your first year's premium.
4. Where a life insurance company product has been recommended the issuer of the product may pay Shartru an ongoing commission.

This commission which can vary depending on the product is calculated in a range of between 8% and



30.25%. This commission is paid each quarter.
'For example; If your first year's premium is \$500 and the initial commission is 80% SWM will receive \$400. If your premium for the second and subsequent years is \$500, and the ongoing commission is 30% SWM will receive \$150 pa

5. When share trading services are utilised your adviser will receive a share of brokerage.

Eg1: desktop broker has a minimum brokerage on share transactions of \$20 or 0.45%, whichever is greater. Your adviser will receive up to 0.34% of any brokerage over the \$20 minimum brokerage. E.g. for a \$10,000 share purchase there is brokerage of 0.45% (\$45) and your adviser would receive 0.34% (\$34)

Eg2: FinEx has a minimum brokerage on share transactions of \$35 or 0.7%, whichever is greater. Your adviser will receive up to 0.35% of any brokerage over the \$35 minimum brokerage. E.g. for a \$10,000 share purchase there is brokerage of 0.7% (\$70) and your adviser would receive 0.35% (\$35)

6. If we refer you to a party for credit assistance to you, we may receive an initial commission of up to 0.35% and ongoing commission of up to 0.20% from the credit provider and calculated on the balance of your loan.

7. If we refer you to an Investor Advocate and you accept their assistance in purchasing a property, we may receive 20% commission from fees earned by Investor Advocate.

8. The exact amounts of any fees, commissions, bonuses or other incentives received by me and the licensee will be included in a Statement of Advice that we will provide to you.

9. Shartru Investment Managed Account Service (SIMA) IAS has appointed Shartru Investment Management Pty Ltd (Shartru IM) as the investment manager for all strategies within the MDA. Shartru IM is a Corporate Authorised Representative and related party of Shartru Wealth Pty Ltd (Shartru Wealth) (ABN 46 158 536 871 AFSL 422409) who provides personal advice to you.

Craig Smith and Craig Smith & Associates do not own shares in Shartru IM and Shartru Wealth Management.

Do you have any referral arrangements in place?

If you have been referred to Shartru by another party, Shartru may pay the other party, a referral fee of up to 20% of any fee or commission generated from those referrals.

Shartru have in place a referral arrangement with One 10 for the provision of Credit Advice for its clients. Shartru can receive a commission of up to 35% for commissions resulting from any credit product entered into by its clients.



When you receive our advice

Your Questions

Will you provide me advice, which is suitable to my needs and financial circumstances

What should I know about the risks of the products or strategies you recommend to me?

What information do you maintain in my file and can I examine my file?

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Our Answers

Yes, but to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you

You have the right not to divulge this information to us, if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We will explain to you any significant risks of products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. They also maintain records of any recommendations made to you and the preliminary assessment for credit assistance.

We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

Yes. You may specify how you would like to give us instructions, for example by telephone, email or other means.

If you have any complaints

Your Questions

Who can I complain to if I have a complaint about the provision of the financial services to me?

Our Answers

Shartru is a member of the Financial Ombudsman Service.

If you have any complaint about the service provided to you, you should take the following steps:

Contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 3 days, please contact the Compliance Manager of Shartru or put your complaint in writing and send it to PO Box 565 BELMONT NSW 2280. We will seek to resolve your complaint quickly and fairly.

If the complaint cannot be satisfied to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on 1300 780 808. This service is provided to you free of charge.

At the time of escalation of a complaint we will provide you with further details on the process involved with FOS.

The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Shartru Wealth Management has in Place a Professional Indemnity Insurance that is required by the Corporations Act and which meets ASIC's requirements and covers present and past representatives.

Any Further Questions?

Please do not hesitate to contact your adviser should you have any questions about your adviser's services and how your Adviser and Shartru Wealth Management can help you improve your financial position.

Acknowledgement of Receipt

Please email me at craig@craigsmith.com.au or sign below to acknowledge receipt of this Financial Services Guide Version 1 dated 29 June 2018

Client 1 signature _____
Client 1 Name

Date: / /

Client 2 signature _____
Client 2 Name

Date: / /

