

## FINANCIAL SERVICES GUIDE

### Richards Financial Strategies Pty Ltd

Authorised Representative of The SMSF Expert Pty Ltd

FSG Version 1.3a

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**RICHARDS**  
FINANCIAL STRATEGIES

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#### **The purpose of this FSG**

This guide contains important information about:

- The SMSF Expert Pty Ltd (the company that authorises me to provide our financial planning services)
- the types of financial planning services we can provide
- how we are paid
- any potential conflict of interest we may have and;
- our internal and external dispute resolution procedures and how you can access them.

#### **Other documents you may receive**

When you receive personal advice, it will normally be documented in the form of a statement of advice. This document contains information about:

- The advice being provided
- The fees, costs and any other benefits payable as a result of your advice and;
- any associations we have with Financial Product Issuers or other parties which may have influenced our advice.

#### **About your financial adviser/s**

##### ***Richards Financial Strategies Pty Ltd***

Richards Financial Strategies Pty Ltd is a wholly owned subsidiary of Richards Financial Services Pty Ltd and is a Corporate Authorised Representative of The SMSF Expert (Authorised Rep No. 465074).

##### ***Rebecca Garnsey***

Rebecca is an Authorised Representative of The SMSF Expert Pty Ltd (Authorised Rep No. 465075).

She has the following qualifications and memberships:

- Member of the Institute of Chartered Accountants Australia New Zealand (CA)
- Bachelor of Business (Accounting)
- Associate Member of the Self-Managed Superannuation Fund Association
- RG 146
- Registered Tax Agent

Rebecca Garnsey is a director and shareholder of Richards Financial Services Pty Ltd which will receive the fees for the accounting services we have recommended for your SMSF, including the establishment and the ongoing administration of your SMSF.

### **John Richards**

John is an Authorised Representative of The SMSF Expert Pty Ltd (Authorised Rep No. 234903).

He has the following qualifications and memberships:

- Fellow of the Institute of Public Accountants (FIPA)
- Fellow of Taxation Institute of Australia
- Fellow Chartered Financial Practitioner (FChFP) - Association of Financial Advisers (AFA)
- Fellow of Self-Managed Super Fund (SMSF) Association (SSA)
- Fellow of National Tax Agents Association (NTAA)
- Diploma of Financial Services (Financial Planning)
- Bachelor of Business (Accounting)
- RG 146
- Registered Tax Agent

John is an employee and indirect shareholder of Richards Financial Strategies Pty Ltd and receives remuneration by way of a salary plus dividends from Richards Financial Strategies Pty Ltd.

### **Dianne Norman**

Dianne is an Authorised Representative of The SMSF Expert Pty Ltd (Authorised Rep No. 1253677).

She has the following qualifications and memberships:

- Member of CPA Australia (CPA)
- Bachelor of Business (Accounting)
- RG 146
- Registered Tax Agent

Dianne is an employee of Richards Financial Strategies Pty Ltd and receives remuneration by way of a salary and bonuses.

### **Who is The SMSF Expert Pty Ltd?**

The SMSF Expert Pty Ltd is a wholly owned subsidiary Easton Investments Limited an ASX listed company which focuses on services to the accounting and advice professions. The SMSF Expert holds an Australian Financial Services Licence (No. 445113)

The SMSF Expert Pty Ltd has authorised me to provide the advice and services set out in this Financial Services Guide (FSG) and is responsible for the financial services I provide, including the distribution of this guide.

You can contact them at:

The SMSF Expert Pty Ltd  
Level 15, 115 Pitt St  
Sydney, NSW, 2000  
Phone: 02 8074 8599  
Email: [info@thesmsfexpert.com.au](mailto:info@thesmsfexpert.com.au)

### **Relationships and associations**

The SMSF Expert Pty Ltd is a wholly owned subsidiary Easton Investments Limited an ASX listed company which focuses on services to the accounting and advice professions.

### **Our services**

We can provide you with the following advice and services:

- (a) Financial product advice for the following classes of financial products:
  1. Superannuation limited to:
    - a. Self-Managed superannuation fund;
    - b. A persons existing holding in a superannuation product but only to the extent required for:
      - i. Making a recommendation that the person establish a self-managed superannuation fund;  
and
      - ii. Providing advice to the person on contributions or pensions under a superannuation product;
- (b) Provide class of financial product advice for the following classes of financial products:

1. Superannuation
- (c) Deal in a financial product by:
1. Arranging for another person to issue, apply for, acquire, vary or dispose of a financial product in respect of the following classes of financial products:
    - a. Superannuation limited to:
      - i. Self-managed superannuation fund; and
    - b. Arranging for another person to apply for, acquire, vary or dispose of financial products in respect of the following classes of financial products:
      - i. Superannuation limited to:
        - a. Self-managed superannuation fund to retail clients

Where you feel you need additional advice to the products listed above, I advise you to seek the services of a full Australian Financial Services Licensee.

### Providing information to us

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in our Statement of Advice carefully before making any decision relating to a Financial product/s.

### Paying for our services

We operate on a fee for service basis and will provide you with an estimate of my our before commencing our engagement. The actual fees and costs will be provided in your Statement of Advice.

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you in the Statement of Advice who will receive that fee or commission and the amount they will receive.

### Our fees

The fees charged for our advice and services will be invoiced directly to you and may be based on either:

- A set dollar amount; or
- An hourly rate.

### Our referral arrangements

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Sydney West Financial Services Pty Ltd	Financial Planning	10% of initial fees. For example, if initial fees are \$1,000 we would receive \$100
Sydney West Financial Services Pty Ltd	Insurance and Mortgages	35% of initial fees. For example, if initial fees are \$1,000 we would receive \$350.
Compass Financial Services	Insurance and Mortgages	30% of initial fees. For example, if initial fees are \$1,000 we would receive \$300.
Strategies for Life	Insurance and Mortgages	35% of initial fees. For example, if initial fees are \$1,000 we would receive \$350.

Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
Compass Financial Solutions	We pay Compass Financial Solutions a referral fee of 30% of any fees and/or commissions received by us. For example, if we charge you a fee of \$1,000, we would pay a referral fee of \$300
Strategies for Life	We pay Strategies for Life a referral fee of 35% of any fees and/or commissions received by us. For example, if we charge you a fee of \$1,000, we would pay a referral fee of \$350

### Privacy policy

We maintain a record of your personal profile including details of your objectives, financial situation and needs. 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 can be provided upon request.

If you wish to examine your file, please ask us. We will make arrangements for you to do so.

### Complaints

Please first contact your adviser about your complaint. If your complaint is not satisfactorily resolved with your adviser within 3 business days, please contact an SMSF Expert representative or put your complaint in writing and send to:

Mail your written complaint to:

Complaints Manager

The SMSF Expert Pty Ltd

GPO Box 4463,

Sydney NSW 2001

Or email your complaint to [complaints@thesmsfexpert.com.au](mailto:complaints@thesmsfexpert.com.au)

If you do not feel your complaint has been resolved in a satisfactory manner, or if you have not received a response after 45 days, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA can be contacted by one of the following alternatives –

By telephone:	1800 931 678 (free call)
In writing (by mail):	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001
By email:	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
Website:	<a href="http://www.afca.org.au">www.afca.org.au</a>

ASIC also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

### Compensation and insurance

We have Professional Indemnity Insurance in place to cover me for the financial services that we provide.

The SMSF Expert Pty Ltd also has Professional Indemnity Insurance in place to cover claims made in relation to the conduct of representatives/employees who no longer work for them (but who did at the time of the relevant conduct).

## Privacy Collection Statement

This Privacy Collection Statement is for customers of the following entities:

- **Merit Wealth Pty Ltd** ABN 89 125 557 002; AFSL 409361 (**Merit**);  
Email: [contactus@meritwealth.com.au](mailto:contactus@meritwealth.com.au);  
Website: <https://www.meritwealth.com.au/privacy-statement>
- **The SMSF Expert Pty Ltd** ABN 17 155 686 356 ;AFSL 445113 (**SMSF Expert**);  
Email: [info@thesmsfexpert.com.au](mailto:info@thesmsfexpert.com.au);  
Website: <https://thesmsfexpert.com.au/privacy-policy/>
- **GPS Wealth Ltd** ABN 17 005 482 726 AFSL; 254544 (**GPS**);  
Email: [info@gpswealth.com.au](mailto:info@gpswealth.com.au);  
Website: <https://gpswealth.com.au/privacy.html>

collectively referred to within this statement as 'we' or 'us' or 'our'. Where these terms appear in this document you should associate it with the entity named above who provided this statement to you.

We collect and verify personal information about you (and where applicable, persons acting on your behalf) to manage our relationship with you, to ensure that we provide the products and services most appropriate to your needs and to make certain that we comply with our legal obligations under the *Privacy Act 1988* (Cth) and under the *Corporations Act 2001* (Cth). This Privacy Collection Notice forms part of our Privacy Policy, and together they form our notice for collecting personal information under Australian Privacy Principle 5.

The information required to be collected and verified by us depends on who you are and the nature of the service to be provided by us. If you fail to provide us with the required information, or if you provide us with incomplete, or inaccurate information we may not be able to provide you with the products or services you are seeking within the time periods contemplated. For a complete list of the information we may collect and verify please see our Privacy Policy.

If you elect not to provide us with the personal information you may be exposed to higher risks in respect of the recommendations made to you and this may affect the adequacy or appropriateness of advice given to you. Alternatively, we may elect to terminate our relationship with you if we believe we are unable to provide you with adequate service.

Personal information acquired by us in the course of providing our services may be provided to external service providers, product and platform providers, auditors, taxation and legal advisers and information technology consultants. Otherwise your personal information will not be disclosed unless:

- Australian law requires us to; or
- you authorise us to disclose it to a 3rd Party on your behalf, e.g. your tax adviser.

Some of the entities that we share information with may be located in, or have operations in, other countries. This means that your information might be stored or accessed in overseas countries, including

but not limited to New Zealand, Sri Lanka, Singapore, United Kingdom, Philippines, India and the United States of America. Details of the countries we disclose to you may change from time to time. You can contact us for further details regarding where we may send your personal information.

Personal information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.

When we send information overseas, we will take reasonable steps to ensure that overseas providers do not breach the Privacy Act and that any third parties are subject to a similar level of protection or similar obligations that are offered by the Privacy Act. If you do not agree to the transfer of your personal information outside Australia, please contact us.

Some of our financial advisers may enter their own outsourcing arrangements to countries other than those detailed above. Those arrangements will be disclosed separately by the financial adviser to their clients.

If you think any of the details that we hold are incorrect or out of date, please contact us to correct this. You can always access the personal information held about you by contacting us.

A copy of our Privacy Policy is on our websites. Otherwise if you contact us, we can send you a copy.