



# FINANCIAL SERVICES GUIDE

1 September 2023 | Version 1.01

## INTRODUCTION

This Financial Services Guide ('FSG') is designed to help you understand the services being offered to you by Sensibly and your Financial Adviser ('Adviser'), who is an authorised representative of Sensibly.

Sensibly Pty Ltd ('Sensibly') holds Australian Financial Service Licence ('AFSL') Number 533923 issued by the Australian Securities and Investments Commission ('ASIC') and has authorised the distribution of this Financial Services Guide.

References in this FSG to 'us', 'we' and/or 'our' should be read as either Sensibly or authorised representatives of Sensibly, as the context requires.

## YOUR BEST INTERESTS

Your Adviser's priority is to you, their client. We require your Adviser to place your interests above those of anyone else. Your Adviser is required to be transparent about strategies, products, your privacy, applicable fees and charges as well as any conflicts of interest.


## PRIVACY STATEMENT

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 available at: [www.sensibly.com.au/privacy](http://www.sensibly.com.au/privacy)

### **Not Independent**

Sensibly and our Advisers may receive commissions associated with the issue of life insurance products. For this reason, we do not meet the definition of Independent as set out in s923A of the Corporations Act.

## ADVISER DETAILS

<b>Name:</b>	Steven May (Authorised Representative No. 230145)	
<b>Practice:</b>	Shanley Financial Planning Pty Ltd trading as Steve May Financial Services (Corporate Authorised Representative No. 1265706)	
<b>Licensee:</b>	Sensibly Pty Ltd (AFSL No. 533923)	
<b>How he is paid:</b>	As a contractor of Shanley Financial Planning Pty Ltd, Steven receives a fee for his services which can include bonuses based on his performance and contribution to Shanley Financial Planning Pty Ltd. Steve has the option to purchase equity interests in Shanley Financial Planning Pty Ltd and as a result, may benefit from fees, dividends or income received from the business' profits that may result from any payments or other benefits received in respect of the services provided to you.	
<b>Experience:</b>	Steven has been providing financial advice to clients since 1999.	
<b>Education:</b>	<ul style="list-style-type: none"><li>- Tribeca - Diploma of Financial Services (Financial Planning)</li><li>- Tribeca - Advanced Diploma of Financial Services (Financial Planning)</li></ul>	
<b>Memberships:</b>	Association of Independently Owned Financial Professionals	
<b>Mail:</b>	PO Box 134, Warners Bay NSW 2282	
<b>Phone:</b>	(02) 4058 3050	
<b>Email:</b>	steve@stevemayfs.com.au	

Please contact your Adviser or Sensibly directly should you require any further information prior to proceeding with any financial advice.

## SERVICES YOUR ADVISER CAN PROVIDE

Sensibly and our Advisers are authorised to provide product advice on and to deal in the following strategies and classes of product to retail and wholesale clients:

Strategies	Products
Investments and Wealth Accumulation	Deposit and Payment Products – Basic
Superannuation and Rollovers	Deposit and Payment Products – Non-Basic
Retirement Planning	Government Debentures, Stock and Bonds
Social Security	Life Insurance
Life Insurance and Wealth Protection	Managed Investment Schemes, including IDPS
Budgeting and Cashflow Management	Retirement Savings Accounts
Debt Management	Securities
Estate Planning Assistance	Superannuation
Aged Care Assistance	Standard Margin Lending Facilities

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions.

As the holder of an AFSL, Sensibly is responsible for the financial services we provide to you. Sensibly acts on its own behalf when these financial services are provided to you. In relation to the financial services offered in this FSG, Sensibly, as the holder of an AFSL, does not act on behalf of any other person or licensee. Sensibly is only responsible for the services offered in the FSG.

In providing our services, other financial matters may arise, however we are not authorised to assist with any financial and products and services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

Examples of the services which Sensibly is not responsible for include:

- general insurance services (e.g. car insurance);
- real estate services;
- completion of tax returns;
- accounting and audit services; and
- legal services;

## PERSONAL ADVICE PROCESS

**1. Initial Meeting** – before developing any strategies or recommending any particular products to you, it is important that we understand your unique situation, all the things you'd like to achieve and whether you agree to our fees and charges. To do so, your Adviser will generally collect information from you and record it in a *Client Questionnaire* and file notes. Where relevant, your Adviser may work with you to understand your preferred level of investment risk through a *Risk Tolerance Questionnaire* and issue you with a *Terms of Engagement* that defines the arrangement with you and fees that may apply.

**2. Strategy Presentation** – once all relevant information has been gathered and terms are agreed upon, we will formulate a personalised strategy for you using specialised financial planning software and document it in compliance with the Corporations Act. This document, containing your personalised strategy (Statement of Advice or Record of Advice), will then be presented to you in person or via email or post, based on your preference.

**3. Strategy Implementation** – once you are comfortable with each element of your personalised strategy and you wish to proceed with it in full or in part, you can inform us by completing and signing the *Authority to Proceed* page. Your Adviser will then work with you to complete all necessary paper applications and online forms.

**4. Strategic Review** – Financial Planning generally is not a set and forget process. No matter how good our advice, we cannot guarantee that it will remain suitable for you over time as you experience changes to your personal circumstances, the economic environment, legislation and/or product developments. For this reason, your Adviser may recommend that you have your personalised strategy reviewed at regular intervals in the future.

## HOW YOU CAN PROVIDE INSTRUCTIONS

You may specify how you would like to give us instructions. For example, by telephone, fax or other means. But in all cases, we must receive a written confirmation of these instructions.

## DOCUMENTS YOU MAY RECEIVE

**Statement of Advice (SoA)** – a document that sets out the personal advice given to retail clients by an Adviser. It will include the basis on which the advice is given and information on any payments or benefits your Adviser or Sensibly will receive.

**Record of Advice (RoA)** – a simpler document that confirms the personal advice received from your Adviser. Similar to an SoA but shorter and less formal. On an ongoing basis, an ROA will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your ROA at any time

**Product Disclosure Statements (PDS)** – these are documents that your Adviser must provide to you when they recommend or offer a financial product. They will include information about the product's key features, fees, commissions, benefits, risks and the complaints handling procedure.

**Fee Disclosure Statements (FDS)** – If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually setting out the fees you have paid to us, the services that we contracted to provide and what we did provide to you over that period. We will also provide you with an annual Consent Form giving you the opportunity to consent to, or opt out of, the arrangement for another year.

## HOW YOU MAY RECEIVE THESE DOCUMENTS

Sensibly may provide correspondence and important disclosures electronically. We will use the email address provided by you for electronic delivery and notifications, including availability of items via a link on our website. You may contact us at any time to request correspondence by another method, such as by post.

## TYPES OF PAYMENTS, COMMISSIONS AND OTHER BENEFITS WE RECEIVE FOR OUR SERVICES

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

- **Advice Fee** – We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.
- **Ongoing Service Fee** – We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be agreed with you and is either a set amount, or an amount based on the value of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances. In general, our ongoing service fee will range from 0.3% p.a. to 1.5% p.a. (GST inclusive) of your total funds under our advice.
- **Referral Fee** – If we refer you to another business to provide you with services, we may receive referral fees. Those fees may vary according to the party to whom we are referring, and the products involved. We will provide written notification to you if we are likely to receive referral fees for referring you to another service provider.

**Payment Methods** – Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods. Where it is debited from your investments it is normally referred to as the Adviser Service Fee. In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

**Insurance Commissions** – Initial and/or ongoing commissions from insurance providers may be received by Sensibly where you act on our recommendation to purchase or retain a life insurance policy. These commissions are paid to Sensibly by the company that issues the product that we recommend to you and they are included in what you pay for the product. They are not an additional cost to you.

The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to Sensibly. Ongoing commissions are payments paid by product issuers to Sensibly in the years after the first year. These commissions may be passed on by Sensibly.

If you initiate an increase to your cover, Sensibly may receive an initial commission and ongoing commissions on the annual increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), Sensibly may receive up to 44% (incl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that Sensibly may receive is set out in the table below:

<b>Insurance policy issue date</b>	<b>Initial commission (% of annual policy cost or increase incl. GST)</b>	<b>Ongoing commission pa (% of annual policy cost or increase incl. GST)</b>
<b>From 1 Jan 20</b>	0 - 66%	0 - 22%

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that Sensibly are entitled to receive, if you decide to purchase a life insurance product, in your SoA or RoA.

You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

**Does Sensibly charge any additional fees?** - Sensibly will not charge you any additional fees. However, it may retain up to 100% of all fees and commissions generated by its Authorised Representatives.

**Arrangements that may influence our advice to you** - Sensibly and its representatives may from time to time receive non-cash benefits with a cash value less than \$300. Details of benefits between \$100 and \$300 will be maintained on a register. These benefits will normally be one off and will not be received from a product provider on a regular basis

**What fees do we pay to someone who refers you to us?** - If you are referred to us we may pay the referrer a fee. We may also provide the referrer with gifts such as promotional items, gift vouchers or hampers.

The fee varies according to the referrer and financial products involved.

The fee may be a percentage of our fees, a percentage of the total amount invested paid through the referral, or a flat fee. We may pay these fees upfront when the financial service is provided, or the financial product is provided, or periodically as ongoing fees.



## WHAT TO DO IF YOU HAVE ANY CONCERNS ABOUT OUR SERVICES

We have arrangements in place to maintain adequate professional indemnity insurance as required of us. This insurance provides cover for claims made against us and/or our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

1. Contact us first about your concern as we will try and resolve your complaint fairly and within time frames prescribed by law. You may do so by speaking to your adviser, or you can contact Sensibly:

**Contact:** Nicholas Shanley  
**Mail:** PO Box 377,  
The Junction NSW 2291  
**Phone:** 1800 317 027 (free call)  
**Email:** info@sensibly.com.au

2. If an issue has not been resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. Our AFCA Membership number is 84795.

**Contact:** AFCA  
**Mail:** GPO Box 3  
Melbourne VIC 3001  
**Phone:** 1800 931 678 (free call)  
**Email:** info@afca.org.au