

## Financial Services Guide (FSG)

### What is a Financial Services Guide (FSG)?

This Financial Services Guide provides you (the client) with information to help you to make an educated decision when deciding whether to utilise any of the services offered by Sanders Financial Planning (SFP) and Luke Sanders, our Authorised Representative. This guide is issued with the approval of SFP, who is the licensee responsible for the financial services provided.

### Our FSG contains the following information:

- About Sanders Financial Planning Pty Ltd.
- Luke Sanders, our Authorised Representative (your Financial Planner).
- The financial planning services and products Luke Sanders is qualified to provide.
- Any associations or relationships that may cause potential conflicts of interest.
- Financial Remuneration
- Giving and Receiving Information
- Important Documents
- What to do if you have a complaint.
- Compensation Arrangements

### About Sanders Financial Planning Pty Ltd.

Sanders Financial Planning Pty Ltd. (SFP) is an approved Australian Securities and Investment Commission (ASIC) licensee and our Australian Financial Services Licence (AFSL) No. is 519769. Our only Authorised Representative is Luke Sanders, who is authorised by and operates under SFP's AFSL. This authorisation extends to employees of SFP and SFP is responsible for the advice and conduct of these professionals.

### Luke Sanders, our Authorised Representative (your Financial Planner)

Luke Sanders is SFP's authorised representative and has been approved by ASIC to operate under our AFSL licence. Luke Sanders acts for you (the client) and not for any Financial Institution, Fund Manager or Insurance Company.

## Authorised Representative Profile

**Authorised Representative:** Luke Sanders

**Authorised Representative ASIC Number:** 339210

**Business Name:** Sanders Financial Planning Pty Ltd.

**Trading Name:** Sanders Financial Planning

**ABN Number:** 64067406633

**AFSL License Number:** 519769

### Authorised Representative Background

Luke Sanders has completed:

- Advanced Diploma of Financial Services (Financial Planning)
- Diploma of Financial Services (Financial Planning)
- Graduate Diploma of Financial Planning

### The Financial Planning Services and Products Luke Sanders is Qualified to Provide Financial Product Advice and Deal in

- |  |   |
|--|---|
| ➤ Deposit and Payment Products – Basic and Non-Basic Deposit | ➤ Managed Investment Schemes (including IDPS) |
| ➤ Deposit and Payment Products – Non-cash Payment            | ➤ Retirement Savings Account Products         |
| ➤ Investment Life Insurance Products                         | ➤ Managed and Self-Managed Superannuation     |
| ➤ Socially Responsible Investments                           | ➤ Centrelink and Veterans Affairs Planning    |
| ➤ Personal Risk Insurance                                    | ➤ Non-Standard Margin Lending Facility        |
| ➤ Government Debentures, stocks or bonds                     | ➤ Securities                                  |
| ➤ Life Risk Insurance Products                               | ➤ Standard margin lending facility            |
|  | ➤   |



**The Financial Advice and Strategies Luke Sanders is Qualified to Provide**

- Budgeting and Cashflow Management
- Superannuation and Self-Managed Superannuation
- Debt and Liability Management
- Pre-Retirement and Transition to Retirement Strategies
- Direct Property – Strategies Only
- Salary Packaging
- Social Security and Centrelink
- Investment and Wealth Creation
- Business Succession Planning
- Life and Disability Insurance
- Wealth Accumulation Strategies
- Budgeting Assessment and Guidance
- Estate Planning

**The Initial Services Luke Sanders Can Provide**

- Identifying and creating Financial Goals and Objectives
- Gathering and Analysing Personal and Financial Information
- Analysing and Investigating Future Financial Outcomes
- Strategies to Assist in Meeting Financial Goals and Objectives
- Products to Assist in Meeting Financial Goals and Objectives
- Presentation and Implementation of Agreed Strategies

**The Ongoing Services Luke Sanders Can Provide**

- At a Minimum, Annual Financial Strategy and Goal Reviews
- Investment Portfolio Reviews and Adjustment and annual written reports on your Portfolio's status
- Review of the Appropriateness of Recommendations After a Significant change or Life event
- Preparation and lodgement of paperwork to implement your investment decisions and liaising with third parties
- Unlimited Support and we encourage clients to reach out with questions and concerns
- You will be required to sign our *Ongoing Service Care Agreement* which outlines our ongoing services in more detail

**Important Note: Only products researched and approved by SPF can be recommended by Luke Sanders.**

**Services and Products Not Offered by SFP**

Luke Sanders is unable to offer you advice or services in relation to the financial products and services listed below. SFP may offer referral to trusted third parties with your permission. Please consider the products and services below and if you wish to receive advice in these areas, we are happy to refer you to the relevant qualified professional. Please understand SFP and Luke Sanders do not accept responsibility for the services, strategies or products provided by external referral service providers.

- |                     |                           |
|---------------------|---------------------------|
| ➤ General Insurance | ➤ Direct Property – Sales |
| ➤ Derivatives       |                           |

**Any Associations or Relationships that may Cause Potential Conflicts of Interest**

SFP is a Financial Planning Business and consequently, we have commercial relationships with Financial Product Providers. Luke Sanders, our Financial Advisor is legally required to assess each client's individual needs and he will only recommend financial products that are investigated and believed to be in your best interests. These recommendations are made irrespective of upfront fees, commissions or commercial relationships.

Some product providers may also give SFP or Luke Sanders non-commission benefits such as entertainment or sponsorship up to a maximum value of \$300 per annum. Both SFP and Luke Sanders maintain a *Soft Dollar Register* in line with industry standards to document any gifts or alternative forms of payment received. These registers are freely available and are required to be provided within 7 days after being requested.

**Referral Reward**

SFP offers existing clients a referral reward to show our appreciation for recommending our business to friends, family and acquaintances. These rewards are in the form of movie tickets, massage vouchers, flowers or wine and do not exceed \$100. These amounts do not involve additional costs to our clients, nor does this affect the financial advice given SFP provides.

SFP does not pay referral fees to professional bodies or third-party referrals.



### Financial Remuneration

SFP receives all remuneration upon implementation of the products and services provided by Luke Sanders. From this, Luke Sanders is paid a salary, dividends and/or bonuses. If you choose to proceed with the advice detailed in your SOA, your SOA will detail the specific payments in relation to the financial products that have been recommended. Commissions on all new superannuation and investment products are banned under the Corporations Act 2001. This ban does not apply to retail life and disability insurance products but does apply to Group Life insurance policies.

SFP can charge fees for superannuation and investment products and we may also receive commissions for retail insurance products, or a combination of both. Luke Sanders will discuss fees and commissions, as well as the method of payment with you before any financial services are provided. If you receive personal advice, your SOA will detail all remuneration and other costs benefits associated with the advice.

Luke Sanders will provide you with an initial meeting at no cost to you. Subsequent meetings, as well as the time and work that is invested into the initial and ongoing preparation and implementation of your financial advice, will be charged by one or a combination of methods as detailed below. It is your choice to be invoiced directly for these fees and pay directly to SFP, or you may elect to have fees charged deducted from your investments. A costing of services will be provided to you in your SOA before any liability of fees is incurred. Please see below for a general guide as to how commissions and/or fees may be charged.

#### Initial and Ongoing Fees

Fees may be either a fixed rate fee, based on an hourly rate, or a combination of both. Fees charged will be dependent upon the complexity of your situation and the time and effort required to implement your advice. Fees for ongoing advice may also be based on a Flat Fee or an Asset Scale Fee and these are detailed below.

#### Retail Insurance Product Commissions

SFP may be paid initial and ongoing commissions by retail insurance product issuers in and may be paid for as long as you hold the product. Commissions will vary depending on the product and circumstances. These commissions are listed below.

SFP Fees and Charges	Fee (\$)	
<b>Initial Appointment</b> An initial appointment is necessary for Luke Sanders to collect information and to provide you with general only advice and quote the costs of providing comprehensive advice. If you wish to proceed with comprehensive advice, a Statement of Advice will need to be prepared.	Nil	
<b>Hourly Rate Fee</b> You may be charged an hourly rate for the services we provide to you.	\$330/hour	
<b>Statement of Advice Preparation Fee</b> SOA fees are Dependent on the complexity of the advice you require.	\$1 100(min) - \$5 500 (max)	
<b>Life Insurance Commission (1<sup>st</sup> year only)</b>	<b>Min Fee</b>	<b>Max Fee</b>
This commission is paid to SFP by the insurance company and is calculated as a percentage of the insurer's base premium (premium excluding stamp duty, GST, loadings or Government charges, taxes, fees or levies).		
<b>Insurance Product approved from 1<sup>st</sup> Jan 2019 – 31<sup>st</sup> Dec 2019</b>	0%	77%
<b>Insurance Product approved from 1<sup>st</sup> Jan 2020 – onwards</b>	0%	66%

Ongoing Advice Fee (Non-Insurance)	Min Fee	Max Fee
<b>Ongoing Advice: Flat Fee</b> Ongoing Advice Fees vary according to the complexity and requirements of the recommended financial strategy.	\$1 000	\$10 000
<b>Ongoing Advice: Asset Scale Fee</b> This fee varies according to the balance of superannuation and non-superannuation portfolios. The ongoing commission is paid based on the value of your holding in a product for as long as the product is held.	0%	1.5%



Ongoing Life Insurance Commission (2 <sup>nd</sup> year onwards)	Fee
SFP may also receive a commission from the insurance company while your policy is in force. This commission is yearly, from the 2 <sup>nd</sup> year onwards. This is calculated as a percentage of the base annual premium you pay.	33%

### Giving and Receiving Information

**How can you give Luke Sanders instructions?** You are in control of how you would like to give SFP instructions. After your initial interview, you can choose to give us instructions or information verbally; face-to-face, phone or via video conference, or in writing; fax, mail or email. Our contact details are at the bottom of this FSG.

**What information is necessary for us to provide you with expert financial advice?**

During your initial interview, Luke Sanders will request:

- You to supply accurate information about your personal and financial circumstances, needs and objectives by supplying you with a Fact Find Questionnaire.

Luke Sanders is required by law to act in your *best interests*. Answering all questions and answering them truthfully and accurately will ensure your adviser has the information to make recommendations in your *best interests*.

**What information are you able to withhold?** You absolutely have the right to withhold personal information, but this may compromise the effectiveness of the advice given to you. You should read any warnings contained in your Statement of Advice (SOA) and the recommended Product Disclosure Statements carefully before committing to any financial strategy or product.

If you do not wish to provide complete information or your adviser feels information provided is not accurate he may request you sign and acknowledgement.

**What information is maintained in client files?** SFP will maintain a record of your personal information, including details of your financial and personal situation, goals and objectives and any recommendations made to you. We keep digital copies of all paperwork and correspondence, which is stored in secure servers. If you wish to examine your file, please call SFP and this can be easily arranged.

Your adviser will provide you with a copy of SFP's Privacy Policy which is also available on SFP's website at [www.sandersfinancialplanning.com.au](http://www.sandersfinancialplanning.com.au), or we can send you a hard or digital copy.

**Is there anything clients should not do?** To assist your adviser in acting in your *best interests*, help us to advise you in the most appropriate manner and to ensure you are protected throughout our relationship, we request you:

- Do not make any payments for investments, contracts or fees 'made payable' to your Financial Adviser.
- Keep your adviser updated on any changes to information provided in your Fact Find Questionnaire.
- Never sign blank forms.
- Contact our office immediately if you suspect you have received a fraudulent letter, email or any other form of correspondence.



## Important Documents

We are required by law to give you certain documents, including this FSG. Other documents you may receive include:

- **Statement of Advice (SOA):** outlines and explains the initial financial advice Luke Sanders has recommended for you and how that advice will be in your best interests. All information gathered is also summarised in the SOA, as well as details of fees, commissions and information on relevant associations.
- **Record of Advice (ROA):** is a document that records subsequent financial advice provided to you when this advice does not involve a significant change to your personal circumstances.
- **Product Disclosure Statements (PDS):** will be provided to you and attached to your SOA if Luke Sanders has recommended a financial product to you. We are required by law to provide a PDS for each recommended product and this includes information about the financial product, initial and ongoing fees, the risks and benefits associated with the product and important waiting periods.

## What to do if you Have a Complaint

WE are committed to providing timely, experienced and efficient service to you. If you unfortunate event that you have a complaint about the services provided, please take the following steps.

- **Step One:** Contact Luke Sanders your Financial Adviser on (08) 9456 5444 and discuss your complaint
- **Step Two:** If your complaint is not resolved to your satisfaction within three business days, contact the SFP Complaints Officer, Meredith Sanders, on (08) 9456 5444 or at [meredith@sandersfinancialplanning.com.au](mailto:meredith@sandersfinancialplanning.com.au), and SFP will try to resolve this matter quickly and fairly.
- **Step Three:** If your complaint is not resolved to your satisfaction after contacting our Complaints Officer, you have a legal right to contact the Australian Financial Complaints Authority (AFCA) on 1800 931 678, GPO Box 3, Melbourne Victoria, 3001, or at [infor@afca.org.au](mailto:infor@afca.org.au). SFP is a member of this Authority No. 69232

## Compensation Arrangements

SFP has Professional Indemnity (PI) Insurance cover in accordance with x.912B of the Corporations Act 2001. Our PI insurance, subject to terms Y conditions, provides indemnity up to our sum insured for SFP, Luke Sanders, our Authorised Representative, and our employees in respect to the services provided under our AFS Licence.

This FSG is authorised by: Sanders Financial Planning Pty Ltd  
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