



FINANCIAL SERVICES GUIDE

Robert Stark AR 239489

**Self Managed Retirement Systems Pty Ltd
ABN 14 054 013 857**

**Corporate Authorised Representative No. 240331 of Core Financial
Services Pty Ltd**

Tel (08) 9381 4444

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www.smrspl.com.au

**37 Blythe Avenue, Yokine WA 6060
PO Box 2214, Yokine South WA 6060**

**Licensee: Core Financial Services Pty Ltd
Australian Financial Services Licensee AFSL No 480009
ABN 91 607 163 646**

**Registered Office: Unit 16, First Floor, Spectrum Office, 100 Railway
Road, Subiaco WA 6008**

Ph: 1300 001 088

FSG - Version 1.2 – Issued 1 November 2018

The purpose of this guide

This guide is designed to help you in understanding how we can assist you with your financial and lifestyle goals by explaining:

- The advice and services we can provide to you either directly or in association with other professionals,
- Our fees and charges,
- The influences and arrangements that you need to consider when assessing our recommendations, and
- How best to raise any issues you may have with our advice or services.

This is a very important document and we recommend that you read it carefully. If you need further explanation or you are unsure about any part of this guide we encourage you to ask us any questions you may have.

Who we are

Core Financial Services Pty Ltd ("**CFS**", "**Core**", "**We**", "**Our**", "**Us**"), Australian Financial Services Licence Number 480009.

We are an Australian Financial Services licensee whose principals and management have built a reputation for delivering a service that has a strong client focus, combined with trust, reliability, responsibility and integrity, we offer a unique and consistent service. We will provide you financial services through our authorised representatives. Collectively, we refer to them as "Your Adviser".

What we do

Good advice can improve your outcomes, help you protect your lifestyle and help you understand the small print. When We provide financial services, We act on your behalf, and not on behalf of any financial institutions or insurance companies.

Statement of Advice

In most circumstances when We provide personal advice, and certainly in the case of Our initial advice to you, or where your financial circumstances or the basis of the advice We provide is significantly different to the previous advice that We provided you, Our advice will be presented to you in writing in a Statement of Advice (SoA).

The SoA is an important document because it sets out what Your Adviser is recommending and why it is suitable and appropriate for you. It should contain enough detail for you to make an informed decision about whether to act on the advice and will outline:

- Your Adviser's recommendations and the basis on which they are given.
- The costs of the advice and information about fees, commissions or other benefits that We, Your Adviser or a related party may receive.
- Details of any relationships or associations that We or Your Adviser may have with product providers or related parties.

Record of Advice

If Your Adviser provides you with **further** personal advice, the advice may be recorded on a Record of Advice (RoA). A RoA is used if your circumstances or the basis of the advice We provide are not significantly different from the previous advice you received from Your Adviser. However, as noted above where your circumstances or the basis of Our advice is significantly different, any further personal advice that is provided to you will be documented in a SoA which will be provided to you.

You may request a copy of the advice records that We keep. Any request must be made within seven (7) years of the provision of the advice, and should be directed to your Adviser.

When We provide advice to you, We will typically consider your current situation, needs and objectives and consult with you to ascertain whether scaled (limited) or comprehensive advice is the most appropriate.

Specific information about Your Adviser, their experience and specialisations are provided at the back of this document.

If Your Adviser cannot provide advice to meet your needs and objectives they will refer you to another professional to provide the advice and service.

Product Disclosure Statement

If Your Adviser recommends a particular financial product or transacts on your behalf and at your request, you may receive a Product Disclosure Statement (PDS), or other relevant product disclosure material. The PDS contains important information about the particular financial product and will include its fees, features and risks, and should assist you in making an informed decision about that product.

Your Adviser can provide you with financial advice and assist on a range of investments, personal, corporate and self-managed superannuation, personal risk insurances, key person insurances and securities. Specific information about your Adviser, their experience and specialisations are provided at the back of this document.

If your Adviser cannot provide advice to meet your needs and objectives they will refer you to another professional to provide the advice and service.

We can act on your instructions

After you engage Your Adviser, they can act on your instructions whether you provide the instructions by telephone, email, fax or other means of communications. Your Adviser will confirm and document instructions to place, amend or cancel financial products. Should you prefer Your Adviser or Us to communicate with you via email please be aware that you are responsible for monitoring the email account nominated by you for this purpose. We and Your Adviser will treat any communication received by Your Adviser or Us from this email address as instructions from you and We and Your Adviser will continue to communicate with this email account until you tell Us otherwise.

How you pay for Our services

Operating a financial services business involves substantial costs. Fees and commission assists Us to afford the infrastructure, personnel and systems required to provide you the professional services Our clients have come to expect. You may choose to pay Our fees directly or have Our fees paid to Us by the product provider or from the products you have acquired.

Our Advisers will receive a salary. If you are referred to Us by a third party we may pay a referral fee, commission or a non-monetary benefit as a consequence of products or services you purchase. We could for example pay a referral fee of 10%, this means that for each \$100 we earn, we would pay \$10 to the person / company that referred you to us. A full disclosure of referral fees paid in your specific situation can be found in your Statement of Advice.

The remuneration We receive will be clearly disclosed to you at the time that advice is provided to you.

Commissions and fees which are paid from the product costs, vary according to the nature of the specific financial product. They also may pay Core a fee for our services. Your Advisers can be eligible for profit share from time to time, this is based on the profitability of the business and not on targets or performance.

If you have a complaint

If you have a complaint, please contact Our complaints manager on – phone 1300 001 088.

If you are dissatisfied with Our response, which will typically be provided to you within 45 days of the receipt of your complaint, you have the right to refer your concerns to the Australian Financial Complaints Authority (“AFCA”). AFCA is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. AFCA can be contacted at PO Box 3, Melbourne VIC 3001 or by phone on 1800 931 678.

The Australian Securities and Investment Commission (ASIC) also has a Free call Info line on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

The law requires Us to maintain a level of Professional Indemnity Insurance appropriate for our size and the scale and complexity of our operations, and be consistent with our obligations under section 912B of the Corporations Act 2001. Our insurance covers claims made against Core and the cover may extend to the conduct of previous Advisers and staff

Privacy

Core collects your personal information in order to provide you with financial products and services. In providing you those financial services, it may be necessary for Us to disclose your personal information to certain third parties.

We and Your Adviser will collect and use information about you during the course of your relationship with Your Adviser and Us. As with most web-based businesses and services, when you use Core’s services by accessing Our website facilities, We may use ‘cookies’ in order to enhance the service levels that We can provide you. If you would like further information about this, you should read Our website usage terms. We are also more than happy to assist you if you have any queries.

It is important that the information We hold about you is up to date. You should let Your Adviser know when information you have provided Us changes.

We are committed to ensuring the privacy and security of your personal information. As part of Our continuing commitment to client service and maintenance of client confidentiality, We have adopted the principles set out in the Privacy Act. Please refer to Australian Privacy Principles listed on the website of the Office of Australian Information Commissioner.

Part Two - Adviser Details

Your Adviser and how you can contact them

You Adviser works for Self Managed Retirement Systems Pty Ltd and is a corporate authorised representative of Core Financial Services Pty Ltd, and can be contacted using the following details:

Name	Self Managed Retirement Systems Pty Ltd
ASIC Number	240331
ABN	14 054 013 857
Address	37 Blythe Avenue, Yokine, Western Australia
Telephone	08 9381 4444
Email	rstark@smrspl.com.au
Website	http://www.smrspl.com.au

The following individuals are authorised by Core to provide personal financial services:

Robert Stark CFP



ASIC Adviser identification number: 239489

I joined the financial services industry in 1970 initially in Estate Planning until 1987, when I became involved in SMSF strategies. On 17 Oct 1991 Self Managed Retirement Systems Pty Ltd (SMRS) was established to provide compliance and strategic advice to SMSF Trustees, particularly in the area of in-specie transfers of business real property to SMSF's.

In September 2002, I completed a Diploma of Financial Planning and hold the internationally recognised Certified Financial Planner™ or CFP® qualification. SMRS is a Founding Member of SISFA (Self-managed Independent Superannuation Funds Association) and I have been SISFA's WA Director since 1999.

2. Financial services and product types Your Adviser can provide

Your Adviser is authorised to provide personal financial advice, general financial advice, and transact on your behalf (dealing) in relation to the following types of financial products:

- Securities
- Managed investment schemes
- Investment and funeral bonds
- Deposit products
- Government debentures, stocks and bonds
- Personal and business risk insurance
- Superannuation
- Retirement Savings Accounts
- Estate Planning

Limits on the advice that can be provided

It is important to note that We cannot provide advice on the following:

- General insurance
- Derivatives
- Foreign exchange
- Margin Loans

In addition, if SMRS identify that you require specialist advice on a particular product or service, such as complex estate planning, SMRS may refer you to a specialist who can help.

We are registered with the Tax Practitioners Board as a Registered Tax (Financial) Advisers. Based on the information collected from you, our advice may consider the tax consequences that relate directly to the financial advice being provided. However, we are not registered to provide tax advice beyond being registered Tax (Financial) Advisers, consequently this advice does not include an assessment of your overall tax position. As such, we strongly recommend you review this advice with a Registered Tax Agent.

Direct shares

If we identify that you require advice in relation to directly held shares listed on Australian or international share markets, SMRS may seek portfolio research advice, and incorporate this research into the advice that SMRS provide to you. The cost of this portfolio research advice will be incorporated into the total advice fee and detailed in your SoA.

3. Referrals

You do not have to consult any professional that SMRS may refer you to. You may want to consult a professional you have an existing relationship with or choose another.

The professionals you choose to consult, including the professional to whom We refer you, are responsible for the advice they provide to you. We may receive a fee or other benefit as a result of that referral or from the business that is transacted on your behalf. We typically rebate 100% of any referral fee back to you. Where We do not fully rebate the referral fee We will disclose that information to you at the time of making the referral.

4. Fees and other costs that may apply to you

Fees and Commissions

A range of fees and other costs may be payable to SMRS for the advice you receive, and the financial products used.

Outlined below are the types of fees and other costs that you may be charged. Before SMRS provide you with any financial advice, SMRS will discuss these options with you and help you select the best payment method for you.

Where SMRS are aware that you have used borrowed funds (i.e. funds that are either secured or unsecured) to invest through us, SMRS will charge you a flat dollar advice fee.

In all cases, details of payments required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. You will be provided with a tax invoice for any services provided and your payment is generally made to SMRS in accordance with the terms of the invoice and is payable by credit card, or Electronic Funds Transfer.

These amounts, where they can be determined, will be documented in your SoA. If at the time you receive your SoA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead.

Fee for Service

Under this method of payment, there are set fees payable by you for each service provided to you. Those services and fees include:

Initial Interview

The standard fee for the initial interview is normally \$330.00 per hour (including GST). However, this fee is normally waived if you proceed with a Statement of Advice. Please discuss this fee with your Adviser prior to your initial meeting.

Before going ahead, SMRS will provide you an estimate of the time that we may need.

Service Based Fees

The fee for the preparation of our advice is calculated based on a fixed price agreement. This fixed dollar amount will vary, depending on the complexity of advice being provided, and is agreed prior to commencement.

Hourly rate direct charges

We may charge an hourly rate for financial services. The current rate of \$330 per hour including GST or part thereof.

Ongoing service fees

Our ongoing advice fees vary depending on the scope and complexity of the advice required and will be paid by Periodical Payment from your Macquarie bank account monthly.

Revenue, Adviser Service fees and Commissions

Revenue

Core may receive remuneration or benefits from certain product providers whose products we recommend. The level of this remuneration or benefits may be based on the level payments made by you to the product providers.

Adviser Service Fee

The Adviser Service Fee is a fee that you agree with SMRS on for the ongoing advice and service that SMRS are to provide, and is payable to Core Financial Services Pty Ltd. Core Financial Services Pty Ltd will pass on this fee to Self Managed Retirement Systems Pty Ltd .

Direct Share Investments

SMSF Trustees can arrange a Broker Sponsor Agreement with Lonsec / FinClear, who charge a wholesale brokerage of 0.55% inc GST on transactions less than \$ 100,000. Brokerage above \$ 100,000 is 0.33% inc GST. SMRS do not receive brokerage from Lonsec.

Underwriting Fees

Lonsec / FinClear may receive an Underwriting Fee for New share placements, of which they will pay half to SMRS, who will REBATE this your SMSF bank account.

Commissions

We may receive initial or ongoing commission payments when you commence an insurance policy through SMRS. Under this arrangement, SMRS may receive commission payments directly from product providers.

An initial commission is a one-off payment made upon entry to a financial product and an ongoing commission is paid each year for which a financial product is maintained.

Commission payments are based on the insurance premiums you pay. The commissions are not paid directly by you and are instead deducted from the insurance premium by the product provider and paid to SMRS.

Insurance policies

The initial commission that SMRS may receive on insurance policies can be up to 88% of the first year's premium.

The ongoing commission that SMRS can receive may be up to 22% per annum of the renewal premium.

We only receive commission payments where we are entitled to receive these payments through existing arrangements with product providers.

Any commission payments that SMRS receive are not an additional cost to you.

Fees and Benefits

SMRS receive NO remuneration or benefits from product providers whose products SMRS recommend apart from Risk products issued by Life Insurance companies.

5. What Core Financial Services Pty Ltd pays Your Adviser

Fees and Commissions

Once Core receives payment for a service, it will pay SMRS the fees and revenue that Core receive after deducting the Licensing costs.

Partners in Education

Core may receive sponsorship payments from a number of product providers. Core offers product providers various arrangements where product providers can partner with Core to provide education and training services to Core's advisers, including SMRS. For a full list of all current partners, please visit www.corefinancialservices.com.au

Other Benefits

From time to time, Your Adviser may also receive the following benefits:

- Educational conferences and seminars: these are arranged by Core and attendance by SMRS may be fully or partially subsidised by Core.
- Non-monetary benefits: these may include business lunches, tickets to sporting and cultural events, promotional merchandise or other minor benefits from Core or product providers.

These other benefits arise from time to time. It is not possible to provide an estimated dollar value on these benefits at this point in time. However, Core record such benefits provided to SMRS in a register, and as a client, you are able to request an inspection of the register in relation to SMRS.

Any other benefits (other than those referred to above) that Core or SMRS may receive will only be accepted to a value of less than \$300 per provider per year (other than professional training and continuing professional education benefits).



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RECEIPT PAGE

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ABN 14 054 013 857

Corporate Authorised Representative No: 240331

Licensee :Core Financial Services Pty Ltd AFSL No 480009

ABN 91 607 163 646

37 Blythe Avenue, Yokine, Western Australia

Phone: 08 9381 4444

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Client 1 Full Name : _____

Client 1 Signature : _____ Date : _____

Client 2 Full Name: _____

Client 2 Signature: _____ Date: _____