

The Purpose of this Financial Services & Credit Guide (FSCG) is to provide you with important information before a financial service is provided to you, so you can make an informed decision about whether to use our services. The FSCG contains details about:

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## Who we are

Strategic Advice Australia Pty Ltd is an Australian Financial Services Licensee (AFSL) number 523703 and ABN 76641326954. Strategic Advice Australia is responsible for the financial planning advice provided by your adviser and has the obligation to always consider your best interests. This FSCG has been prepared and issued by Strategic Advice Australia.

Our contact details are:

Suite 322, 5 Lime Street

SYDNEY NSW 2000

T: 02 9221 1224

E: saaptyltd@gmail.com

## Our Services

Strategic Advice Australia is authorised to advise and deal in certain financial services to retail and wholesale clients, which allows us to consider the following strategies and products:

Strategies	Products
<ul style="list-style-type: none"> <li>• Strategic Advice</li> <li>• Wealth creation</li> <li>• Retirement planning</li> <li>• Investments</li> <li>• Personal life insurance</li> <li>• Superannuation</li> <li>• Corporate superannuation</li> <li>• Centrelink planning</li> <li>• Debt reduction</li> <li>• Cash flow planning</li> </ul>	<ul style="list-style-type: none"> <li>• Basic deposit products</li> <li>• Government debentures, stocks or bonds</li> <li>• Managed investment schemes (managed funds) and investor directed portfolio services</li> <li>• Retirement savings accounts</li> <li>• Securities, including shares</li> <li>• Superannuation products</li> <li>• Self-managed superannuation funds</li> <li>• Standard margin lending facilities</li> <li>• Life insurance and risk products</li> </ul>

## Our Advisers

### Michael Coorey

Michael's contact details are:

Suite 322, 5 Lime Street

SYDNEY NSW 2000

T: 02 9221 1224

E: [michael@strategicplanningsolutions.com.au](mailto:michael@strategicplanningsolutions.com.au)

Your Adviser holds the following qualifications:

- Master of Financial Planning
- Certified Financial Planner
- Bachelor of Arts (Economics)
- Diploma of Financial Planning
- Margin Lending and Geared Investments
- Diploma of Financial Services (Finance/Mortgage Broking Management)
- Diploma of Education (Commerce and Geography)

Your adviser is a member of the following professional body: Financial Planning Association.

He is also registered as a Tax (financial) Adviser with the Tax Practitioners Board (registration number 24923381) and a Credit Representative (number 366037) of Stelmaszak Holdings (ACL 387987).

Michael Coorey is an Authorised Representative (number 252882) of Strategic Advice Australia and is authorised to provide financial planning advice in the following areas:

Strategies	Products
<ul style="list-style-type: none"><li>• Wealth creation</li><li>• Retirement planning</li><li>• Investments</li><li>• Personal life insurance</li><li>• Superannuation</li><li>• Corporate superannuation</li><li>• Centrelink planning</li><li>• Debt reduction</li><li>• Cash flow planning</li></ul>	<ul style="list-style-type: none"><li>• Basic deposit products</li><li>• Government debentures, stocks or bonds</li><li>• Managed investment schemes (managed funds) and investor directed portfolio services</li><li>• Retirement savings accounts</li><li>• Securities, including shares</li><li>• Superannuation products</li><li>• Self-managed superannuation funds</li><li>• Standard margin lending facilities</li><li>• Life insurance and risk products</li></ul>

## Deanna Coorey

Deanna's contact details are:

Suite 322, 5 Lime Street

SYDNEY NSW 2000

T: 02 9221 1224

E: [deanna@strategicplanningsolutions.com.au](mailto:deanna@strategicplanningsolutions.com.au)

Deanna holds the following qualifications:

- Advanced Diploma of Financial Services (Financial Planning)
- Bachelor of Education (Sec) (Sc)

Your adviser is a member of the following professional body Financial Planning Association.

He is also registered as a Tax (financial) Adviser with the Tax Practitioners Board registration number: 24923796.

Deanna Coorey is an Authorised Representative (number 361470) of Strategic Advice Australia and is authorised to provide financial planning advice in the following areas:

Strategies	Products
<ul style="list-style-type: none"><li>• Wealth creation</li><li>• Retirement planning</li><li>• Investments</li><li>• Personal life insurance</li><li>• Superannuation</li><li>• Corporate superannuation</li><li>• Centrelink planning</li><li>• Debt reduction</li><li>• Cash flow planning</li></ul>	<ul style="list-style-type: none"><li>• Basic deposit products</li><li>• Government debentures, stocks or bonds</li><li>• Managed investment schemes (managed funds) and investor directed portfolio services</li><li>• Retirement savings accounts</li><li>• Securities, including shares</li><li>• Superannuation products</li><li>• Standard margin lending facilities</li><li>• Life insurance and risk products</li></ul>

## What to expect from the Financial Planning Process?

The right financial advice can protect your lifestyle and shape your future.

Before your adviser provides you with financial planning advice, you will need to agree to the type and scope of advice to be provided, usually in the 'Fact Find' document or a service agreement. In order for your adviser to provide you with personal advice, you need to provide them with detailed information about your current situation, needs, goals and objectives. If you choose not to provide your adviser with this information, any advice they provide may not be appropriate to your needs.

### **Initial Advice**

The first time you receive personal advice and before you invest in a financial product, we need to provide you with a Statement of Advice (SoA). It contains our strategy and product recommended solutions, the reasons for providing that advice, as well as information about risks, benefits, features and fees payable to help you make an informed decision about proceeding.

If your adviser recommends a particular investment or insurance product to you, they will provide you with the relevant product brochures such as Product Disclosure Statements (PDS) and/or Investor Directed Portfolio Service (IDPS) guides. The PDS / IDPS will provide you with information to enable you to make an informed decision about your investment or whether to acquire a financial product, including information about the key benefits, risks and costs associated with the product. We encourage you to read these documents carefully and to ask your adviser any questions that you might have.

### **Further Advice**

If you need subsequent advice and your circumstances have not changed significantly, further personal advice provided to you will be documented in a Record of Advice (RoA), provided that the basis of the further advice has not changed significantly from the initial advice or previous SoA. An SoA may be required for more significant changes. Copies of each SoA and RoA will be retained on your client file. You may request a copy of these documents from us using the contact details above.

### **Your instructions**

If you decide to act on the advice, you will need to provide your consent to proceed with the advice. This usually means completing a document called an 'Authority to Proceed' to confirm that you understand both the advice you have received and the benefits, risks and costs associated with the products or services recommended to you. Where personal advice is not provided, we can also act on your verbal or written instructions, we will confirm this in a no advice letter or email, document.

### **Our credit assistance services**

Strategic Advice Australia is also authorised under its credit licence through Stelmaszak Holdings to provide credit assistance – advice on lending products including mortgages. Strategic Advice Australia has a credit licence to arrange loans under the National Consumer Credit Protection Act 2009 (Cth), and can provide credit services in relation to the following:

- Strategic credit advice
- Assistance with mortgages, personal loans and credit cards
- Referral to a broker or credit provider
- Other credit assistance as appropriate to your situation

Credit assistance means suggesting that you remain in, apply for, or increase the credit limit of a particular mortgage or other credit contract with a specific credit provider. Where your adviser recommends a new loan or an increase to a loan, they are obliged to check that the loan is not unsuitable for you or will not cause you substantial financial hardship. It is important to note that an adviser is only authorised by Strategic Advice Australia to provide credit advice or assistance. Your adviser is not a credit provider or a lessor. Generally, your adviser may provide credit assistance in conjunction with financial planning advice. If your adviser is not a Credit Representative of Strategic Advice Australia, any credit services they provide are not provided as a representative of Stelmaszak Holdings.

If you require credit advice, your adviser will ensure you are not provided with credit assistance where the recommended contract is unsuitable for you. To do this, your adviser is required to complete a Financial Needs Analysis document. This document is a type of 'advice document'. It analyses your needs, situation, and ability to repay. A credit contract (or a loan) will be unsuitable for you if at the time of the assessment, it is likely that when the credit is to be provided, the loan will not meet your requirements or objectives; or you could not repay or could only repay with substantial hardship. Your adviser must also make reasonable enquiries or take actions to:

- Understand your requirements and objectives in relation to the credit contract or credit limit increase
- Understand your financial situation and
- Verify your information, for example, obtaining proof of income, employment and expenditure.

Advisers may also receive commissions from lenders or lessors in some historical cases. It should be noted that your adviser is prohibited from suggesting or assisting you to apply for an 'unsuitable' loan contract. Before entering into any loan contract, it is important that you carefully read and understand your legal obligations under the loan. If you have any concerns, you should seek independent legal and financial advice before entering into a contract.

## How we charge

All advice fees will be discussed and agreed between you and your adviser prior to providing and implementing their services. Any remuneration paid to Strategic Advice Australia, or your adviser for advice, or by a product provider that relates to an individual financial product recommendation will be disclosed in the advice document provided to you. Unless otherwise noted, all fees are inclusive of GST.

A fee disclosure statement will be given to you each year if you choose to enter into an ongoing fee arrangement with your adviser. It will outline the adviser service fees paid and the services you received in the preceding 12 months.

The level of fees will depend on complexity of the advice required and will always be agreed with you prior to proceeding.

Generally, advisers either charge a flat fee or percentage based fee. Your adviser may charge you and receive the following:

Initial advice fees		Range of fees (inclusive of GST)		Examples
<p>These are fees paid by you for:</p> <ul style="list-style-type: none"> <li>• Research into your existing situation including your current financial products (within the agreed scope)</li> <li>• Preparation of a strategy and research into appropriate recommended products</li> <li>• Presentation of advice and recommendations to you in an advice document such as a Statement of Advice.</li> </ul> <p>Fees range depending on the complexity of the advice.</p>	Flat fee	Between \$550 and \$30,000	Your adviser may charge you an agreed fee of \$3,600 p.a.	
	Percentage based fee of your investment account balance	Up to 1.1%	Your adviser may charge you an agreed fee of 0.88%. If your investment account balance is \$200,000. The initial advice fee will be \$1,760.	
Implementation fees				
<p>Any implementation fee will be agreed with you prior to proceeding and are fees paid by you for the administration to put your strategies and financial products in place with product providers.</p> <p>Fees range depending on the complexity of the advice.</p>	Flat Fee	\$3,300	Your adviser may charge you an agreed fee of \$2,400.	
Ongoing advice/service fees		Range of fees (inclusive of GST)		Examples
<p>These are fees paid by you for:</p> <ul style="list-style-type: none"> <li>• The provision of ongoing advice on your portfolio/strategy to ensure that it remains appropriate to your needs and circumstances.</li> <li>• Ongoing adviser service fees may be indexed to inflation.</li> <li>• Generally, ongoing fees are calculated and payable on a monthly or quarterly basis.</li> </ul>	Flat fee	Between \$550 and \$30,000	Your adviser may charge you an agreed fee of \$3,600 p.a.	
	Percentage based fee of your investment account balance	Up to 1.1%	Your adviser may charge you an agreed ongoing service fee of 0.88%. If your investment account balance is \$200,000 the ongoing service fee will be \$1,760 that year.	
Commissions				

These payments are made by the product providers in the form of initial and/or ongoing commissions and are not an additional cost to you. Generally, insurance product providers pay commission.

#### General advice, execution only instructions or other services

Also, if your adviser provides you with a further advice document such as a SoA or RoA (which may arise depending on the complexity of the advice and the services provided), other fees may be payable. Any such fees and method of payment will be agreed in writing between you and your adviser and may include up-front, ad hoc, execution only service fees, implementation or ongoing fees, or a combination.

Fees can be deducted from your product or can be invoiced directly to you or a combination of methods.

## Other remuneration

### Life insurance products

Your adviser may receive an up-front commission of up to 70% (exclusive of GST) of your first annual insurance premium for arranging your life insurance cover. From 1 January 2020, this amount is reduced to 60%. In addition, your adviser may receive, after the first year, an ongoing annual 'trail' commission of up to 20% (exclusive of GST) of your annual insurance premium. Where commissions are the same for initial upfront and ongoing annual commission (i.e. level) the above commission caps do not apply. These level commission payments are made by the relevant product issuers and are not an additional cost to you. Advisers may also charge initial and ongoing adviser services fees. Insurers can deduct premiums directly from you or from your superannuation account balance.

### What other payments and benefits may Strategic Advice Australia and your adviser receive?

Sometimes in the process of providing advice and other financial services, Strategic Advice Australia or your adviser may receive benefits from product providers such as sponsorship of events, subsidised educational conferences, rebates, bonuses, preferred product rates or other fees.

### Non-monetary benefits

These benefits are discretionary in nature and relate to future events. It is therefore not possible to provide an estimated dollar value on these benefits. Advisers may receive benefits from Strategic Advice Australia or its related companies or product providers such as:

- Educational conferences and seminars
- IT software or support
- Non-monetary benefits such as business lunches, tickets to sporting and cultural events, or other minor benefits. These benefits cannot be accepted on a frequent or regular basis or over the value of \$300.

Each adviser must keep a register of benefits received. If you would like to see a copy of our registers, you can contact us or your adviser directly.

## Any Interest, associations and other relationships

### Referrals

If someone has referred you to us, Strategic Advice Australia or your adviser **will not** pay a fee or commission in relation to that referral. Strategic Advice Australia **will not** pay a referral fee to any referral partner.

### Associations

Your adviser holds shares in Strategic Advice Australia through an arrangement or their associated companies and trusts may receive dividends in respect of these shares.

### Other relationships

None

## How we manage your personal information?

Strategic Advice Australia is committed to protecting your privacy. The purpose of our Privacy Policy is to ensure that you understand the ways in which we collect, maintain, use and disclose your personal information and how we comply with the Australian Privacy Principles.

Strategic Advice Australia or our advisers keep records containing the personal information that you have provided, as well as documents and details of your financial objectives, situation and needs. We also keep records of advice documents and recommendations provided to you for 7 years.

On request, we will provide you with copies of your personal information and advice documents, although a fee may apply in respect of any costs that we incur in doing so.

A copy of our Privacy Policy is available at [www.strategicplanningsolutions.com.au](http://www.strategicplanningsolutions.com.au). You can contact our Privacy Officer if you have any questions on privacy related matters. You can also visit the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au) for more information about privacy.



## What you should do if you have a complaint?

Strategic Advice Australia takes all complaints seriously. Strategic Advice Australia has professional indemnity insurance that meets legislative requirements.

### **Stage 1 - Our complaint handling process**

If you have a complaint about your adviser or Strategic Advice Australia, please contact our Complaints Manager on 02 9221 1224 or write to us at:

saaptyltd@gmail.com

Suite 322, 5 Lime Street

SYDNEY NSW 2000

We will acknowledge your complaint in writing within 5 business days of receipt. We will endeavour to resolve your complaint quickly and fairly, within 45 days of receipt.

### **Stage 2 - External dispute resolution**

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers:

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3

MELBOURNE VIC 3001