



POTTS FINANCIAL
SERVICES

Financial Services Guide Version 3

Prepared on: 15th December 2018

Issued by: Potts Financial Services Pty Ltd

Financial Services Guide

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal financial advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing, you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

Before you receive our advice

Your Questions

Who will be providing the financial service to me?

Our Answers

Licensee:

Shartru Wealth Management Pty Limited

ABN: 46 158 536 871

Australian Financial Services Licence Number:
422409

Location Address:

14 Macquarie Street
Belmont NSW 2280

Postal Address:
PO Box 565
Belmont NSW 2280

Tel No: 1300 478 424

Email: advice@shartru.com.au

Corporate Authorised Representative:

Potts Financial Services Pty Ltd (PFS)

ABN: 16 603 409 785

Authorised Representative Number: 470 850

Location Address:

125 Wallace Rd
Wantirna South VIC 3152

Tel No: 0424 969 228

Email andrew.potts@pottsfinaancialservices.com

Who is my adviser?

Your adviser is an authorised representative of the licensee.

Your advisers have the following qualifications:

Andrew Potts

Authorised Representative Number 468035

- Bachelor of Business (Banking & Finance/International Trade)
- Diploma of Financial Planning

Robert Coyte

Authorised Representative Number 410135

- Bachelor of Commerce
- Graduate Diploma in Applied Finance and Investment (Securities Institute of Australia)
- Certified Financial Planner (CFP)
- Self-Managed Superannuation Specialist

What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Shartru can provide the following services:

- Financial strategies and financial advice generally
- Savings and wealth creation strategies
- investment planning and financial product advice
- Securities advice
- Pre-retirement and Retirement Planning
- Risk and risk management (ie wealth protection) analysis and advice
- Estate Planning
- Superannuation planning and advice (including SMSF)
- Taxation considerations (associated with different financial products and different financial strategies)
- Business succession planning.

Potts Financial Services and Andrew Potts are licensed to provide advice on and deal in the following financial products:

- Deposit products
- Government Debentures, Stocks & Bonds;
- Investment Life Insurance Products;
- Life Insurance Risk Products;
- Managed investment Schemes, including IDPS;
- Securities;
- Retirement Savings Account Products;
- Superannuation (excluding SMSF); and,
- Derivatives

Portfolio Review:

- Internal databases are maintained detailing client's investments that were recommended by licensee. This does not constitute portfolio monitoring.
- Portfolios are reviewed on a regular basis, subject to the client's discretion.

Who do you act for when you provide services for me?

Andrew, Potts Financial Services and Shartru Wealth are responsible for the financial services provided to you.

How will I pay for the service?

Andrew & Potts Financial Services provides clients with a choice of paying a fee-for-service or allowing PFS to receive commission from the insurance /credit providers that it recommends. A combination of these methods of payment for our services will also be considered.

If you choose to pay us a fee our fees will be charged at the rate of \$330 per hour or part thereof. We do not charge or receive commission on managed investment schemes. An implementation fee in the range of \$0 - \$11,000 can be incurred depending on the complexity of the advice.

Potts Financial Services has an ongoing fee of between 0.55 and 1.1% per annum on your funds under management and you may be billed for this through your investment portfolio, depending on our ongoing service arrangement with you. For example, if your portfolio is for \$100,000 we will charge between \$550.00 and \$1,100 per annum. We will consider capping this fee for amounts greater than \$400,000 depending on services provided.

If you require different services to our full ongoing service (above) we will quote you a fixed fee after assessing your requirements.

Where we recommend a life insurance product we may be paid a commission by the life insurance company. In such cases our hourly rate may be reduced or waived for the initial advice and the Implementation fee. If the advice involves a rebate of commissions, no such deduction will be considered.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services or assistance to me and how is that commission calculated?

1. All fees are paid initially to Shartru Wealth Management (Licensee). Shartru Wealth Management passes on 100% of all fees received to Potts financial services.

2. The advisers may receive a salary, management fees or distribution of any profits from Potts Financial Services

3. Where a life insurance company product has been recommended the issuer of the product may pay Intelliplan a commission. This commission ranges between 30% and 80% of your first years premium. Please note that from 1 Jan 2019 the amount will be capped at 70% and then from 1 Jan 2020 the amount will be capped at 60%.

4. Where a life insurance company product has been recommended the issuer of the product may pay Shartru an ongoing commission, which will be forwarded on to Potts Financial Services.

This commission which can vary depending on the product is calculated in a range of between 8% and 30.25%. This commission is paid each quarter. 'For example; If your first year's premium is \$500 and the initial commission is 80% SWM will receive \$400. If your premium for the second and subsequent years is \$500 and the ongoing commission is 30% SWM will receive \$150 per annum'

5. When share trading services are utilised to deal in shares Shartru may receive brokerage above the minimum amount charged by the stockbroker.

6. If we refer you to a party for credit assistance to you, we may receive an initial commission of up to 0.20% and ongoing commission of up to 0% from the credit provider and calculated on the balance of your loan.

7. The exact amounts of any fees, commissions, bonuses or other incentives received by me and the licensee will be included in a Statement of Advice that we will provide to you.

8. Shartru Investment Managed Account Service (SIMA) IAS has appointed Shartru Investment Management Pty Ltd (Shartru IM) as the investment manager for all strategies within the MDA. Shartru IM is a Corporate Authorised Representative and related party of Shartru Wealth Pty Ltd (Shartru Wealth) (ABN 46 158 536 871 AFSL 422409) who provides personal advice to you.

9. Shartru Agency is a related party to Shartru Wealth and undertakes consulting work in relation to property projects that Intelliplan Wealth may be offering their clients primarily through the Domacom platform.

Potts Financial Services Pty Ltd or Andrew Potts do not own shares in Shartru IM, Shartru Agency or Shartru Wealth Management.

Do you have any referral arrangements in place?

Potts Financial Services have in place a referral arrangement with Lending by Numbers for the provision of Mortgage Advice for its clients. Potts Financial Services can receive a commission of up to 20% for commissions resulting from any mortgage product entered into by its clients.

When you receive our advice

Your Questions

Will you provide me advice, which is suitable to my needs and financial circumstances

Our Answers

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about the risks of the products or strategies you recommend to me?

We will explain to you any significant risks of products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. They also maintain records of any recommendations made to you and the preliminary assessment for credit assistance.

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 is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, email or other means.

If you have any complaints

Your Questions

Who can I complain to if I have a complaint about the provision of the financial services to me?

Our Answers

Shartru is a member of the Australian Financial Complaints Authority.

If you have any complaint about the service provided to you, you should take the following steps:

Contact us (Potts Financial Services) and tell us about your complaint.

If your complaint is not satisfactorily resolved within 3 days, please contact the Compliance Manager of Shartru or put your complaint in writing and send it to PO Box 565 BELMONT NSW 2280. We will seek to resolve your complaint quickly and fairly.

If the complaint cannot be satisfied to your satisfaction you have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678. This service is provided to you free of charge.

At the time of escalation of a complaint we will provide you with further details on the process involved with AFCA.

The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Shartru Wealth Management has in place a Professional Indemnity Insurance that is required by the Corporations Act and which meets ASIC's requirements and covers present and past representatives.