

FINANCIAL SERVICES GUIDE

SGA Advice Pty Ltd | AFSL No. 563673

V1.0 | 02/05/2025

**Understanding the advice process and
our relationship with you**

PURPOSE

This **Financial Services Guide** (FSG) explains the financial services and advice provided by SGA Advice Pty Ltd and your Financial Adviser (Adviser), who is an authorised representative of SGA Advice Pty Ltd. The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties and potential conflicts of interests, and how we manage complaints.

This FSG should be read in conjunction with the **Adviser Profile**. The Adviser Profile contains important information about your Adviser including relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid and fees that you may be charged. If you have not received an Adviser Profile, please ask your Adviser for a copy, or contact us directly.

Please take the time to review the FSG and Adviser Profile before engaging our services.

NOT INDEPENDENT

SGA Advice Pty Ltd and our advisers may receive commissions associated with the issue of life insurance products.

We may receive benefits from product issuers.

For these reasons, we do not represent ourselves as independent, impartial or unbiased.

Please refer to the 'Remuneration' section for more information.

HOW TO CONTACT US

SGA Advice Pty Ltd
ABN 70 680 033 523

Bella Vista Office

Suite 35, Level 3
6 Meridian Place, Bella Vista NSW 2153

Chatswood Office

Suite 103, Level 1
845 Pacific Highway, Chatswood NSW 2057



1300 753 447



admin@sgapl.com.au



www.sgapl.com.au

FINANCIAL SERVICES AND PRODUCTS WE CAN PROVIDE

SGA Advice Pty Ltd can offer the following services and products. Your Adviser's specific authorisations are included within their personalised Adviser Profile.



Superannuation and Retirement Planning

Personal Superannuation
Corporate Superannuation
Industry and Public Sector Superannuation
Pensions and Annuities
Self-Managed Superannuation
Centrelink / Veterans' Affairs Assistance
Aged Care



Wealth Creation and Investments

Cash and Term Deposits
Investment Bonds
Managed Investments
Exchange Traded Products
Listed Securities (Shares and other products)
Margin Lending
Gearing



Wealth Protection

Term Life Insurance
Total and Permanent Disability (TPD) Insurance
Trauma Insurance
Income Protection Insurance
Business Insurance
Insurance Claims Assistance



Other Financial Planning Services

Budgeting and Cashflow Management
Debt Management
Estate Planning Assistance

THE ADVICE PROCESS AND DOCUMENTS YOU MAY RECEIVE

Your Adviser will guide you through the advice process. This includes the following steps:



Engagement and Discovery

In the initial stages of the advice process your Adviser will work with you to define your financial goals and objectives, and gather relevant information required to provide you appropriate advice.

Your Adviser will generally collect relevant information within a **Client Data Form** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances and superannuation. It is important that you provide accurate information and keep your Adviser informed of any changes to your relevant circumstances. Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. A **Risk Profile Questionnaire** may be used to document and agree upon your level of risk tolerance.

Your Adviser may also use an **engagement document** to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing laws.



Strategy and Personal Advice

After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is typically developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in a **Statement of Advice**. The Statement of Advice will include amongst other things, the basis of the advice, explanation of the strategies and products recommended and relevant disclosures including costs of advice and products. The Statement of Advice includes an authority to proceed section where you can consent to proceed with the recommendations.

Where a financial product has been recommended, you will generally be provided with a copy of the relevant **Product Disclosure Statement (PDS)**. The PDS includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).



Implementation

Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant **Product Application Form**. This may be online, or paper based.

Where the recommendations include the purchase of an insurance policy, you may also need to complete a **Health Questionnaire**. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

GENERAL ADVICE

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.

FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts, or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, a Statement of Advice may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

An **Ongoing Fee Arrangement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Alternatively, you may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for a fee over a specific term not greater than 12 months.

You may be required to sign a **Consent Form** that is provided to your relevant investment or superannuation provider. The Consent Form will detail the services offered and estimated fees for the next 12 months.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

HOW TO PROVIDE INSTRUCTIONS

Your Adviser may accept your instructions by phone, letter, or email. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.

REMUNERATION

The cost of providing financial advice or service to you will depend on the nature and complexity of the advice, financial product and/or service provided.

Your Adviser or the financial planning business, Skeggs Goldstien Associates, may be remunerated by:

- Advice and service fees paid by you
- Commissions paid by insurance providers

The following table summarises the types of fees or commissions that applicable to the services that we provide.

Before providing you with advice, your Adviser will agree with you the fees that apply.

All amounts are inclusive of Goods and Services Tax (GST).

Fee type & Description

Initial or ad hoc fees

Initial advice fees start from \$4,400 onwards. Ad hoc fees for services may be fixed as agreed or charged based on the following GST inclusive hourly rate:

- Principal Adviser - \$484 per hour
- Senior Adviser - \$363 per hour
- Paraplanner - \$220 per hour
- Administration - \$132 per hour

Annual advice and service fees

We offer annual advice and service agreements for a fixed term of 12 months as part of your financial planning strategy. The annual advice and service fee starts from \$4,400pa onwards depending on the level and complexity of service. Details of the services and fees will be set out within the agreement.

Commissions

Insurance:

Initial commissions: Up to 66% of the first year's premium for new policies implemented from 1 January 2020.

We may receive commissions on increases or additions to existing policies of up to 66%.

Ongoing commissions:

Up to 33% of the insurance premium each following year.

For example: On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would receive an ongoing commission of up to \$330 pa.

Your Adviser

All fees and commissions are initially paid to SGA Advice Pty Ltd before being distributed to your Adviser or to the financial planning business – Skeggs Goldstien Associates.

Information about how your Adviser is remunerated will be disclosed in the Adviser

Profile. Your Adviser may also receive non-monetary benefits which include benefits of less than \$300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to the financial products being recommended.

The Licensee

SGA Advice Pty Ltd receives a flat fee per Adviser for the provision of services required under its AFSL.

BENEFITS, INTERESTS AND ASSOCIATIONS

The Licensee, your Adviser and the financial planning business have arrangements with the following parties that may be capable or reasonably seen to be capable of influencing their advice. Arrangements may include payments or benefits and/or where another party may benefit financially should you utilise certain services or products.

Where applicable the specifics of any benefits or payments made or received will be disclosed to you in writing and agreed at the time of providing advice.

Related Party Interests

We have an ownership relationship with Skeggs Goldstien Accounting which provide Accounting and Taxation services. We control the equity interest in the business providing the services listed above.

As a result, we will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

COMPLAINTS

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Claims team to discuss your complaint.

Phone 1300 753 447
Online www.sgapl.com.au
Email admin@sgapl.com.au
Mail SGA Advice Pty Ltd
Claims Manager
PO Box 8296
Norwest NSW 2153

2. We will acknowledge receipt of a complaint within 1 business day. Where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. If additional time is required, we will advise you in writing.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Phone 1800 931 678 (free call)
Online www.afca.org.au
Email info@afca.org.au
Mail GPO Box 3
Melbourne VIC 3001

Compensation Arrangements

We have professional indemnity insurance in place that complies with the Corporations Act 2001.

Our insurance covers claims made against former representatives for their conduct while they were authorised by us.

PRIVACY

Your Adviser is required to maintain documentation and records of any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may not be able to provide you with the advice you require.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

We may engage third party service providers to assist in the provision of products or services. Some services may require disclosure of personal information to service providers outside Australia including the Philippines. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents.

SGA Advice Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please refer to our Privacy Policy at www.sgapl.com.au

ADVISER PROFILE



Adam Goldstien | Authorised Representative Number 248879

Skeggs Goldstien Associates Pty Ltd | Corporate Authorised Representative Number 249178

Contact Details

| | |
|----------------|---|
| Address | Suite 35, Level 3, 6 Meridian Place, BELLA VISTA NSW 2153 |
| Phone | 1300 753 447 |
| Email | adam@sgapl.com.au |

About Me

I hold the following qualifications:

- Diploma of Financial Planning
- Master of Financial Planning

I hold the following memberships:

- Financial Advice Association Australia (FAAA)
- SMSF Association (SMSFA)
- Australian Institute of Company Directors (AICD)
- Institute of Public Accountants (IPA)

Authorisations

I am authorised in the following financial services and products:

- Superannuation
- Pensions and Annuities
- Self-Managed Superannuation Funds
- Cash and Term Deposits
- Managed Investments
- Listed Securities (shares and other products)
- Investment Bonds
- Margin Lending
- Life Insurance
- Centrelink/Veterans Affairs Assistance
- Aged Care
- Budgeting and Cashflow Management
- Debt Management

Remuneration

I am remunerated by:

- Adam is an employee/director/shareholder of Skeggs Goldstien Associates and receives salary, bonuses and dividends from the practice.

ADVISER PROFILE



Darryn Fellowes | Authorised Representative Number 248549

Skeggs Goldstien Associates Pty Ltd | Corporate Authorised Representative Number 249178

Contact Details

| | |
|----------------|---|
| Address | Suite 35, Level 3, 6 Meridian Place, BELLA VISTA NSW 2153 |
| Phone | 1300 753 447 |
| Email | darryn@sgapl.com.au |

About Me

I hold the following qualifications:

- Diploma of Financial Planning
- Certificate IV Financial Services (Finance/Mortgage Broking)
- Advanced Diploma of Accounting
- Master of Financial Planning

I hold the following memberships:

- Financial Advice Association Australia (FAAA)
- Mortgage & Finance Association of Australia (MFAA)
- SMSF Association (SMSFA)
- Aged Care Steps

Authorisations

I am authorised in the following financial services and products:

- Superannuation
- Pensions and Annuities
- Self-Managed Superannuation Funds
- Cash and Term Deposits
- Managed Investments
- Listed Securities (shares and other products)
- Investment Bonds
- Margin Lending
- Life Insurance
- Centrelink/Veterans Affairs Assistance
- Aged Care
- Budgeting and Cashflow Management
- Debt Management

Remuneration

I am remunerated by:

- Darryn is an employee/director/shareholder of Skeggs Goldstien Associates and receives salary, bonuses and dividends from the practice

ADVISER PROFILE



Jonathan Reynolds | Authorised Representative Number 326234

Skeggs Goldstien Associates Pty Ltd | Corporate Authorised Representative Number 249178

Contact Details

| | |
|----------------|--|
| Address | Suite 103, Level 1, 845 Pacific Hwy Chatswood NSW 2057 |
| Phone | 1300 753 447 |
| Email | jonathan@sgapl.com.au |

About Me

I hold the following qualifications:

- Diploma of Financial Planning
- Advanced Diploma of Accounting
- Graduate Diploma of Financial Planning

I hold the following memberships:

- Financial Advice Association Australia (FAAA)
- Institute of Public Accountants (IPA)

Authorisations

I am authorised in the following financial services and products:

- Superannuation
- Pensions and Annuities
- Self-Managed Superannuation Funds
- Cash and Term Deposits
- Managed Investments
- Listed Securities (shares and other products)
- Investment Bonds
- Margin Lending
- Life Insurance
- Centrelink/Veterans Affairs Assistance
- Aged Care
- Budgeting and Cashflow Management
- Debt Management

Remuneration

I am remunerated by:

- Jonathan is an employee/director/shareholder of Skeggs Goldstien Associates and receives salary, bonuses and dividends from the practice.