

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:

[Who we are](#)

[Our Services and Your Adviser](#)

[What to expect from the financial planning process](#)

[How we charge for our services](#)

[Other remuneration](#)

[Any interest, associations and other relationships](#)

[How we manage your personal information](#)

[What you should do if you have a complaint](#)

## 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: [saptyltd@gmail.com](mailto:saptyltd@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>

## Your Adviser

### Jason Poole

Jason's contact details are:

Level 1, 41-45 Newcomen St

NEWCASTLE NSW 2300

T: 02 4926 2022

E: [jason@gpafs.com.au](mailto:jason@gpafs.com.au)

Your Adviser holds the following qualifications:

- BSc Hons Investment and Financial Risk Management
- Advanced Diploma of Financial Planning
- Margin Lending and Geared Investments
- Diploma of Financial Services

Your adviser is a member of the following professional bodies: Financial Planning Association and Association of Financial Advisors.

He is also registered as a Tax (financial) Adviser with the Tax Practitioners Board (registration number: 24923150) and a Credit Representative (number 527614) of Stelmaszak Holdings (ACL 387987).

Jason Poole is an Authorised Representative (number 276499) 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>• 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>

## Declaration of Lack of Independence

Strategic Advice Australia may receive fees and/or a premium if you purchase financial products. Strategic Advice Australia and your adviser may receive commission based on your premium for the duration of time you hold an insurance policy, remuneration calculated on the basis of volume of business with an issuer of a financial product and gifts and other non-monetary benefits. For these reasons, we are not independent, impartial or unbiased.

As your advisers we are required to act in your best interest and will only recommend any associated products if we believe they will meet your needs. We are able to use products from a wide approved product list and we are bound by the FASEA Code of Ethics Standards in giving advice to you.

## 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.

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			
<p>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. Note that where commissions are the same for initial upfront and ongoing annual commission (i.e. level), the commission caps do not apply</p> <p>For insurance policies entered into prior to 1 January 2020, your adviser may receive commissions higher than disclosed here. Please refer to the advice document provided for the amount of commission received on these policies.</p>	First year	66% of the premium amount	If your premium is \$1,000 p.a., your adviser would receive \$660 up front.
	Subsequent Years	22% of the premium amount	If your premium is \$1,000 p.a., your adviser would receive \$220 p.a.
General advice, execution only instructions or other services			
<p>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.</p>			

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 upfront commission and an ongoing commission based on your premium for the duration of time you hold a policy. These 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.gpafs.com.au](http://www.gpafs.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 review your complaint and provide you with a final response that includes reasons for our decision. For complaints relating to privacy, we will endeavour to resolve these within 30 days. For all other complaints, we will endeavour to resolve quickly and fairly and within 45 days. From 5 October 2021, we will be required to resolve your dispute within 30 days.

### **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