

# Financial Services Guide

**Version:** 14 September 2020

## Licensee:

SGN Financial Pty Ltd (AFSL 490523)  
ABN: 40 120 395 904

This Financial Services Guide (FSG) is authorised for distribution by SGN Financial Pty Ltd.

## Authorised Representatives:

- Campaspe Financial Services (CAR 230967)
- Todd Charnas (AR 0231347)
- Vince Fusti (AR 0224136)
- John Kelly (AR 0417383)
- Steven Stubberfield (AR 0231344)

## Contact Details

Campaspe Financial Services Pty Ltd  
25-31 Nish Street  
Echuca VIC 3564  
Ph: (03) 5482 4722

## Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the financial services that are offered by Campaspe Financial Services, Todd Charnas, Vince Fusti, John Kelly and Steven Stubberfield.

It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

In this document 'we' or 'us' refers to SGN Financial Pty Ltd, Campaspe Financial Services, Todd Charnas, Vince Fusti, John Kelly and Steven Stubberfield as the context applies.

## SGN Financial Pty Ltd

Campaspe Financial Services is authorised to provide financial planning advice by our Licensee, SGN Financial Pty Ltd. SGN Financial Pty Ltd holds an Australian Financial Services Licence (490523) which has been issued by the Australian Securities and Investments Commission (ASIC).

## Campaspe Financial Services and Your Financial Adviser

Campaspe Financial Services has been appointed as a Corporate Authorised Representative for SGN Financial Pty Ltd.

Todd Charnas, Vince Fusti, John Kelly & Steven Stubberfield have been appointed as Authorised Representatives of SGN Financial Pty Ltd.

When providing services to you we will act on behalf of SGN Financial Pty Ltd who is responsible for the services that we provide. SGN Financial Pty Ltd acts on your behalf when it provides financial services.

## Associated Businesses

Todd Charnas, Vince Fusti and Steven Stubberfield are partners of Stubberfield Partners, an accounting and business consultancy practice.

Todd Charnas, Vince Fusti, John Kelly and Steven Stubberfield are directors of Campaspe Financial Services Pty Ltd.

Todd Charnas, Vince Fusti and Steven Stubberfield are directors of Stubberfield Group IT, an IT service provider to business and individuals

## What services do we provide?

We are authorised to provide personal advice and services in the following areas:

- financial planning advice;
- wealth accumulation advice;
- superannuation advice, including self-managed superannuation funds;
- redundancy advice;
- retirement advice;
- gearing strategies;
- cash flow advice;
- social security benefits advice;
- life and disability insurance advice; and
- estate planning services (financial planning).

## What financial products are we authorised to provide advice on?

SGN Financial Pty Ltd is authorised by its AFSL to provide financial product advice for the following classes of financial products:

- Deposit and payment products, limited to;
  - Basic deposit products
  - Deposit products other than basic deposit products
- Debentures, stocks or bonds issued or proposed to be issue by a Government.
- Life insurance products

- Superannuation (including self-managed superannuation funds) Retirement Savings Accounts
- Securities (direct shares)
- Derivatives
- Managed Investment schemes, including investor directed portfolio services.
- Margin Lending Facilities.

## How do we select the products we use?

Our Investment Committee, made up of both internal and external experts, research a range of products to be placed on our Approved Products List (APL). This APL is not an exhaustive list of all products available, it is limited to those we research and approve.

When providing personal advice, we'll only recommend a product if we're satisfied it is in your best interests, and it is appropriate for you. In doing so, we'll conduct a reasonable investigation into products, depending on your personal circumstances, which may include investigating and recommending products which are not on our APL.

## The financial advice process

We recognise that the objectives and personal circumstances of each client are different. What is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all relevant issues.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we

receive and any conflicts of interest which may influence the advice.

For managed funds and personal risk insurance we will provide you with a Product Disclosure Statement (PDS) or other disclosure documents issued by the product provider for each product recommended.

The PDS contains information such as the product's features and benefits, and any associated risks, fees, terms and conditions that apply, in order to help you understand and make an informed decision on the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we have recommended.

You can provide instructions to us in writing, via phone or via email/fax.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

## **Fees**

All fees are payable to SGN Financial Pty Ltd. The fees received by SGN Financial Pty Ltd are forwarded through to Campaspe Financial Services Pty Ltd after deduction of an amount to cover Licensee expenses.

The following is a list of potential fees and is not meant to show the actual fees you will pay. We will confirm which fee type and amount with you individually. You may request particulars of any of these fees which will also be disclosed in writing to you if applicable.

### ***Plan Preparation Fee***

The Plan Preparation fee includes all our meetings and is determined by the complexity of advice, time and resources required to research, prepare and present our recommendation in a Statement of Advice (SoA).

Our minimum plan preparation fee starts from \$1,100 (inclusive of GST) and we will determine and agree the fee with you before we provide advice.

### ***Plan Implementation Fee***

If you decide to proceed with our advice we may charge a fee for the time and requirements to implement our recommendations.

This fee will be determined by the amount of involvement required by us and we will let you know what the fee will be in the Statement of Advice.

### ***Ongoing Services Fees***

As your circumstances change over time, it is important that your adviser regularly reviews both your strategy and your situation to ensure recommendations remain current and appropriate to your changing circumstances.

Our review service includes varying levels of advice, review, contact and information. All ongoing advice is documented and provided to you in either a Statement of Advice or Record of Advice (RoA). Your adviser will discuss and agree your specific service requirements as part of the provision of your ongoing advice.

Typically, our minimum ongoing service fee is \$3,300 (inclusive of GST) p.a. The actual fee will depend on the complexity of your situation and we will discuss and outline what the fee will be in the SoA.

We can invoice you directly for our ongoing fee for service. Alternatively, some products allow the service fee to be deducted from the balance of your investment.

The services and fees will be set out in the SoA or Record of Advice (RoA) that we provide to you as well as the ongoing services agreement.

## Commissions

We may receive commissions and other benefits from some product and service providers.

The commission will vary depending on the product or service recommended. You will be advised of the exact amount in the SoA or RoA.

### Insurance Commissions

If we recommend that you acquire a personal or business life insurance product, and you acquire that product, we will receive initial and ongoing commissions.

The initial commission is paid in the first year by the product issuer to SGN Financial Pty Ltd. Ongoing commissions are payments paid by product issuers to SGN Financial Pty Ltd in the years after the first year.

If you initiate an increase to your cover, we may receive initial and ongoing commissions on the increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is higher than the ongoing commissions, the maximum commission that we may receive is set out in the table below.

Date a new product is issued	Initial commission (% of annual policy cost or increase incl. GST)	Ongoing commission pa (% of annual policy cost or increase incl. GST)
Before 1 January 2018 or before 1 April 2018 when	0 – 121%	0 – 33%

the application was received prior to 1 January 2018		
1 January 2018 – 21 December 2018*	0 – 88%	0 – 22%
1 January 2019 – 31 December 2019*	0 – 66%	0 – 22%
From 1 January 2020*	0 – 66%	0 – 22%

\*Campaspe Financial Services may receive the pre-1 January 2018 commission rates above from the product issuer if:

- Your policy was issued before 1 January 2018 and you exercise an option to establish new or additional cover under your policy after 1 January; or
- Your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

#### Example:

You have an existing policy with us, issued in 2017, and in 2018 you decide to increase the cover on that policy with a corresponding increase in policy cost of \$100 pa. We may receive up to \$121 (121% incl. GST) as initial commission on that increase and may pass up to \$121 pa to us.

The ongoing commission payable to us in respect of this increased policy cost may be up to \$33 (33% incl. GST p.a.).

Or, we recommend an insurance product to you and it is issued on 2 April 2018. The first year's insurance premium is \$10,000, the commission will generally be no more than \$8,800 (88% incl. GST).

In subsequent years with this example the commissions will be between \$0 to \$2,200 (22% incl. GST) p.a.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), we may receive up to 35% (incl. GST) of your annual policy cost.

This percentage may differ depending on the product issuer and the individual insurance contract. This will be discussed and disclosed in writing with you before you proceed.

### ***Legacy Investment Commissions***

We may receive a commission payment from some investment providers where the product was purchased prior to 1st July 2013. This will be based on your account balance and will continue to be paid for as long as you hold the investment. This fee will not usually exceed 0.5% of your account per annum. For example, if you have \$10,000 invested, we may receive a commission of up to \$500 per annum.

### ***Placement Fees***

We may receive one-off placement fees where you invest in some listed investments (e.g., bank issued hybrids and IPO's). These will be paid by the issuer of the investment and will typically be a set percentage of the investment amount.

### ***Fees we pay referrers***

We currently do not have any referral agreements in place, and therefore we do not pay nor receive referral fees or benefits should you be referred to us to another professional.

### ***Other Benefits***

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$100 and \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

A copy of the register is available on request.

Campaspe Financial Services and Stubberfield Partners currently have a similar ownership structure. The partners are also the owners of the business and are entitled to receive remuneration from profit share, distributions, dividends and salaries.

### **Professional Indemnity Insurance**

SGN Financial Pty Ltd is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer. These arrangements satisfy the requirements of Section 912B of the Corporations Act.

### **Conflicts of Interest**

SGN Financial Pty Ltd has negotiated a fee discount for the BT Panorama and Wrap platforms.

Your financial adviser may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

## Making a Complaint

We endeavour to provide you with the best advice and service at all times and will seek to resolve your concern within 21 days.

If you are not satisfied with our services, then we encourage you to contact us. Please contact us or put your complaint in writing to SGN Financial Pty Ltd.

C/O – David Murray, CEO  
SGN Financial Pty Ltd  
PO Box 9222  
Brighton VIC 3186  
[dmurray@sgnf.com.au](mailto:dmurray@sgnf.com.au)

If you are not satisfied with our response or it is not resolved within 45 days, you can refer it to the Australian Financial Complaints Authority (AFCA).

Please contact AFCA in the following ways:

**Writing to:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne Victoria 3001

**Email:**

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

**Website:**

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

**Phone:**

1800 931 678

## Your Privacy

We are committed to protecting your privacy.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our full Privacy Policy is available on the Stubberfield Group website,  
<https://www.stubberfieldgroup.com.au/services/financial-planning/>

# ACKNOWLEDGEMENT

## Receipt of Financial Services Guide

ADVISER COPY (to be retained on client file)

I/We acknowledge that I was/we were provided with the SGN Financial Pty Ltd Financial Services Guide, dated 14 September 2020, on the date listed below.

Client name: \_\_\_\_\_

Client signature: \_\_\_\_\_ Date received: \_\_\_\_\_

Client name: \_\_\_\_\_

Client signature: \_\_\_\_\_ Date received: \_\_\_\_\_

OR

If mailed directly to client

I confirm that I sent a copy of the SGN Financial Pty Ltd Financial Services Guide, dated 14 September 2020, on the date listed below

Sent to (Client name(s)): \_\_\_\_\_

Sent on (Date): \_\_\_\_\_

Sent by (Name): \_\_\_\_\_