

Financial Services Guide

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Authorised for distribution by Sheridans Financial Services Pty Ltd



Sheridans Financial Services Pty Ltd: ABN 43 167 326 972

Australian Financial Services Licence: 452448

Registered office - 593 Anzac Highway

Glenelg SA 5045

Phone - 08 8376 0455

Authorised representatives:

Sheridans Accountants & Financial Planners Pty Ltd No. 416015

John Menelaou No. 245066

Karen Black No. 1249320

Shane Holmes No. 244917

Not Independent

We do not charge you a fee for our advice on risk insurance policies as we are paid a commission by the product provider. Our advice on risk insurance is therefore not independent impartial or unbiased. In all other cases, we charge a fee for our advice services and do not receive commissions or other payments from product providers.

Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we offer.

It contains information about:

- Sheridans Financial Services Pty Ltd
- Sheridans Accountants and Financial Planners Pty Ltd
- The services offered and their cost
- Any conflicts of interest which may impact the services
- Your Financial Adviser and how they are remunerated.
- How we deal with complaints if you are not satisfied with our service.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we have recommended

Sheridans Financial Services Pty Ltd

Sheridans Financial Services Pty Ltd holds its own Australian Financial Services Licence (452448) which has been issued by the Australian Securities and Investments Commission (ASIC).

As an Australian Financial Services Licensee we are required to comply with the obligations of the Corporations Act and the conditions of our licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that we and our representatives provide.

What services do we provide?

Sheridans Financial Services holds a licence to provide a comprehensive range of financial services which include:

- Superannuation including Self-Managed Superannuation Fund advice
- Securities advice
- Managed investment advice
- Personal insurance advice
- Portfolio reviews
- Retirement planning advice
- Estate planning
- Structures
- Margin lending advice

These services are provided to both wholesale and retail clients.

Your Financial Adviser

We have 3 Financial Advisers authorised under the licence held by Sheridans Financial Services Pty Ltd:

John Menelaou

John has worked in the financial services industry since 1984 in a variety of roles including 7 years in administration and marketing roles at National Mutual, 9 years as a Business Development Manager with Professional Investment Services and 10 years as a Financial Adviser and Risk Insurance Specialist.

He is a member of the Association of Financial Advisers Ltd, has completed a Diploma of Financial Planning and holds the Diploma of The Australian Insurance Institute.

Karen Black

Karen has worked in a variety of roles within the financial services industry since 1986 including 12 years at AMP as a corporate superannuation account manager and associate consultant. This role included preparation of investment reports and lodgement of APRA annual reports.

Karen started with Sheridans in 2010 as a specialist Self-Managed Superannuation Fund (SMSF) accountant involved with the administration of SMSF portfolios, preparation of SMSF member reports, yearly financials & tax returns and liaising with clients to ensure their SMSF compliance.

In 2016 Karen became an Authorised Representative of Sheridans Financial Services Pty Ltd thereby allowing her to expand her services to include the provision of strategic and investment advice to our SMSF clients.

Karen is an Associate member of the Self-Managed Super Fund Association, a registered Certified Practising Accountant and member of CPA Australia and has completed subjects for the Diploma of Financial Planning.

Shane Holmes

Shane has worked in the financial services industry as a Financial Adviser since 1990. He is currently a Financial Adviser, Director and Chairperson of Sheridans Accountants & Financial Planners Pty Ltd.

Shane is a member of the Association of Financial Advisers Ltd, holds a Diploma of Financial Planning and has furthered his education by completing specialist accreditation courses in Self-Managed Superannuation Fund advice, ASX Accredited Listed Products, Margin Lending and Geared Investments. Shane is also an Associate member of the Self-Managed Super Fund Association.

Your Financial Adviser

Your Financial Adviser will provide the comprehensive range of services to you through Sheridans Accountants and Financial Planners Pty Ltd which is a Corporate Authorised Representative of Sheridans Financial Services Pty Ltd.

Your Financial Adviser acts on behalf of Sheridans Financial Services Pty Ltd which is responsible for the services that the Financial Adviser provides.

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.

We will listen to you to understand your objectives and circumstances. We will also ask questions to ensure we address all issues.

When we first provide advice to you it will be explained thoroughly and documented in a Statement of Advice. This document will be yours to read and retain as a record of our recommendations.

The Statement of Advice 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 administration platforms, managed funds and insurance recommendations, we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about the advice, investments and insurances recommended.

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

We may provide further advice to you to keep your plan up to date after taking into account any changes in your circumstances, changes in the law, changes in the economy and / or changes in products.

The additional advice we provide will be dependent on the Terms of Engagement you sign with us. It will be documented in either a Statement of Advice or a Record of Advice.

Fees

All fees are payable to Sheridans Accountants and Financial Planners Pty Ltd.

Statement of Advice Preparation Fee

The Statement of Advice preparation fee includes all meetings with you, the time we take to determine our advice and the production of the Statement of Advice document.

The Statement of Advice preparation fee is based on the scope and complexity of advice provided to you. We will agree the Statement of Advice fee with you at our initial meeting/s and prior to preparation of the advice document.

Statement of Advice Implementation Fee

If you decide to proceed with our advice, we do not charge an additional fee for the time we spend assisting you with the implementation of that advice.

Annual Services Fees

Once your investments are established and dependent on the client service package you select we will meet with you periodically to provide performance reports and update our advice.

We offer a range of client service packages for which we charge an annual Financial Adviser Service Fee. These service packages can be 'optioned up' to meet the additional financial needs and investment preferences of individual clients.

The annual Financial Adviser Service Fee will be an agreed fixed fee which is payable in monthly instalments. In circumstances where we recommend investment in stocks listed on the Australian Securities Exchange we charge a fixed service fee of \$26.40 per recommended stock trade in addition to the standard brokerage cost charged by the stock broker.

The annual Financial Adviser Service Fee associated with each of our service packages and associated additional options, is detailed in a separate *Annual Financial Adviser Service Fees Schedule*. The annual fee for the service package recommended for you will be detailed in the Statement of Advice that we provide to you.

Commissions

Insurance Commissions

Sheridans Accountants and Financial Planners may receive commissions and other benefits from some insurance product and service providers.

We may receive a one-off upfront commission when you take out an insurance policy we recommend. We may also receive a monthly commission payment for as long as you continue to hold the policy and we are nominated as the Financial Adviser on the policy.

The commission amount will vary depending on the level of insurance and or the insurance product or service we recommend. We will tell you the exact amount of the commission Sheridans will receive in the Statement of Advice or Record of Advice that we provide to you.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars and conference or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser Remuneration

Shane Holmes is a shareholder in the business Sheridans Accountants and Financial Planners Pty Ltd; he is paid a salary and shares in the profits of the business.

John Menelaou and Karen Black are employees of the business Sheridans Accountants and Financial Planners Pty Ltd and are paid a salary. They may also receive a performance bonus based on the revenue generated by the business.

Associated Businesses

As part of providing our advice services, we may refer you to the accounting, tax and/or mortgage broking services that we also provide through Sheridans Accountants and Financial Planners Pty Ltd and Mortgage Broker (SA) Pty Ltd.

Conflicts of Interest

Your Financial Adviser may provide advice on investments which they hold or may hold in their own personal portfolio. We will disclose the size and nature of these holdings where there may be a conflict of interest with the advice that we provide.

Making a Complaint

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us, send us an email or put your complaint in writing to our office. You can direct your complaint to your financial adviser or to one of our directors.

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 48 hours. We will then explain our process to resolve your complaint and tell you who will handle your complaint.

If you are not satisfied with our response after 30 days, you can lodge your complaint with the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. AFCA provides fair and independent financial services complaint resolution which is free to consumers.

Your Privacy

We are committed to protecting your privacy.

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 Privacy Policy is available on request and on our website.
