



Financial Services Guide

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Version 6

Contact Details:

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The Purpose of this Financial Services Guide (FSG)

The FSG is an important document that outlines the type of products and services the licensed entity below is authorised to provide under our Australian Financial Services License (AFSL).

Before seeking our advice, you may have a number of questions. We provide you with this FSG prior to the provision of any financial product advice and we recommend that you read it thoroughly as it contains answers to some of the questions you might have.

The FSG contains information about:

- who we are and how we can be contacted;
 - the financial services that we provide;
 - the advice delivery process;
 - how we are remunerated;
 - when we provide those services;
 - how to get details on our privacy policy;
 - how we resolve disputes, and what you should do if you have one.
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Who are we?

JSM Financial Group Pty Ltd has been providing bespoke investment and strategy advice for over 30 years.

We pride ourselves on building long term relationships with our clients. We achieve this by a holistic approach to financial planning. We are client-focused and driven by helping clients to achieve their personal goals. By taking into account your unique circumstances we work with you to deliver strategic solutions.

Where only wealth advice (excluding insurance) is provided, we charge a fee for our wealth advice services and we do not receive commissions or other payments from financial product issuers. JSM Financial Group Pty Ltd has no ownership connection with any financial product issuer.

NOT INDEPENDENT

Under current legislation the use of certain terms to describe our business is restricted because our clients have the option to pay for insurance advice by way of the Insurer paying a commission to the Adviser. We believe that by offering the option to avoid out-of-pocket insurance fees, it allows clients to afford appropriate advice.

JSM Financial Group Pty Ltd is not independent as JSM Financial Group Pty Ltd receives commissions from the sale of life risk insurance products which are not rebated to the client.

Who is my Adviser?

JSM Management Pty Ltd is the Licensee and holder of an Australian Financial Services Licence (AFSL #502629).

The financial services we refer to in this FSG are offered by:

Corporate Authorised Representative
JSM Financial Group Pty Ltd
ABN 11 123 195 139 | Authorised Representative #382848

Your Adviser is one of the following Authorised Representatives of JSM Management Pty Ltd;

- James Mansfield - Authorised Representative # 236687
- David Williams – Authorised Representative # 240010

Our Advisers undertake continuous professional development and training programs so that we are up to date with legislative changes to insurance, superannuation, investment, social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our Advisers will help you determine your goals and weigh up different investment and/or insurance strategies to achieve them. Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time. Further Information about your Adviser is contained in the Adviser Profile attached to this FSG.

Advice, Services and Products

JSM Management Pty Ltd has authorised JSM Financial Group Pty Ltd to provide advice and dealing services to both retail and wholesale clients for the following financial products:

Services

- Guidance on budgeting and goal setting savings and wealth creation strategies.
- Investment planning and structuring.
- Gearing strategies.
- Superannuation planning.
- Pre-retirement planning.
- Retirement planning.
- Personal insurance planning.
- Business insurance planning.
- Estate planning considerations.
- Aged care and Centrelink planning.
- Redundancy.
- Salary sacrificing and salary packaging advice.

Products

- Deposit and payment products (e.g. Term deposits and cash management accounts).
- Life risk insurance products (life, disability, trauma, income protection and business expenses).
- Margin lending.
- Debentures, stocks or bonds.
- Securities.
- Managed investments.
- Direct equities (shares and exchange traded funds).
- Superannuation and retirement savings accounts.
- Retirement incomes streams, including pensions and annuities.
- Self-managed superannuation funds (including LRBA's).
- Investor directed portfolio services (IDPS, platform or 'wrap').

Documents you may receive

JSM Financial Group Pty Ltd does not provide General Advice.

If you decide to obtain **personal** financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Client Service Agreement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Ongoing Consent Notice

The **Letter of Engagement** set out the basis for us providing you with initial advice via the production of a Statement of Advice.

The **Client Service Agreement** sets out and governs the terms of our ongoing relationship including, but not limited to, our service standards, frequency and your obligations.

Our initial advice will be provided to you in a detailed financial plan, known as a **Statement of Advice** (SoA). The SoA explains the basis for our advice, the main risks associated with the advice, the cost of implementing the advice and the benefits we receive.

Where you receive ongoing or further advice a **Record of Advice** (RoA) may be provided if we provide further personal advice to you after we have issued an initial SoA and your circumstances have not significantly changed.

If we recommend a financial product we will supply a **Product Disclosure Statement** (PDS). Information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable) are included within this document.

An annual **Fee Disclosure Statement** (FDS) will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser. The FDS will contain information about the services you were entitled to receive, the services you actually received, the fees you paid during the period and the estimated fees you will pay for the subsequent 12 month period.

Your Adviser will issue you with an **Ongoing Consent Notice** every year to renew your ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How we are paid

We will discuss and agree to our fee structure with you before we provide you with services.

Fees payable for the provision of services will be:

- Fee for service (meaning any of the following: a fee for providing a Statement of Advice, a management fee, an ongoing advice or services fee, or any fee that you will pay for the service);
- Receipt of commissions from insurance providers; or
- A combination of any of the above.

Details of fees, commissions, or other benefits that we are entitled to receive in relation to a specific financial product recommendation will be disclosed to you in dollar and percentage terms in an advice document. In circumstances where an amount or percentage is not known at the time of providing advice, an estimate will be provided. Your Adviser will be able to explain how fees have been calculated.

Statement of Advice Fee – The cost of a wealth advice SoA is based on the scope, complexity and time taken to prepare the SoA. This fee varies from \$ 880 to \$ 4,400 and will be agreed with you before work is commenced. An insurance SoA fee is occasionally charged, for which the fee is \$ 880.

Implementation Fee - If you decide to proceed with our advice an implementation fee is applied and this is disclosed in the SoA. This fee covers the administrative time spent implementing the recommended structures, strategies, and products. This fee varies from \$ 1,100 to \$ 5,500.

Ongoing Adviser Fee – covers the monitoring and review the strategies and the investment products recommended in your SoA. The ongoing advice fee is typically paid monthly and is charged as a percentage based on the value of investments under management, varying from 0.40% to 1.30% in total, but this is a guide only.

Brokerage Fees – We charge a brokerage Fee of 0.40% to 1.30% with a minimum of 0.055% or \$ 11 (inc. GST) per trade, when we buy and sell listed investments. This fee will typically be applied to each transaction as a set dollar amount.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount or hourly rate. Any additional advice fee will be disclosed and agreed upon with you, prior to work commencing and will be disclosed in your SoA.

Insurance Commissions

JSM Financial Group Pty Ltd receives a one-off upfront commission when you take out an insurance policy we recommend. The upfront commission will generally be 66% of the first year's annual net premium.

We also receive an ongoing commission payment of between 5.50% and 33% of the annual net premium paid for as long as you continue to hold the policy.

For example, an insurance product with an annual net premium of \$ 2,000, where the issuer pays us an upfront commission of 66%, we will receive \$ 1,320. The issuer will pay us 22% of the annual net premium as ongoing commission for as long as you hold the product. Assuming an annual net premium of \$ 2,000, this equates to \$ 440 per year.

You will be advised of the exact amount of these commissions in the SoA or RoA.

If you decide to proceed with our recommendation to purchase a life insurance product, unless stated to the contrary in your Statement of Advice, JSM Management Pty Ltd has elected to receive commission from the product provider and not invoice you directly for services provided.

However, if you cancel a life insurance product, after holding it for less than 24 months, as any commission received by JSM Management Pty Ltd is returned to the insurance company (100% within the first 12 months and 60% during the second year) you will be invoiced an amount as disclosed in the SoA.

If you do not proceed with our recommendations and/or the insurance is not implemented because you do not meet the insurance company requirements (including, but not limited to situations where medical or financial information which impact your ability to obtain insurances was not disclosed prior to the provision of advice), then the SoA fee of \$ 880 will be invoiced for payment within 30 days of this occurring.

Insurance Claims Management Fee

Here at JSM Financial Group Pty Ltd we pride ourselves on delivering on our promise of assisting you with the claims process.

Over the last few years, we have seen a continuing upwards trend in the number of claims being made including a substantial increase in the time (claim hours) it takes to assist our clients with the claims process.

The claim hours can vary anywhere between 40 to 140 hours, with the average being 70 hours.

As a result of our resources being stretched due to this increased workload, we have introduced a claims management fee (CM fee) when assisting clients (or their Estate) with the claims process. This CM fee is a separate fee and is paid in addition to any ongoing commissions that JSM Financial Group Pty Ltd receives direct from the insurance companies.

The CM fee will be calculated based on the amount insured under the policy being claimed (sum insured). Where the policy provides a monthly benefit, the CM fee will be calculated based on the monthly benefit amount, annualised once. (annualised sum insured).

The Claims Management Fee Structure –

Life, trauma, or permanent disablement (lump sum policy)

2.20% of the sum insured under the lump sum policy, with a minimum charge of \$ 3,300 capped at a maximum charge of \$ 6,600 per policy claimed.

Income protection/business expenses

4.40% of the annualised sum insured, with a minimum charge of \$ 2,200 and a maximum charge of \$ 4,400 per policy claimed.

Upon you receiving a notification from the insurer that the claim is successful, JSM Financial Group Pty Ltd will issue an invoice to you for the CM fee. If the claim is unsuccessful, a CM fee of \$ 1,650 applies.

JSM Financial Group Pty Ltd has discretion on the CM fee payable. For example, depending on the total claim hours involved, JSM Financial Group Pty Ltd may reduce the CM fee payable.

Other Benefits

JSM Financial Group Pty Ltd and/or its Advisers may receive non-monetary benefits where:

- The amount is less than \$ 300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice and/or;
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

Adviser Remuneration

James Mansfield is the owner of JSM Financial Group Pty Ltd and shares in the profits of the practice.

David Williams is employee of JSM Financial Group Pty Ltd and is paid a salary. He may also receive a percentage of overall business profit if certain business goals are met.

Your privacy and access to information

As part of the financial planning process, we are required to collect personal information about you and maintain a record of that information. JSM Financial Group Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us.

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 at www.jsmfinancial.com.au.

Professional Indemnity Insurance

JSM Financial Group Pty Ltd holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the *Corporations Act*. The professional indemnity insurance covers all of the financial services we are authorised to provide to you.

Associations

JSM Financial Group Pty Ltd is required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide you.

No such associations or relationships exist.

Conflicts of Interest

Your Adviser may recommend investments in shares that he, or his related entities 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.

Complaints Process

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms.

If you are not satisfied with our services then we encourage you to contact the Licensee. We accept complaints via phone, in person, via email or letter. The best option is to call the Licensee or put your complaint in writing to the Licensee's office. The Licensee will endeavor to resolve your complaint in 5 business days.

External Dispute Resolution

If you do not feel your complaint has been resolved in a satisfactory manner, or if you have not received a response within 30 days of your initial complaint, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution at no cost to you.

AFCA can be contacted as follows:

Phone:	1800 931 678 (free call)
Fax:	(03) 9613 6399
Mail	Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001
Email:	info@afca.org.au
Website	www.afca.org.au

Jamie Mansfield – Authorised Representative Number 236687

Jamie is the Founder and Principal of JSM Financial Group Pty Ltd. He has over 30 years of experience in Financial Planning.

Jamie is a Certified Financial Planner (CFP®), the highest designation in financial planning, coupled with commitment to the highest ethical standards.

Jamie also holds the following qualifications and certifications:

- Diploma of Financial Planning (DFP)
- Associate Diploma of Business Studies (Accounting)
- Financial Advice Association Australia (FAAA) Member
- Fellow SMSF Specialist Adviser™ (Self-Managed Super Fund Professionals Association of Australia)

Jamie is a strong believer helping people to control their own destiny and in building long-term, close relationships with clients, many of whom have been with him for over 25 years. Jamie is motivated by partnering with clients to achieve their financial goals and objectives, from buying their first home to wealth creation, business succession, and retirement planning. He achieves this by providing caring and personalised, goal focused advice.

Being a small business owner himself, Jamie also works closely with many clients - often also small business owners - who may have complex corporate structures and trusts.

Dave Williams – Authorised Representative Number 240010

Dave has worked in the financial services industry for 40 years with 20 of those as an Adviser. He joined JSM Financial Group Pty Ltd in 2016. He holds a Diploma in Financial Services (Financial Planning).

Dave has a wealth of experience as a personal protection Adviser - specialising and focusing on insurance for the past two decades.

Dave can assist you with:

- Protecting your assets;
- Protecting your income;
- Protecting your future;
- Provide cashflow during an unforeseen accident or illness;
- Lum sum payments to reduce/eliminate debt.