



## Financial Services Guide Version 4

*Prepared: 23 October 2019*

*Issued by: Marc Banvill & Mark O'Loughlan*

*Authorised by: Shartru Wealth Management Pty Limited  
AFSL 422409*



## Financial Services Guide

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal financial advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing, you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.



## About our firm



**Name:** The Trustee For Banvill Family Trust & The Trustee For Monaro Family Trust trading as Aspect Wealth Advisers

Marc Banvill & Mark O'Loughlan

**ABN** 67 679 117 248

**Address:** Level 1, Unit 5 / 81 Bishop Street Kelvin Grove QLD 4059  
PO Box 295 Red Hill QLD 4059

**Phone:** 07 3354 9000

**Fax:** 07 3354 9090

**Email:** Marc Banvill  
0448 77 30 06 (mobile)  
marc@aspectwealthadvisers.com.au

Mark O'Loughlan  
07 3354 9000  
mark@aspectwealthadvisers.com.au

**Licensee:** Shartru Wealth Management Pty Ltd

**ABN:** 46 158 536 871

**Address:** 14 Macquarie Street, Belmont NSW 2280  
PO Box 565, Belmont NSW 2280

**Phone:** 1300 478 424

**Email:** advice@shartru.com.au



## Before you receive our advice

### Your Questions

Who is my adviser?

### Our Answers

Your adviser operates under a Corporate Authorised Representative of Shartru Wealth:

**The Trustee For Banvill Family Trust & The Trustee For Monaro Family Trust T/A Aspect Wealth Advisers**

**Authorised Representative Number 422939**

Your adviser is an Authorised Representative of the licensee.

The advisers have the following qualifications:

**Marc Banvill**

**Authorised Representative Number 270385**

- Diploma of Financial Planning
- ALPA ASX Specialist
- Self-Managed Superannuation Funds (Kaplan)
- ANZIIIF member
- Tax (Financial) Advisor 25136171

**Mark O'Loughlan**

**Authorised Representative Number 316066**

- Diploma of Financial Planning
- ALPA ASX Specialist
- Self-Managed Superannuation Funds (Kaplan)
- Margin Lending and Geared Investments (Kaplan)
- Tax (Financial) Advisor 25137575



What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Shartru Wealth and your advisers can provide the following services:

- Financial strategies and financial advice generally
- Savings and wealth creation strategies
- investment planning and financial product advice
- Securities advice
- Pre-retirement and Retirement Planning
- Risk and risk management (ie wealth protection) analysis and advice
- Estate Planning
- Superannuation planning and advice (including SMSF)
- Taxation considerations (associated with different financial products and different financial strategies) (through Marc Barvill)
- Business succession planning.

We are licensed to provide advice on and deal in the following financial products:

- Deposit products
- Government Debentures, Stocks & Bonds;
- Investment Life Insurance Products;
- Life Insurance Risk Products;
- Managed investment Schemes, including IDPS;
- Securities;
- Retirement Savings Account Products;
- Standard Margin Lending Facilities
- Superannuation (including SMSF); and,
- Derivatives

Portfolio Review:

- Internal databases are maintained detailing client's investments that were recommended by licensee. This does not constitute portfolio monitoring.
- Portfolios are reviewed on a regular basis, subject to the client's discretion.

Who do you act for when you provide services for me?

Shartru Wealth and your advisers are responsible for the financial services provided to you.



How will I pay for the service?

Aspect Wealth Advisers provides clients with a choice of paying a fee-for-service or allowing Shartru to receive commission from the insurance /credit providers that it recommends. A combination of these methods of payment for our services will also be considered.

If you choose to pay us a fee our fees will be charged at the rate of \$165 per hour or part thereof. We will also look at a fixed fee arrangement depending on the services being sought. We do not charge or receive commission on managed investment schemes.

An advice fee in the range of \$0-\$6,000 can be incurred depending on the complexity of the advice.

An implementation fee can be incurred depending on the complexity of the advice. This fee will be quoted in the initial advice and you will consent before proceeding. The implementation fee may be done on the following basis;

- Fixed fee from \$660-\$5,500; or
- Hourly rate of \$165 per hour; or
- 1.1% of initial funds invested or 80% of insurance premium (to revert to 70% on 1 Jan 2019).

Aspect Wealth Advisers has an ongoing advice service which if you choose to engage fee ranging from \$600 per annum to 1.1% per annum on your funds under management and you will be billed for this through your investment portfolio. For example, if your portfolio is for \$100,000 we will charge \$1,100 per annum. We will consider capping this fee for amounts greater than \$1,000,000 depending on services provided.

If you require different services to our full ongoing service (above) we will quote you a fixed fee after assessing your requirements.

Where we recommend a life insurance product we may be paid a commission by the life insurance company. In such cases our advice or implementation fees may be reduced or waived for the Initial advice and the Implementation fee.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services or assistance to me and how is that commission calculated?

1. All fees are paid initially to Shartru Wealth Management (Licensee). Shartru Wealth Management passes on 100% of all fees received to Aspect Wealth Advisers, Marc Banvill and Mark O'Loughlan.



2. The revenue is split between the two advisers equally.

3. Where a life insurance company product has been recommended the issuer of the product may pay Shartru a commission. This commission ranges between 30% and 80% of your first years premium. Please note that from 1 Jan 2019 the amount will be capped at 70% and then from 1 Jan 2020 the amount will be capped at 60%.

4. Where a life insurance company product has been recommended the issuer of the product may pay Shartru an ongoing commission.

This commission which can vary depending on the product is calculated in a range of between 8% and 30.25%. This commission is paid each quarter. 'For example; If your first year's premium is \$500 and the initial commission is 80% SWM will receive \$400. If your premium for the second and subsequent years is \$500 and the ongoing commission is 30% SWM will receive \$150 per annum'

5. When share trading services are utilised to deal in shares Shartru may receive brokerage.

6. If we refer you to a party for credit assistance to you, we may receive an initial commission of up to 0.3% and ongoing commission of up to 0.112% from the credit provider and calculated on the balance of your loan.

7. If we refer you to Shartru Agency and you accept their assistance in purchasing a property, we may receive 20% commission from fees earned by Shartru Agency.

8. The exact amounts of any fees, commissions, bonuses or other incentives received by me and the licensee will be included in a Statement of Advice that we will provide to you.

9. Shartru Investment Managed Account Service (SIMA) IAS has appointed Shartru Investment Management Pty Ltd (Shartru IM) as the investment manager for all strategies within the MDA. Shartru IM is a Corporate Authorised Representative and related party of Shartru Wealth Pty Ltd (Shartru Wealth) (ABN 46 158 536 871 AFSL 422409) who provides personal advice to you.

10. Shartru Agency is a related party to Shartru Wealth and undertakes consulting work in relation to property projects that Shartru Wealth may be offering their clients primarily through the Domacom



platform.

11. Aspect Wealth Advisers, Marc Banvill and Mark O'Loughlan do not own shares in Shartru IM, Shartru Agency or Shartru Wealth.

Do you have any referral arrangements in place?

Aspect Wealth Advisers has in place a referral arrangement with Plan Australia for the provision of Credit Advice for its clients. Aspect Wealth Advisers can receive a commission of up to 30.25% initially for commissions resulting from any credit product entered into by its clients. They may also receive a commission of 0.112% from the credit provider and calculated on the balance of your loan.

First Capital Lending Pty Ltd is a related party to Aspect Wealth and provides credit assistance. Marc Banvill and Mark O'Loughlan own shares in First Capital and Aspect Wealth. If we refer you to First Capital and you accept their credit assistance, we won't receive a share of any commissions paid to them however may receive profits in the form of a distribution due to our shareholding.



## When you receive our advice

### Your Questions

Will you provide me advice, which is suitable to my needs and financial circumstances

What should I know about the risks of the products or strategies you recommend to me?

What information do you maintain in my file and can I examine my file?

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

### Our Answers

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We will explain to you any significant risks of products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. They also maintain records of any recommendations made to you and the preliminary assessment for credit assistance.

We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

Yes. You may specify how you would like to give us instructions, for example by telephone, email or other means.



## If you have any complaints

### Your Questions

Who can I complain to if I have a complaint about the provision of the financial services to me?

### Our Answers

Shartru is a member of the Australian Financial Complaints Authority.

If you have any complaint about the service provided to you, you should take the following steps:

Contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 3 days, please contact the Compliance Manager of Shartru or put your complaint in writing and send it to PO Box 565 BELMONT NSW 2280. We will seek to resolve your complaint quickly and fairly.

If the complaint cannot be satisfied to your satisfaction you have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678 or at [info@afca.org.au](mailto:info@afca.org.au). This service is provided to you free of charge.

At the time of escalation of a complaint we will provide you with further details on the process involved with AFCA.

The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Shartru Wealth Management has in place a Professional Indemnity Insurance that is required by the Corporations Act and which meets ASIC's requirements and covers present and past representatives.