

Financial Services Guide – Execution Only Services

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About this guide

This Financial Services Guide (FSG) explains the execution only services provided by Shadforth and your adviser (who is authorised through Shadforth). It is designed to help you make a fully informed decision about whether you want to use our services.

An execution only service (or nil advice transaction) means your adviser will not give you any form of general or personal advice in relation to your requested transaction. If you would like personal advice, you can make an appointment with your private wealth adviser, and they can sit down and go through your objectives, financial situation and needs.

If you have any questions, or if there is anything that isn't clear, please talk to your adviser or contact us.

Shadforth Financial Group Limited

ABN 27 127 508 472 | AFSL 318613

Phone: 1800 501 204

Email: contactus@sfg.com.au

Website: sfg.com.au

We have offices located across Australia, our office locations are listed on our website.

Not independent

We are a wholly owned subsidiary of Insignia Financial Ltd (ABN 49 100 103 722) and part of the Insignia Financial Group of companies (Insignia Financial Group). The Insignia Financial Group is an issuer of financial products, some of which are included in our Approved Product List. In addition, we may receive commission on life insurance products as explained under the heading 'How we are paid'. For these reasons, we do not refer to ourselves or our advice as independent, impartial or unbiased.

Products and services we provide

The financial services we are authorised to arrange and deal in are:

- Managed investments including Investor Directed Portfolio Services (IDPS)
- Superannuation and retirement savings accounts
- Managed Discretionary Account (MDA) services
- Separately Managed Accounts (SMA)
- Listed securities, including equities, hybrids and listed investment companies
- Deposit products
- Derivatives
- Government debentures, stocks or bonds
- Investment life insurance and life risk products
- Standard margin lending facilities.

In providing these services, Shadforth acts for you.

How we are paid

We receive remuneration from:

- Service fees paid by you (fee for service)
- Commissions from insurance providers

All fees and commissions are collected by Shadforth. Your adviser is an employee of Shadforth and is paid a salary and may also receive a bonus based on performance and achievement of various objectives. The variable/bonus component of your adviser's remuneration is generally determined annually based on factors such as client retention, the standard of service provided to clients, training undertaken, and revenue received by Shadforth in the previous year.

Fees paid by you

Before providing the service, your adviser will agree the fees and payment options with you. The service may fall within your existing client agreement or may be an additional service.

The types of fees you may be asked to pay can include:

- Implementation fee — a fee to implement the transactions you have requested such as buying or selling specific financial products.
- Fees for share and derivatives transactions – Any commission or brokerage payment for shares or derivative transactions we receive are offset against charges we incur for the cost to facilitate the service. Brokerage fees charged by providers we use generally vary between a minimum of \$17 plus 0.03% and a maximum of 2.75% – subject to a minimum brokerage fee that might be set from time to time. The cost of brokerage for share transactions through platforms are set out in the relevant disclosure documents. We will tell you what brokerage fees will be incurred for share transactions.
- Commission for Life Risk Insurance Products - Where we arrange a life insurance product for you, the relevant insurer will pay an initial commission to us. The commission is calculated as a percentage of the premium paid (and may include health, occupational, frequency and modal loadings and policy fees, but excludes stamp duty). Ongoing commission will also be paid when you renew your policy each year.

The rates of initial and ongoing commission will depend on the date the policy is issued and are set out in the table below:

Date policy is issue	Initial Commission (% of annual policy cost including GST)	Ongoing Commission (% of annual policy cost including GST)
Before 1 January 2018 or before 1 April 2018 (application received before 1/1/18)	up to 130%	up to 33%
From 1 January 2018	up to 88%	up to 33%
From 1 January 2019	up to 77%	up to 33%
From 1 January 2020	up to 66%	up to 33%

For existing policies, the rates above will apply if you increase your cover, add new cover or otherwise amend a policy purchased by you.

Please note that the initial and ongoing commissions on life insurance products are paid by product issuers and is not a direct cost to you.

Important relationships and other benefits

Related Parties

Shadforth is part of the Insignia Financial Group, which includes the following companies that issue financial products and platforms: IOOF Investment Management Limited, IOOF Investment Services Ltd, Managed Portfolio Services Limited, MLC Investments Limited, Navigator Australia Limited, NULIS Nominees (Australia) Limited, Oasis Fund Management Limited, OnePath Custodians Pty Ltd and OnePath Funds Management Limited.

If you transact on an account held with one of these companies, they may receive fees, which will be disclosed to you.

In addition to the related companies listed above you should also be aware of the following relationships and benefits that we may receive. Any payments noted below are not payable by you.

Other payments

We keep a full register of any benefits received by advisers valued between \$100 to \$300. By law, your adviser is not permitted to receive benefits in excess of \$300 per year from a product issuer. In addition, Shadforth keeps a register of any other non-monetary benefits your adviser may receive in relation to education, training, technology support or software that is relevant to the provision of financial advice. If you would like a copy of either register, please ask your adviser and one will be made available to you.

If you have a complaint

If you have a complaint about financial services provided to you, your complaint can be directed to your adviser in the first instance. You can also raise your complaint at any time by contacting us at:

Email: advicecomplaints@insigniafinancial.com.au

Phone: 1800 271 147

We will investigate and endeavour to resolve your complaint promptly and fairly. If your complaint has not been resolved to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA is an external dispute resolution scheme which provides fair and independent financial services complaint resolution that is free to consumers. AFCA's contact details are:

Email: info@afca.org.au

Website: www.afca.org.au

In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

The Australian Securities and Investment Commission (ASIC) has an information line 1300 300 630 which you may use to obtain information about your rights, and to make a complaint. For more information, please visit their website www.asic.gov.au

Professional indemnity insurance

Shadforth is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. Our insurance arrangements cover claims made against us as the licensee and both our current and former authorised representatives.

Privacy

To implement your instructions, we may be required to collect your personal information. Any personal information we collect will be handled in accordance with our privacy policy, which contains details on any likely overseas disclosure of your personal information, how you may access or correct your personal information and how you may complain about a breach of your privacy. To obtain a copy of our privacy policy, please click [here](#).

We generally collect your personal information from you, and we collect this information to execute your instructions and related purposes, such as dealing with financial institutions on your behalf. In order for us to comply with our Anti-Money Laundering and Counter-Terrorism Financing requirements, we may be required to retain copies of your identification documents. We may also use your personal information to provide you with information about other products and services that may be of interest to you (unless you elect to not receive marketing communications). If you do not provide all required information, we may be unable to execute your instructions.