

# Website Disclosure Information

Last Updated: 24 February 2025

## About this disclosure

This Website Disclosure Information explains the financial services provided by Shadforth. It is designed to help you make a fully informed decision about whether you want to use our services.

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](mailto:contactus@sfg.com.au)

**Website:** [sfg.com.au](http://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' below. For these reasons, we do not refer to ourselves or our advice as independent, impartial or unbiased.

## Products and services we provide

We offer you the flexibility and convenience of accessing high quality financial advice and services to help you generate and maintain wealth over time. Services offered or arranged by us include:

- Advice designed to meet your goals
- Wealth creation planning and protection, including long-term cashflow modelling where applicable
- Retirement planning and superannuation advice
- Self-managed super funds advice
- Personal insurance
- Philanthropic advice and management
- Centrelink and aged care planning
- Estate planning advice
- Investment advice and portfolio management
- Corporate superannuation advice
- Retrenchment and redundancy advice
- Regular review of your strategies, objectives, investments and insurance.

We can advise and deal in relation to the following financial products:

- 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.

## Important documents you can expect to receive

When your adviser provides personal financial advice for the first time, you will generally be given a Statement of Advice (SoA).

If you require further advice at a later time, your adviser can provide further advice verbally or via a shorter Record of Advice (RoA). If you are given verbal advice, your adviser will document the discussion and a copy of this record can be made available to you on request.

To help you make an informed decision about a financial product, you will generally be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances, there is no requirement to provide a PDS (including, for example, where you already have one).

## Our Approved Product List

Our Approved Product List (APL) is a list of fully researched products but doesn't include all possible products available in the market. When selecting products for you, your adviser is generally limited to the range of investment products and a selection of up to 12 insurance providers on the APL.

The APL includes products issued and platforms operated by related companies, including, 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.

Our related companies will receive fees and benefits as disclosed in the relevant disclosure document if you invest with them.

## Important relationships and other benefits

In addition to the related companies listed above (under the heading 'Our Approved Product List'), you should also be aware of the following relationships and benefits that we may receive. Any payments noted below are not an additional cost to you and will only be made to the extent permitted by law.

### Advisory fees

Product providers may pay advisory fees to an investment management entity associated with Shadforth. This fee is for the provision of portfolio management advisory services where Shadforth model portfolios are utilised via managed accounts or separately managed accounts. In the event of this occurring, the fee is calculated as a percentage, likely to be up to 0.15% of the managed account or separately managed account portfolio balance. Neither Shadforth nor your adviser receive any of this fee.

### Referral partners

Shadforth has referral relationships with third parties. These third parties may include accountants, mortgage brokers, general insurance brokers, solicitors, real estate agents and other third parties who specialise in a specific field.

If you are referred to your adviser by one of these third parties, that third party may receive a referral fee, commission or non-monetary benefit. These referral fees can vary and may be up to 30% of revenue received by your adviser's practice or an equivalent or lesser value non-monetary benefit. These referral relationships may change over time and, as such, the referral fee ranges may also vary over time. If this is applicable to you, the relevant referral fee will be disclosed in the written advice provided to you.

### Referrals to a third party

Where you are referred to a third party (including to other financial advisers) by your adviser, your adviser does not receive any payment for that referral. We also do not approve or endorse their advice. You must assess the merits of their advice in light of your own circumstances and objectives.

### 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.

## How we are paid

We receive remuneration from:

- Service fees paid by you (fee for service)
- Commissions from insurance providers
- Other payments and benefits as outlined above under the heading 'Important relationships and other benefits'

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.

## Advice and service fees paid by you

Before providing personal advice, your adviser will agree the fees and payment options with you. Fees and commissions that are relevant to the advice being provided will also be disclosed in the written advice provided to you.

Below is a list of the services you may receive and the types of fees you may be asked to pay (inclusive of GST):

- Preparation of Statement of Advice (SoA) and Implementation – Your adviser may charge fees for the preparation and implementation of our advice. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal financial advice for you. The minimum fee charged is \$3,300. However, depending on the complexity of the advice, you may be charged a higher fee.

For example, complex advice that addresses multiple goals, strategies and/or tax structures, including but not limited to self-managed superannuation funds, family trusts and companies, is likely to incur a higher fee. Less complex advice that addresses limited goals, strategies and/or tax structures is likely to incur a charge closer to the minimum.

- Annual fee for service – Your adviser may charge a fee for the provision of services that may include an annual review and/or a portfolio review. This fee will be either a set amount based on the time involved and complexity in reviewing your portfolio, or a percentage fee based on the amount of funds under our advice. The minimum fee charged is \$4,400.

Details of the services and the relevant fees and charges will be set out in your Client Service Agreement, if you enter into such an agreement.

- 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.
- Ad hoc advice – Where you do not wish to participate in an annual fee-for-service, but require ongoing advice on an ad hoc basis, an hourly fee of \$440 may apply.
- 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)
<b>Before 1 January 2018 or before 1 April 2018 (application received before 1/1/18)</b>	up to 130%	up to 33%
<b>From 1 January 2018</b>	up to 88%	up to 33%
<b>From 1 January 2019</b>	up to 77%	up to 33%
<b>From 1 January 2020</b>	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.

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

**Website:** [www.afca.org.au](http://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](http://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

We are committed to protecting your privacy. Any personal information we collect (including sensitive information, where authorised and required) will be handled in accordance with our privacy policy. The privacy policy outlines how we manage your personal information and contains details about 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 through questionnaires (such as Wealth Central, where you have authorised the disclosure of your information to us) and our ongoing interactions with you. Your personal information is collected primarily for the purpose of providing you financial advice, and for related purposes such as implementing any agreed financial plan, dealing with financial institutions on your behalf or communicating with your other professional advisers with your consent. 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).

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.

If you do not provide all information that we require we may not be able to provide you with the requested service, or services we provide may not be suitable to you. If you provide us personal information of another party such as a family member, you should inform them that you have done so and direct them to this privacy statement so they may understand how their personal information may be handled by us.