



Financial Services Guide

for

Paul Shay

Before seeking our advice, you probably have a number of questions you would like to ask about O.S. Financial Planning. You have the right to ask us about our charges, the type of advice we will give you and what you can do if you have a complaint about our services. Key information is set out in answer to these questions on the following pages. If you need more information or clarification, please ask us. This Financial Services/Credit Guide is issued with the authority of O.S. Financial Planning.

You should also be aware that you are entitled to receive a Statement of Advice whenever we provide you with any advice which 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.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, 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.

Dated 4th November 2021

1. Before you get our advice

Lack of independence Disclosure Notice:

We can't call ourselves independent. Here's why:

- The law makes it very difficult for most advisers to say they are independent, unbiased or impartial, even if they are not in any way linked to a financial product provider (like a bank).
- If, for example, an adviser gets paid a commission to help a client arrange some insurance they are automatically prohibited from calling themselves independent. Most advisers who receive such commission charge their clients very little (if anything) for the advice or the help they provide putting a policy into place. From time to time we receive these commissions.

So, although we always put your interests before ours when giving advice, we cannot (by law) call ourselves independent, unbiased or impartial.

Your questions

Our answers

Who is my adviser?

Your adviser will be Paul Shay. Paul first received authority to provide investment advice in 1991 from Commonwealth Management Services Ltd, a subsidiary of the *Commonwealth Bank*. In May 1996 Paul was employed by *Overman Richardson Pty Ltd* until July 2003 when he joined with Charles Overman to form the Partnership of *Overman Shay*. In March 2009 the partnership transitioned into the company *Chinsha Pty Ltd trading as O.S. Financial Planning*. He holds a Certificate in Business Studies (Banking) and a Diploma in Financial Planning (Dip FP)). He has been granted the status of "Certified Financial Planner" (CFP) by the Financial Planning Association of Australia Ltd (FPA).

Paul Shay is an authorised representative of *Chinsha Pty Ltd T/As O.S. Financial Planning* (No 239914) and, as a "principal" of the business, is remunerated by way of drawings on profit.

Who will be responsible for the advice given to me?

Chinsha Pty Ltd holds an Australian Financial Services Licence (No. 331955) and is responsible for the advice provided by its representatives. The company trades under the registered Business Name of ***O.S. Financial Planning***.

What advisory services are available to me?

The Australian Financial Services Licence held by Chinsha Pty Ltd authorises us to ".....carry on a financial services business to provide financial product advice and deal in the following classes of financial products:

- (i) *Deposit and payment products:*
- (ii) *Debentures, stocks or bonds issued or proposed to be issued by a government;*
- (iii) *Life products including:*
 - *investment life insurance products; and*
 - *life risk insurance products;*
- (iv) *Interests in managed investment schemes including investor directed portfolio services;*

- (v) *Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);*
 - (vi) *Securities;*
 - (vii) *Standard Margin Lending facilities; and*
 - (vii) *Superannuation;*
- to retail and wholesale clients....."*

Therefore, we can offer you the following Services

- Financial Planning
- Social Security Planning
- Retirement Planning
- Estate Planning
- Salary Packaging
- Investment Advice
- Share Market Trading
- Margin Lending
- Superannuation Fund Establishment
- Administration of Self Managed Superannuation Funds
- Savings Plans
- Risk Management

We provide advice on appropriate wealth creation strategies and can recommend new investments in shares, debentures, unit trusts, superannuation, rollover funds, annuities, insurance bonds, friendly society bonds, mortgage investments and risk products.

We only recommend an investment to you after considering its suitability for your individual investment objectives, financial situation and needs.

We recommend that you regularly review your financial strategy and investments with us (we recommend at least annually), to ensure that they remain appropriate for your circumstances. Clients are also encouraged to contact us at any time for an interim review, or to answer any queries they may have. An annual portfolio review service is available on request. If you want this service the fee will be agreed upon by you and your adviser. You may request a written record from us of any further advice we give during such review meetings.

O.S. Financial Planning offers both personal and general advisory services. Clients should be aware that when general securities advice is provided it will not necessarily be appropriate for every client. That is why we recommend you seek a personalised review of your investment objectives, particular needs and circumstances before making an investment decision.

How will I pay for the service?

Initial Costs

O.S. Financial Planning prefers to operate on a "fee for Service" basis. Our "**fee for service**" is based on an "**hourly fee**". The hourly fee is designed to recompense us for the following:

- The **direct and indirect employment costs** of our firm's staff in relation to the time spent assisting you.

- The **general overheads of holding this business ready to be of service to you**. This includes:
 - The general overheads of running a business.
 - The additional costs required of this firm to be able to provide a “competent” level of advice that complies at all times with the law. (Professional Development, Software, Research, Professional Indemnity Insurance, and other Compliance costs)
- To **provide “reward”** for the principals of O.S. Financial Planning in recognition of the Business Risk that they carry together with the benefits of our advice to you.

Currently **our hourly fee is charged at \$220** (inclusive of GST \$20).

Our Initial fees are divided into three categories

1. At the time of **our initial meeting** a fee **may** apply for the time spent in taking your instructions, considering your position and, if appropriate, providing advice to you. Traditionally this is the case if it is evident that no further major work would be required on our part.
2. Alternatively a **plan fee** is generally quoted based on the number of hours and perceived complexity in putting together our recommendations. This fee is designed to cover us *in part* for the time spent in preparing and presenting our recommendations to you. It allows you the opportunity to review our advice in as cost effective a manner as possible and provides some compensation in the event you decide not to proceed further.

This fee would typically range between an amount of \$300 to \$1,000.

3. An indicative **implementation fee** will be quoted at the time of our meeting and confirmed in writing at the time of presenting to you our Statement of Advice, once a full analysis of your needs has been completed.

This fee covers the full reimbursement of the costs of the professional skill and time spent in taking instructions, considering and researching alternatives, making recommendations, documenting and presenting those recommendations, implementing those recommendations and establishing your portfolio on our database in the event that you might take advantage of our review service.

Ongoing Costs

All financial plans should be reviewed. O.S. Financial Planning offer their clients the alternative of two services:

- A “re active” review service
- A “pro active” review service

Under our “re active” service, O.S. Financial Planning undertake to write to you on an annual basis providing the offer of a review service at which we would:

- Review with you your current personal and financial Objectives.
- Update you in relation to the current market and economic conditions and the impact this might have to the performance of your portfolio looking ahead.
- The performance of your investments under both a Quantitative & Qualitative basis.
- Consider and review with you the current Strategic options.

Should you wish to avail yourself of this service, the cost is then invoiced at our standard hourly rate. This would cover the time taken to review, research, prepare our report, meet with you to present and implement any recommended adjustments as agreed with you

Under our “pro active” service, an agreement between our client and ourselves is drafted. The agreement sets out the services required by our client (Administration, reporting, maintaining Capital Gains Tax details, liaising with Centrelink, Reviewing Salary Package etc) and the negotiated annual fee for this service.

These costs will be quoted and negotiated with you at the time of Presenting our Statement of Advice. They are based on a estimation of the time expected to be spent in assisting you. It is important to note that if the terms of our engagement were to change substantially that these costs would need to be reviewed.

We believe that our fee structure for the level and quality of service provided is amongst the most competitive available to the people of this region.

Other forms of remuneration

As a principal member of the FPA we are obliged to disclose any non-cash benefit that might be received by us.

O.S. Financial Planning maintains a register of any “Alternative form of Remuneration” which might be received. Such registers must be maintained by all representatives and AFS Licencees and are publicly available for inspection. A copy of the register can be provided to you within 7 days of your request. However we would like to highlight that it is not the usual practice of O.S. Financial Planning to receive such payments.

2. When you get our advice

Your questions

Our answers

Will you give me advice which is suitable to my investment needs and financial circumstances?

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

What should I know about any risks of the investments or investment strategies you recommend to me?

We will explain to you any significant risks of investments and strategies, which we recommend to you. If we do not do so, you should ask us for further clarification.

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

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

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.

Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means. But in all cases we must receive a written confirmation of these instructions

What Arrangements do you have in place to pay compensation if it was ever required?

We believe we have put in place arrangements (via maintenance of Professional Indemnity Insurance and the adequate provision for any policy excess) that are adequate having regard to the size, nature and complexity of our business. We believe that these arrangements are sufficient for the purpose of meeting our compliance obligations under section 912B of the Corporations Act.

3. If you have any complaints

Your questions

Our answers

Who can I complain to if I have a complaint about the advisory service?

We treat any complaint we receive seriously. If you are dissatisfied with your experience as our client we ask that you communicate with us (e.g. by phone, email or in person) so we can try to resolve the issue for you. We'll do our best to help figure out the background of the matter with you.

We have adopted best practice complaints handling processes to ensure:

- Acknowledgement of your concerns within 24 hours of receipt;
- Speedy assessment and investigation;
- Timely provision of a response (known as an IDR response) no more than 30 days after we receive your complaint.

If we cannot resolve the issue to your satisfaction within that time frame we will refer you to the free industry complaints handling body known as Australian Financial Complaints Authority Limited (AFCA). We are a financial member of AFCA, the Government approved External Disputes Resolution scheme.

- AFCA can be reached at 1800 931 678
- AFCA's mail address is GPO Box 3, Melbourne Vic 3001
- AFAC's website is www.afca.org.au