FINANCIAL SERVICES GUIDE

Shakespeare Financial Services Pty Ltd

Trading as Shakespeare Financial Services

Corporate Authorised Representative Number 274011 of
SFS Licence Pty Ltd, Holder of Australian Financial Services Licence: 489820

Level 5, 50 Colin Street, West Perth WA 6005 I Tel: 08 9321 2111 Fax: 08 9321 2050

www.shakesfin.com.au

Date: July 2025 - Version: 1.6 (SFSFSG)

Financial Services Guide

This Financial Services Guide (FSG) is an important document which SFS Licence Pty Ltd (SFS, we, our) is required to give you under the requirements of our Australian Financial Services Licence. It provides you with information about us to help you decide whether to use the financial services we provide.

This FSG explains the services we can offer to you and the types of products we offer. It also explains how we (and other related persons) are remunerated for these services, and includes details of our internal and external complaints handling procedures and how you can access them. SFS authorises the distribution of this FSG. You should read this FSG with the Adviser Profile attached, as it forms part of this FSG.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), prospectus, Statement of advice (SOA) and/ or Record of advice (ROA).

To invest in any of our recommended financial products you must complete the application form attached to the relevant PDS. The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice, the personal advice will be provided to you in a SOA.

Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

On an ongoing basis, a ROA will be used instead of a SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. SFS is only obliged to provide an ROA to clients upon request up to 7 years after the day on which the advice is provided.

We will not provide advice on classes of financial products other than those identified on SFS' AFS Licence.

SFS is responsible for the advice provided and services offered to clients by all its Authorised Representatives.

Not Independent

While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.

Who Are We and Who are your Advisers?	Shakespeare Financial Services Pty Ltd (Shakespeare) is a Corporate Authorised Representative (No. 274011) of SFS Licence Pty Ltd, an Australian Financial Services Licensee (No. 489820). Shakespeare and SFS have common Directors. Shakespeare has been providing financial services since 2004. We are committed to facilitating high quality advice and continued excellence in our service to you. For further details on your advisers and their authorisations, please refer to the Adviser Profile attached.
Why Are We Different?	• Shakespeare is a boutique financial advisory practice founded on professionalism, integrity and exceptional service. Shakespeare Financial Services is owned by its staff and not aligned to any financial institution. • Shakespeare Financial Services has an established reputation for providing personalised high quality, objective and pro-active financial advice. • The Shakespeare Financial Services advisory team have many years of experience in the financial advisory and wealth management industry and are well placed to provide innovative and tailored solutions to their clients.
What Do We Offer?	SFS and Shakespeare could offer you the following financial services: • Financial planning • Investment strategy • Wealth creation strategies • Superannuation strategies, including self managed superannuation funds • Risk protection strategies • Retirement planning advice • Portfolio review services • Ongoing advisory services When providing financial services to you, SFS and Shakespeare act on your behalf.
What Will We Not Do?	We will not provide advice on financial products that are not on our Approved Products List as financial products that are not on our Approved Products List have not been reviewed and assessed for their merits.
What Do We Expect From You?	We expect that you will provide us with accurate information that we request so that we can provide you with appropriate advice. We also expect that you will use our advice to enable you to make informed financial decisions, and that where appropriate you inform your adviser of any changes that may influence your future objectives. As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We may not be able to provide you with services if you are unwilling to provide this information.
How Are We Paid for the Services We Provide?	We offer you the flexibility to select the fee payment method most suitable to you. From our professional standpoint, we disregard the varying commissions that are paid by product providers in order to maintain integrity in our product selection process. Due to the varying nature of individual client cases, we typically have an initial consultation with you to obtain specific information regarding your personal circumstances in order to identify services that are suitable for you and to assess the merits of working together to meet your needs. This initial consultation is free of charge but you should not act on any representations that may be made during the initial consultation as we do not usually have all the information that we need to provide you with appropriate advice.

How Are We Paid for the Services We Provide? (continued)	Prior to commencing any work, we will discuss with you the most suitable ongoing review service for your personal circumstances and the fee structure applicable. Note that all fees quoted are GST inclusive. All fees are payable to SFS. Shakespeare will receive 90% of the amount payable to SFS. **Advice Preparation Fee** A fee may be charged for the preparation of financial advice (a Statement of Advice). This cost will be between $0 and $5,500 and the fee is dependent on the complexity of your situation, and the work performed. We will give you a fixed price quote before work commences, and get your agreement in writing prior to proceeding. Until this time, there is no fee, nor obligation, for the work performed. **Financial Planning and Portfolio Advisory Services** Our Financial Planning and Portfolio Advisory Services can include providing you with market valuations, a review and administration of your fixed interest, managed fund and equities portfolios, as requested. In some cases, a fee may be charged for regular reviews and valuations of portfolios. The fee ranges between 0% - 1.1% p.a. On a $100,000 portfolio, this fee would range between $0 pa and $1,100 pa. We may also charge a flat fee for implementation of the recommendations made within the SOA or ongoing reviews. Where a flat fee is charged, this flat fee will be agreed with you prior to implementing the recommendations within the SOA. Costs are dependent on the size and complexity of your portfolio. All fees and options will be discussed and agreed with you prior to provision of services. **Other Fees** ***Buying or Selling investments listed on the Australian Stock Exchange.*** The dealing fee for share trades is a minimum of $55 per order or 0.55% of the amount transacted whichever is greater. ***Unlisted investments*** These investments may attract commission as outlined in the relevant PDS. This typically ranges between 0% and 1.1%. For other investment transactions facilitated outside of our Financial Planning and Portfolio Advisory Services, the cost will be based on a fixed fee or a percentage of the value (between 0% and 1.1%) of your transaction. The fees will be discussed and agreed with you prior to execution and recorded in an applicable advice document. ***Initial Public Offering and Capital raising*** A handling and placement fees may also be earned on initial public offerings or other off market activities. These will be disclosed to you at the time of advice if known. It is usually charged as a percentage of funds invested (ranging from 0% to 1.1%). ***Managed Funds and Wrap Provider Fees*** Most managed funds and wrap providers have ongoing fees and costs associated with them. These vary depending on what our investment recommendations are. All these costs are outlined fully in each of the financial product's PDS. SFS may receive ongoing commission from the provider of a particular product paid directly from these fees. These payments are only available for clients who we have provided services to before 1 July 2014. The ongoing commission will vary depending on the product/wrap provider. Ongoing commission can range between 0% to 1.1% per annum. For investments held within a Wrap platform a transaction fee charged by the platform provider may also apply. This will be detailed in the relevant PDS.

How Are We Paid for the Services We Provide? (continued)	

How Are We Paid for the Services We Provide? (continued)

Life Insurance

We may receive upfront and ongoing commission payments for insurance products implemented on your behalf. The ongoing commission will continue to be received by us whilst the policy remains in force and is serviced by us.

Pre 1 January 2018

We have some legacy remuneration arrangements with life insurance companies for life insurance policies issued prior to 1 January 2018. Where the insurance company continues to make payments of upfront and ongoing commissions in relation to these policies, we can lawfully continue to receive these payments under "grandfathered" exemptions set out in the Corporations Act 2001.

For life insurance policies established prior to 1 January 2018, we may receive a commission of up to 124% of the first year's annual premium and up to 33% p.a. of the annual premium thereafter.

Example: If the initial and annual insurance product premium was $2,000 p.a. on 31 December 2017 and the upfront commission was 124% and ongoing commission was 33%, we would receive an upfront commission of $2,480 in that year and an ongoing commission of approximately $660 p.a. from Year 2 onwards whilst you continue to hold the product. It is important to note that in most cases each year's premium will increase on the anniversary of the policy, so the dollar amount of a 33% p.a. ongoing commission will increase as well.

Post 1 January 2018 – Hybrid Commission Structure

The Corporations Amendment (Life Insurance Remuneration Arrangements) Bill 2016 commenced on 1 January 2018 and the table below sets out the maximum level of upfront and ongoing commission that we may receive for life insurance policies under a hybrid commission structure established after 1 January 2018.

Date life insurance policy established	Maximum commission	
	Upfront	Ongoing
1 January 2018	88.00%	22.00%
1 January 2019	77.00%	22.00%
1 January 2020 and future years	66.00%	22.00%

Example: If the initial and annual insurance product premium was $2,000 p.a. on 2 January 2019 and the upfront commission was 77% and ongoing commission was 22%, we would receive an upfront commission of $1,540 in that year and an ongoing commission of approximately $440 p.a. from Year 2 onwards whilst you continue to hold the product. It is important to note that in most cases each year's premium will increase on the anniversary of the policy, so the dollar amount of a 22% p.a. ongoing commission will increase as well.

Post 1 January 2018 – Level Commission Structure

Instead of using the hybrid commission structure noted above, we may be remunerated under a level commission structure. In this arrangement, we will receive an upfront maximum upfront commission of 33% and a maximum ongoing commission of 33% per annum. For example, if the initial and annual insurance product premium is $2000 p.a. and the upfront commission was 33% and the ongoing commission was 33%, we would receive an upfront commission of $660 and an ongoing commission of approximately $660 from Year 2 onwards whilst you continue to hold the product. It is important to note that in most cases each year's premium will increase on the anniversary of the policy, so the dollar amount of a 33% p.a. ongoing commission will increase as well.

How Are We Paid for the Services We Provide? (continued)	***Other Services and Fees*** While we encourage clients to engage us for ongoing advice, we understand that some clients may not require or wish to receive ongoing service. Therefore, we offer general advice, execution only and/or placement facilities. How the fee is calculated and charged for these services may be: • A fixed dollar amount; • A percentage of the amount invested; • Based on an hourly rate; or • A combination of some or all of the above. These fees will be discussed and agreed with you prior to the transaction. ***Investments listed on the ASX*** Brokerage per share trade is a minimum of $55 per order or 0.55% of the amount transacted whichever is greater (Brokerage costs). This may be higher for execution only (non Service Offering) clients. The maximum brokerage charged by us is 1.1% of the amount transacted. ***Further details on remuneration and benefits relating to financial services*** All fees and commissions disclosed above will be disclosed to you if calculable at the time the personal advice is given (i.e. typically disclosed to you in the SOA) or as soon as practicable after that time. If the fees or commissions are not calculable at the time of providing you with personal advice, we will provide you with the manner in which the fees or commissions are calculated instead.
What Commissions, Fees or Other Benefits are Received?	We may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits above $100 will be maintained on a Register which you have a right to sight. We cannot receive any benefits valued at over $300. You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or authorised representative. We do not receive or pay any referral fees.
Do any relationships exist which might influence the service or advice I receive?	We are not owned by any fund manager or financial institution and there are no relationships that will influence the advice that you receive from us. Your adviser may hold an interest in a financial product that has been recommended to you. Any significant interest/ownership will be recorded in a register of financial product holding and where relevant, this holding will be disclosed to you when we provide you with personal advice.
Will you give me advice that is suitable to my investment needs and financial circumstances?	Yes. However, to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment or risk products to you. You have the right not to divulge this information to us, if you do not wish to do so. You should seriously consider any warning that we provide in relation to this matter before making any decision relating to financial products.

What should I know about any risks of the investments or investment strategies recommended to me?	We will explain to you any significant risks of investments, insurances and strategies that we recommend to you. If you are unclear, you should ask us for further clarification.
What information do you maintain in 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. We have a privacy policy that encompasses the Australian Privacy Principles and ensures the privacy and security of your personal information. A copy of our privacy policy will be provided upon your request.
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, email or other means.
What kind of compensation arrangements are in place and are these arrangements complying?	We confirm that we have arrangements in place to ensure SFS continues to maintain professional indemnity insurance in accordance with s.912B of the Corporations Act 2001. Our professional indemnity insurance covers us for claims made against us by clients as a result of our conduct in the provision of financial services. This professional indemnity insurance will cover us for claims relating to the conduct of representatives who have ceased work with us but who did at the time of the relevant conduct. The coverage under our professional indemnity insurance is subject to its terms and conditions.
What should I do if I have a complaint?	We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps: 1. Contact the Complaints manager, Rachelle Beech, at SFS Licence Pty Ltd on (08) 9321 2111 or put your complaint in writing and send it to us at, PO Box 1257 West Perth WA 6872. We will try and resolve your complaint quickly and fairly. 2. If we cannot reach a satisfactory resolution, SFS Licence Pty Ltd is a member of the Australian Financial Complaints Authority ("AFCA"). Should the above dispute remain unresolved, or is not resolved within 45 days (or such longer period as permitted by AFCA), you have the right to refer the matter to AFCA. Contact Details for AFCA are: Australian Financial Complaints Authority Postal Address GPO Box 3, Melbourne VIC 3001 Phone 1800 931 678 Fax (03) 9613 6399 Email info@afca.org.au Web www.afca.org.au 3. You may also contact the Australian Securities and Investments Commission ("ASIC") on 1300 300 630 to obtain information about your rights.