

Financial Services Guide

Part 1

16 September 2020 – Version 2

This Financial Services Guide has been authorised for distribution by the authorising licensee:

JFP Advisory Pty Ltd ('JAP')
ABN 31 633 579 950
Australian Financial Services Licence No. 516652 ('AFSL')
PO BOX 18236, Collins Street East VIC 8003
Email: enquiry@jensenfp.com.au
Website: www.jensenfp.com.au

This Financial Services Guide ('FSG or the 'Guide') provides you with important information about JFP Advisory Pty Ltd ('JAP' or 'Licensee'), and its Authorised Representatives who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your financial adviser.

This Guide consists of two parts. Part 1 of this Guide contains important information about:

- the financial services we offer as Authorised Representatives of JAP;
- JAP as the holder of an AFSL;
- the financial services that JAP offers;
- the process we follow to provide financial services;
- how we, our associates, and JAP are paid;
- any arrangements which may influence our advice to you;
- how we and JAP protect your privacy; and
- who to contact if you have a complaint or if you are not satisfied with the services provided.

Part 2 of this Guide is an Adviser Profile and includes information on the services we are authorised to provide on behalf of JAP.

References in this Guide to 'me', 'I', 'us', 'we' and/or 'our' should be read as either JAP or your 'Authorised Representatives' of JAP as the context requires.

PART 1

Part 1 contains the following sections:

- Financial Services Guide (Section 1);
- Privacy Statement (Section 2); and
- Are you satisfied? (Section 3).

You must read each of these sections in conjunction with Part 2, which provides more detail to allow you to make an informed decision about whether to use the financial services we offer.

Together, these documents form the complete FSG which we, as Authorised Representatives, are required to provide.

ABOUT JAP and JFP

Since our founding in 1992, JFP's virtue and purpose has been for our clients. Working with a finite number of clients, our chief aim is to understand what's important to them and provide the financial expertise they need to achieve their goals. Our unique approach provides customer confidence and peace of mind for a fair fee.

JAP is a related company to JFP with Chris Jensen the director of both companies but not a shareholder. C & M Jensen Family Trust is the shareholder of these entities, of which Chris Jensen has a related party interest.

JFP Advisory Pty Ltd (JAP) ABN 31 633 579 950 holds an AFSL issued by the Australian Securities and Investments Commission (No. 516652).

As an Authorised Representative, JFP acts and provides financial services under JAP's AFSL.

Further information on these services is set out in the FSG Part 2 Adviser Profile.

As the holder of an AFSL, JAP is responsible for the financial services we provide to you. JAP acts on its own behalf when these financial services are provided to you.

SECTION 1

FINANCIAL SERVICES GUIDE

WHAT OTHER INFORMATION SHOULD YOU CONSIDER BEFORE DECIDING WHETHER TO PROCEED WITH OUR RECOMMENDATIONS?

If you receive personal financial advice this will be documented in a Statement of Advice (SoA), or in

specific circumstances a Record of Advice (RoA), that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a Product Disclosure Statement (PDS) or other disclosure document issued by the product provider. Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

WHO PROVIDES THE FINANCIAL SERVICES DESCRIBED IN THIS FSG?

The financial services described in this FSG are provided by us as Authorised Representatives of JAP.

Part 2 of this Guide contains further details about your financial adviser, and our experience, qualifications and professional memberships.

WHO IS RESPONSIBLE FOR THOSE FINANCIAL SERVICES?

As the holder of an AFSL, JFP Advisory Pty Ltd (JAP) is responsible for the financial services we provide to you. JAP acts on its own behalf when these financial services are provided to you. In relation to the financial services offered in this FSG, JAP as the holder of an AFSL, does not act on behalf of any other person or licensee. JAP is only responsible for the services offered in the FSG.

The law requires JAP to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by JAP and/or its Authorised Representatives. JAP has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

WHAT FINANCIAL SERVICES DO WE OFFER?

We are authorised, on behalf of JAP to provide financial product advice and to deal in a wide range of products (unless otherwise stated in Part 2 of this Guide):

- deposit products;
- Government debentures, stocks or bonds;
- life investment and life risk products;
- managed investment schemes including investor directed portfolio services;

- standard margin lending facilities;
- retirement savings account products;
- securities (e.g. shares); and
- superannuation products and self-managed superannuation funds.

Some of the services we can provide you (unless otherwise stated in Part 2 of this Guide) are:

- financial planning advice;
- wealth accumulation advice;
- superannuation advice, including self-managed superannuation funds;
- redundancy advice;
- retirement advice;
- gearing strategies;
- cash flow advice;
- social security benefits advice;
- life and disability insurance advice; and
- estate planning services (financial planning).

WHAT PRODUCTS ARE AVAILABLE?

A range of independently researched financial products offered by many leading financial product providers are available to our advisers when they provide personal advice.

HOW DO WE ENSURE THAT THE PERSONAL ADVICE WE GIVE YOU SUITS YOUR NEEDS AND OBJECTIVES?

To ensure your adviser provides personal advice that is appropriate, we firstly need to understand your objectives, financial situation and needs. Your adviser (referred to as 'we' below) will follow a step-by-step process as outlined below:

- 1.) We will meet with you for an initial consultation. During this meeting we will discuss your expectations and provide you with details of the services we can offer.
- 2.) We will collect all the information we need from you, including your objectives, financial situation and needs. If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing all of this information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter you request.
- 3.) We will help you identify your goals and may discuss your attitude towards investment risk.
- 4.) We may consider strategies and areas such as income, social security, insurance, cash and estate planning requirements. Where we recommend a financial product we will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these and other considerations, we will prepare and present you

with a written SoA, or in some cases depending on the circumstances, an RoA.

Where we recommend financial products, we will provide you with a PDS or other disclosure document(s) containing information about each product recommended, to help you make an informed decision about whether to invest in or acquire that product.

- 5.) We will discuss our recommendations with you, make any changes you require and ask you whether you would like us to implement those recommendations on your behalf.
- 6.) If you agree, we will then implement those recommendations.
- 7.) We will meet with you periodically to review your financial circumstances if we agree to an ongoing advice service arrangement which includes a regular review component.

We will also explain to you any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

In certain circumstances, we may not provide you with personal advice via a SoA or RoA, as outlined above. These circumstances may include:

- 1.) Where we provide you with only general advice, such as through seminars and newsletters;
- 2.) Further advice or verbal advice – if you previously received advice recorded in a SoA, any further personal advice provided by us may be recorded in a RoA. We will provide you with a copy of the RoA.

WHAT DOCUMENTS DO YOU GET IF WE PROVIDE FURTHER ADVICE?

Where a further review is conducted and personal advice is provided, in some circumstances we are not required to provide you with a SoA for this further advice. Where this is the case, if you have not already been provided with a RoA, you may request a copy of the RoA from us by contacting us (on any of the contact details set out in Part 2 of this Guide) for a period of seven years from when the further advice was first provided to you.

HOW CAN YOU INSTRUCT US?

You may specify how you would like to give us instructions, for example, by phone, or email using any of the contact details set out in Part 2 of this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing preferably by email.

HOW ARE WE PAID FOR OUR SERVICES?

We and JAP may receive:

- fees paid by clients;
- life insurance commissions paid by product providers;
- other payments by product providers; and
- other benefits.

Fees and life insurance commissions are payable (as directed by your Authorised Representative) to JAP. JAP may pay up to 100% of any fees and life insurance commissions to JFP.

Details of any fees, life insurance commissions or other benefits that we, JAP or other associated persons are entitled to receive if you implement our recommendations in relation to a specific financial product, will be disclosed to you in your SoA or RoA when personal advice is given.

HOW ARE WE PAID?

If the fees, life insurance commissions or other benefits are not calculable at the time we provide personal advice, we will describe the manner in which they are calculated at the time the advice is given or as soon as practicable after. If you receive general advice you may request particulars of the fees, life insurance commissions and other benefits that we may receive, within a reasonable time after this FSG is given to you.

The types of fees, life insurance commissions and other benefits that may be received by us and by JAP include the following:

Service fees

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

Ongoing advice fees

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services.

This fee will be agreed with you and is a fixed amount, or an amount based on the time involved in reviewing your portfolio and circumstances.

Referral fees

If we refer you to another business to provide you with services, we do not receive referral fees.

Investment Administration Fee (IAF)

An IAF will apply where there is a switch/buy/sell/reset of Exchange Traded Fund (ETF), Direct share, Managed fund or any other security. The fee is \$88 per trade. For cash and term deposit transactions, the IAF is \$44 per transaction.

Consulting Fees

- \$385 per hour – Adviser Professional Staff
- \$250 per hour – Professional Staff
- \$130 per hour – Administration Staff

In addition, a fee for out of pocket expenses such as, travel, photocopying or printing a document may be incurred.

Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments it is normally referred to as the Ongoing Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

Commissions

JAP does not receive commissions on investment products. However, JAP may receive life insurance commission.

The commission payable for different classes of financial products include the following:

Investment products

No Commissions received by JAP.

Life Insurance Products

If you purchase life insurance products the product provider may pay us:

- an upfront commission when you first purchase or you increase the level of cover; and
- ongoing commission (when you renew), except when the advice relates to:

- a group life policy inside superannuation whether it is for a default or another type of superannuation fund; or

- an individual life insurance policy for the benefit of a member of a default superannuation fund.

The life insurance commission is calculated as a percentage of the premium that is paid and the rate may vary depending on the product provider.

From 1 January 2019 the amount of upfront and ongoing life insurance commission that may be received on new insurance policies is set out in the following table:

Date a new product is issued	Maximum upfront commission	Maximum Ongoing commission
1 January 2019 - 31 December 2019	77%	22%
From 1 January 2020	66%	22%

However, in circumstances where the adviser chooses a level life insurance commission, the upfront commission payable may be up to 32% and ongoing commission of 32%. For example, if the premium that is paid by you is \$1,000 we may receive an upfront life insurance commission of \$320 (32%) and an ongoing commission of \$320 (32%) of the annual premium.

In circumstances where the adviser chooses a hybrid life insurance commission, the upfront commission payable may be up to 77% and ongoing commission of 22%. For example, if the premium that is paid by you is \$1,000 we may receive an upfront commission of \$770 (77%) and an ongoing commission of \$220 (22%) of the annual premium.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the life insurance commission that JAP and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

As an alternative to JAP receiving life insurance commissions, a fixed advice fee may be charged for life insurance work. If so, the advice fee will be agreed to in writing and indicated in the advice document (SoA or RoA).

Margin lending Products

If we organise, or increase a margin loan for you, JAP may receive payments in the form of ongoing commissions from the margin loan provider. Commissions on margin lending products may only be payable in certain circumstances where an arrangement exists as at 1 July 2013. Where you have entered into a margin lending product

arrangement prior to 1 July 2014, commissions may be payable where JAP had an existing arrangement with the margin loan provider prior to 1 July 2013.

Example

We recommend you borrow \$10,000 through a margin loan. The applicable ongoing commission is 0.5% p.a. Assuming the loan balance stays the same, each year JAP will receive ongoing commission of \$50 and may pass up to \$50 to us.

DOES JAP CHARGE ANY FEES?

JAP will not charge you any additional fees. However, it may retain up to 100% of all fees and commissions generated by its Authorised Representatives.

OTHER PAYMENTS FROM PRODUCT PROVIDERS

Wrap, and other portfolio administration services

JAP and JFP do not receive platform bonus payments. Any payments of this nature are rebated back to the client in the form of a credit or reduced fee structure.

JAP and JFP do not utilise preferred partners or qualifying product providers who provide rebates or incentives.

OTHER BENEFITS

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$50 and \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

A copy of the register is available on request for a small charge.

WHAT ARRANGEMENTS MAY INFLUENCE OUR ADVICE TO YOU?

JAP's Approved Product List includes a range of financial products from product providers not associated with JAP.

All products are independently researched and reviewed by an external research provider.

Any other relationships or associations we have that may influence our advice to you will be disclosed in Part 2 of this FSG.

WHAT FEES DO WE PAY TO SOMEONE WHO REFERS YOU TO US?

JAP and JFP operate on a purely professional level and 'do not' pay or accept referral fees.

SECTION 2

PRIVACY STATEMENT

WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

COLLECTING AND DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

JAP is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

OTHER IMPORTANT INFORMATION

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at www.jensenfp.com.au. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

DEFINITIONS

"We", "our", "us" means Authorised Representatives of JFP Advisory Pty Ltd.

SECTION 3

ARE YOU SATISFIED?

WHAT TO DO IF YOU HAVE ANY CONCERNS ABOUT OUR SERVICES

Both we and JAP endeavour to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

- 1.) Contact us first about your concern. You may do so by speaking to your adviser, or you can contact JAP by:

Writing to:

Practice Manager
Advice Complaints
JFP Advisory Pty Ltd
PO Box 18236, Collins Street East VIC 8003

Email:

compliance@jensenfp.com.au

- 2.) If you are not satisfied with how your complaint has been handled, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Write to:

AFCA
GPO Box 3
Melbourne VIC 3001

Email:

info@afca.org.au

Website:

www.afca.org.au

Phone:

1800 931 678 (free call)

- 3.) The Australian Securities & Investments Commission (ASIC) is Australia's corporate, markets and financial services regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's financial markets are fair and transparent and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

Writing to:

ASIC
GPO Box 9827
Your Capital City

Or

PO Box 4000
Gippsland Mail Centre
Victoria 3841

Website:

www.asic.gov.au

Phone:

1300 300 630

- 4.) The Financial Planning Association of Australia Limited (FPA), is the peak professional body for financial planning in Australia. The FPA provides the leadership and professional framework that enables members to deliver quality financial advice to their clients. All FPA members are bound by professional, technical and ethical standards as provided in the FPA Code of Professional Practice. The FPA has effective and appropriate policies and procedures in place to assist you with your complaint and ultimately help protect consumers and those planners doing the right thing. You may contact the FPA by:

Write to:

The Investigations Manager
Financial Planning Association of Australia Ltd
GPO Box 4285
Sydney NSW 2001

Website:

www.fpa.asn.au

Phone:

1300 626 393

Before you send your concern to any of these respective bodies, please contact them first to understand the process of lodging your concern with them.

PART 2a (Adviser Profile)

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services I Provide (Section 2); and
- Fees and Charges (Section 3);

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSG dated 9 October 2019 and should be read together with Part 1. Part 2 sets out specific details about me as an Authorised Representative of JFP Advisory Pty Ltd ('JAP'), and my employer.

I am authorised by JAP to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by JAP to distribute this FSG.

JFP Advisory Pty Ltd ('JAP')
ABN 31 633 579 950 holder of
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PO Box 18236, Collins Street East, VIC 8003
Email: chris.jensen@jensenfp.com.au
Website: www.jensenfp.com.au

SECTION 1

ABOUT YOUR ADVISER

WHO IS YOUR FINANCIAL ADVISER?

Your Financial Adviser is Chris Jensen and Jensen Financial Planning Pty Ltd (JFP).

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Chris Jensen and Jensen Financial Planning Pty Ltd (JFP). The term 'Representatives' refers generally to JAP's and Authorised Representatives.

My Authorised Representative number is 273571 and Corporate Authorised Representative number is 253416.

WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?

I have been working in the financial services industry since 1989 and have extensive experience in the financial planning industry.

I have spent over 25 years as a Financial Adviser offering advice to individual clients as well as small and large business clients.

WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DOES YOUR FINANCIAL ADVISER HAVE?

I am a Certified Financial Planner® or CFP® Practitioner. I hold a Diploma of Financial Planning and am a member of the Financial Planning Association of Australia Limited.

DOES YOUR FINANCIAL ADVISER HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?

I have an association with Jensen Financial Planning Pty Ltd (49 097 063 922) as an employee. Fees and commissions are paid to Jensen Financial Planning Pty Ltd by JAP. I am paid a monthly salary from Jensen Financial Planning Pty Ltd. Jensen Financial Planning is also a Corporate Authorised Representative of JAP. Jensen Financial Planning Pty Ltd Authorised Representative number is 253416.

SECTION 2

THE SERVICES I PROVIDE

WHAT AREAS IS YOUR FINANCIAL ADVISER AUTHORISED TO PROVIDE ADVICE ON?

I am authorised by JAP to provide general and personal advice and deal in financial products and financial services including advice or services in the following areas:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Standard margin lending facilities;
- Retirement savings account products;
- Securities (e.g. shares); and
- Superannuation products and Self-Managed Super Funds.

ARE THERE ANY SERVICES YOUR FINANCIAL ADVISER IS NOT AUTHORISED TO PROVIDE?

I am not authorised by JAP to provide advice or services in the following areas:

- MDA services
- Derivatives;
- Consumer credit advice and assistance
- Strategic advice about consumer credit and consumer credit referrals
- Finance broking

HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO ME?

You may provide instructions to me by using any of the contact details provided in Section 3.

PRIVACY STATEMENT

In addition to the information provided in the JAP FSG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at www.jensenfp.com.au and/or by calling us on 1300 722 711.

SECTION 3

FEEES AND CHARGES

HOW WILL YOUR FINANCIAL ADVISER BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to JAP.

JAP receives all fees and commissions payable for the services we provide, and up to 100% of all the fees and life insurance commissions it receives to Jensen Financial Planning Pty Ltd.

I receive a salary as an employee of Jensen Financial Planning Pty Ltd.

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) **Preparation of advice/Recommendation:** For having a personalised financial plan (SoA) prepared, a plan preparation fee starts at \$2,750. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you. The fee will be confirmed in writing, prior to commencement.
- 2.) **Implementation:** I may charge an implementation fee to implement the recommendations in your financial plan. This is payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of

your situation. The fee is based on our hourly rate:

- \$385 per hour - Adviser Professional Staff
- \$250 per hour - Professional Staff
- \$130 per hour - Administration Staff

and the time required to execute. The fee will be quoted in your SoA as a fixed fee and will typically range between \$1,100 and \$5,500.

Life Insurance – should a life insurance policy be implemented/issued without a fixed advice fee agreement the following brokerage may be payable:

- a. Up to 77% of life insurance premiums in the first year. The actual fee structure will be provided in the disclosure section of your SoA. (Refer to Part 1 of the FSG for a detailed example)

- 3.) **Ongoing Advice Service and Reviews:** If you choose to have me conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have me provide an ongoing advice service, you may be charged a fixed fee starting from \$5,500 pa, or above subject to service requirements, complexity and fiduciary duty. This will be documented and agreed to in our formalised engagement letter.

Where I receive an initial life insurance commission and/or ongoing commission amount, I may rebate all or part of the implementation and/or placement fee to you, subject to our service agreement.

- 4.) **Other fees and charges:** Where Jensen Financial Planning's services are required to implement the below investment transactions an 'Investment Administration Fee' (IAF) will apply:

Investment Admin Fee:

- Switch/buy/sell/re-set of Exchange Traded Fund (ETF), Direct Share, Managed Fund or any other security – IAF of \$88 per trade.
- Cash and Term Deposit transactions – IAF of \$44 per transaction.

Consulting Fee:

- \$385 per hour – Adviser Professional staff
- \$250 per hour – Professional staff
- \$130 per hour – Administration staff

In addition, a fee for out of pocket expenses such as travel, photocopying or printing a document may be incurred.

Note: Full details of all fees and life insurance commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation. JFP does not receive, or charge, commissions for their investment advice service. Any commissions received will be rebated back to the client in full.

WHAT AMOUNTS DO MY EMPLOYER AND OTHER RELATED ENTITIES RECEIVE FOR FINANCIAL SERVICES?

JFP receives up to 100% of fees, and life insurance commissions. Chris Jensen is a salaried employee of JFP.

WHAT OTHER BENEFITS DOES YOUR FINANCIAL ADVISER RECEIVE?

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?

JFP work on a purely professional basis and in the best interests of the client and do not receive referral fees.

HOW YOU CAN CONTACT YOUR FINANCIAL ADVISER?

Contact details

Email: chris.jensen@jensenfp.com.au
Website: www.jensenfp.com.au
Phone: 03 9669 6500 or 1300 722 711

Practice details

Jensen Financial Planning Pty Ltd

PART 2b (Adviser Profile)

Part 2 (Adviser Profile) contains the following sections:

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I am authorised by JAP to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by JAP to distribute this FSG.

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Website: www.jensenfp.com.au

SECTION 1

ABOUT YOUR ADVISER

WHO IS YOUR FINANCIAL ADVISER?

Your Financial Adviser is Karen McEvey and Jensen Financial Planning Pty Ltd (JFP).

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Karen McEvey and Jensen Financial Planning Pty Ltd (JFP). The term 'Representatives' refers generally to JAP's Authorised Representative.

My Authorised Representative number is 1266255 and Corporate Authorised Representative number is 253416.

WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?

I have been working in the financial services industry since 1994.

I have spent over 10 years as a Practice Manager, and since 2018 as a Financial Adviser, offering advice to individual clients as well as small and large business clients.

WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DOES YOUR FINANCIAL ADVISER HAVE?

I hold a Diploma of Financial Planning, Bachelor of Business, Masters of Business Administration and am a Certified Practising Accountant. I am a member of the Certified Practising Accountants Australia.

DOES YOUR FINANCIAL ADVISER HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?

I have an association with Jensen Financial Planning Pty Ltd (49 097 063 922) as an employee. Fees and commissions are paid to Jensen Financial Planning Pty Ltd by JAP. I am paid a monthly salary from Jensen Financial Planning Pty Ltd. Jensen Financial Planning is also a Corporate Authorised Representative of JAP. Jensen Financial Planning Pty Ltd Authorised Representative number is 253416.

SECTION 2

THE SERVICES I PROVIDE

WHAT AREAS IS YOUR FINANCIAL ADVISER AUTHORISED TO PROVIDE ADVICE ON?

I am authorised by JAP to provide general and personal advice and deal in financial products and financial services, including advice or services in the following areas:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Retirement savings account products;
- Securities (e.g. shares); and
- Superannuation products and Self-Managed Superannuation Fund.

ARE THERE ANY SERVICES YOUR FINANCIAL ADVISER IS NOT AUTHORISED TO PROVIDE?

I am not authorised by JAP to provide advice or services in the following areas:

- MDA services
- Standard margin lending facilities;
- Derivatives;
- Consumer credit advice and assistance;
- Strategic advice about consumer credit and consumer credit referrals;

- Finance broking.

HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO ME?

You may provide instructions to me by using any of the contact details provided in Section 3.

PRIVACY STATEMENT

In addition to the information provided in the JAP FSG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at www.jensenfp.com.au and/or by calling us on 1300 722 711.

SECTION 3

FEES AND CHARGES

HOW WILL YOUR FINANCIAL ADVISER BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to JAP.

JAP receives all fees and commissions payable for the services we provide, and up to 100% of all the fees and life insurance commissions it receives to Jensen Financial Planning Pty Ltd.

I receive a salary as an employee of Jensen Financial Planning Pty Ltd.

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) Preparation of advice/Recommendation:** For having a personalised financial plan (SoA) prepared, a plan preparation fee starting at \$2,750. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you. The fee will be confirmed in writing, prior to commencement.
- 2.) Implementation:** I may charge an implementation fee to implement the recommendations in your financial plan. This is payable when you decide to proceed with the

implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation. The fee is based on our hourly rate:

- \$385 per hour - Adviser Professional Staff
- \$250 per hour - Professional Staff
- \$130 per hour - Administration Staff

and the time required to execute. The fee will be quoted in your SoA as a fixed fee and will typically range between \$1,100 and \$5,500.

Life Insurance – should a life insurance policy be implemented/issues without a fixed advice fee agreement the following brokerage may be payable:

- a. Up to 77% of life insurance premiums in the first year. The actual fee structure will be provided in the disclosure section of your SoA. (Refer to Part 1 of the FSG for a detailed example)

- 3.) **Ongoing Advice Service and Reviews:** If you choose to have me conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have me provide an ongoing advice service, you may be charged a fixed fee starting from \$5,500 pa, or above subject to service requirements, complexity and fiduciary duty. This will be documented and agreed to in our formalised engagement letter.

Where I receive an initial life insurance commission and/or ongoing commission amount, I may rebate all or part of the implementation and/or placement fee to you, subject to our service agreement.

- 4.) **Other fees and charges:** Where Jensen Financial Planning's services are required to implement the below investment transactions an 'Investment Administration Fee' (IAF) will apply:

Investment Admin Fee:

- Switch/buy/sell/re-set of Exchange Traded Fund (ETF), Direct Share, Managed Fund or any other security – IAF of \$88 per trade.
- Cash and Term Deposit transactions – IAF of \$44 per transaction.

Consulting Fee:

- \$385 per hour – Adviser Professional staff
- \$250 per hour – Professional staff
- \$130 per hour – Administration staff

In addition, a fee for out of pocket expenses such as travel, photocopying or printing a document may be incurred.

Note: Full details of all fees and life insurance commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation. JFP does not receive, or charge, commissions for their investment advice service. Any commissions received will be rebated back to the client in full.

WHAT AMOUNTS DO MY EMPLOYER AND OTHER RELATED ENTITIES RECEIVE FOR FINANCIAL SERVICES?

JFP receives up to 100% of fees, and life insurance commissions. Karen McEvey is a salaried employee of JFP.

WHAT OTHER BENEFITS DOES YOUR FINANCIAL ADVISER RECEIVE?

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?

JFP work on a purely professional basis and in the best interests of the client and do not receive referral fees.

HOW YOU CAN CONTACT YOUR FINANCIAL ADVISER?

Contact details

Email: karen.mcevey@jensenfp.com.au

Website: www.jensenfp.com.au

Phone: 03 9669 6500 or 1300 722 711

Practice details

Jensen Financial Planning Pty Ltd