

Simple Financial Choices

Financial Services Guide

Issue date: 23 September 2020

About This Guide

It is important that you read this Financial Services Guide (FSG). It contains information about who we are, the services and products we provide, how we're paid, how we manage your personal information, and your rights as a customer.

This FSG is provided by Simple Financial Choices Pty Ltd (ABN 58 629 890 900; AFSL Representative No. 001269407) (we, our, us). Simple Financial Choices is a Corporate Authorised Representative of True Oak Investments Ltd (ABN 81 002 558 956; AFSL 238184).

About Us

Our mission is to measurably impact, transform and improve the lives of generations of Australians to help them take charge of their money, make better choices and interact with their financial goals in a new way. Through technology, products and services we want to change the way Australian workers get paid, manage their money and embrace ownership of their future.

No Paper!

Our communications with you about our products and services are fully digital. By asking us to provide financial services to you (including by applying for a financial product), you agree to receive communications in digital form only.

Corporate Authorised Representative

As a Corporate Authorised Representative under the True Oak Investments Ltd AFS Licence, we are authorised to provide the following financial services:

- Provide general financial product advice to retail and wholesale clients in relation to deposit and payment products, superannuation and life insurance products; and
- Deal in a financial product, by applying for, acquiring, varying or disposing of a financial product on behalf of another person, in relation to deposit and payment products, superannuation and life insurance products,

Generally, when we provide financial services, we act on our own behalf. However, we may act on behalf of others when we deal in a financial product (for example, we may act on behalf of a product issuer when arranging for a customer to acquire an interest in the product).

General Product Advice Only

It's important to note that any advice we provide to retail clients will only be general product advice, and won't take into account your personal financial objectives, situation or needs. So, before acting on any general advice, consider whether it's appropriate to your personal circumstances. We may give you general advice in writing, over the phone, on the website, on the App, via email, mail or social media platforms, or at events.

Product Disclosure Documents

When we provide information to you about the financial products we promote, refer or distribute, we'll give you a Product Disclosure Statement (PDS) and other relevant disclosure documents related to the product. These documents contain important information about the financial product, including its key features, fees, benefits and risks. They will help you make an informed decision about a product, so read the relevant PDS or disclosure documents carefully.

Instructing Us

You can contact us directly with any instructions relating to the financial products we promote. This includes giving us instructions electronically or by phone or in writing. We will need to be satisfied that we have verified your identity before proceeding. We will ask you to confirm your instructions via recorded phone call, online or in writing. You can ask us for a copy of this instruction at any time.

Our Services and How We're Paid

Sub-Promoter Services

Simple Financial Choices is the Sub-Promoter of Simple Choice Super, a sub-plan of the Grosvenor Pirie Master Superannuation Fund – Series 2 (ABN 32 367 272 075; RSE Registration R1001204), which is marketed under two brands – Simple Choice Super and Slate Super.

Interests in the Simple Choice Super are issued by Diversa Trustees Limited (ABN 49 006 421 638; AFS Licence No. 235153; RSE Licence No. L0000635). The Promoter and Investment Manager of Simple Choice Super is Responsible Investment Services Pty Ltd (ABN 77 630 578 200; AFS Representative No. 001271438), which is a Corporate Authorised Representative of RevTech Media Pty Ltd (ABN 75 150 963 474; AFSL 455982).

Simple Financial Choices has a sub-promoter agreement in place with Responsible Investment Services which authorises it to perform sub-promoter services in relation to Simple Choice Super, such as general marketing functions, handling of basic member enquiries, and advising the Promoter in respect of the management and promotion of the sub-plan. Simple Financial Choices also provides ongoing education in the form of factual information and general advice to members of Simple Choice Super.

Simple Financial Choices promotes Simple Choice Super to employees in the course of the onboarding process available through the Flare HR Management and Benefits Platform (see 'Related Parties' below), and other employment onboarding platforms in the market.

Payment

Simple Financial Choices receives a Sub-Promoter Fee from the Promoter, Responsible Investment Services, in return for providing ongoing information and general advice services to members, as well as for marketing the sub-plan. The fee is currently equal to 0.397% of the sub-plan's funds under management per annum, plus \$1 per week deducted from the flat dollar administration fee paid by each member. Simple Financial Choices discloses these fees to all new members and asks for members' express consent to the payment of this fee, as part of the join process.

Distribution Services 1

Simple Financial Choices has a distribution arrangement with Future Super Investment Services Pty Ltd (ABN 55 621 040 702; AFS Representative No. 001271441) in relation to the Future Super Superannuation Fund (ABN 45 960 194 277; RSE Registration R1072914) (Future Super). Future Super is a product founded and promoted by Future Super Investment Services. Interests in Future Super are issued by Diversa Trustees Limited.

Simple Financial Choices uses the onboarding process available through the Flare HR Management and Benefits Platform (see 'Related Parties' below) to distribute Future Super to interested employees.

Payment

Simple Financial Choices receives a distribution fee from Future Super Investment Services of \$100.80 (inc. GST) per financial member of Future Super who joins Future Super through the Platform and has expressly consented, as part of the join process, to a one-off payment period of \$1.80 per week for 56 weeks to Simple Financial Choices once they become a financial member. This fee is disclosed to all new members and members are asked for their express consent to the payment of this fee, as part of the join process.

Distribution Services 2

Simple Financial Choices has a distribution arrangement with the QSuper Board (ABN 32 125 059 006; AFS Licence No. 489650) in relation to QSuper (ABN 60 905 115 063; RSE Registration R1073034).

Simple Financial Choices uses the onboarding process available through the Flare HR Management and Benefits Platform (see 'Related Parties' below) to distribute QSuper to interested employees.

Payment

Simple Financial Choices receives a monthly distribution fee from QSuper which is based on a calculation of the number of New Applicants received by QSuper through the Platform who have converted to Funded Members.

The conversion rate is calculated on a rolling 6 monthly basis, based on New Applicants who completed an application up to the end of the contributions quarter 6 months prior. For example, the conversion rate for the month of July 2020 is calculated as the number of New Applicants from July 2020 who have had a contribution into their superannuation account between 1

July 2020 and 31 December 2020, divided by the number of New Applicants during July 2020. This calculation is conducted in January 2021, once all necessary conversion rate data is available.

All members of QSuper who joins QSuper through the Platform must expressly consent, as part of the join process, to a one-off payment to Simple Financial Choices once they become a Funded Member. This way in which this payment is calculated is disclosed to all new members and members are asked for their express consent to the payment, as part of the join process.

Referral Services

Simple Financial Choices has a referral arrangement in place with Volt Bank Limited (ABN 67 622 375 722; AFSL 504782) through which we refer eligible customers to Volt Products.

Our role is to promote interest in Volt Products, currently limited to a savings account, via the employee onboarding process available through the Flare HR Management and Benefits Platform (see 'Related Parties' below). As part of this role, Simple Financial Choices engages a third party provider to conduct KYC, PEP and Sanctions List checks in accordance with AUSTRAC's Safe Harbour requirements, to determine an employee's eligibility to apply for a Volt Product. If they pass these checks, the employee is referred to Volt to establish a savings account.

Once an employee has obtained a savings account, that employee is able to access the account via the Platform. Access includes seeing information such as the account balance and transaction history and initiating certain transaction requests.

Payment

Simple Financial Choices receives a referral fee from Volt Bank for each conversion of a Flare HR customer to an active savings account (meaning an average balance of no less than \$500 for three consecutive months from account opening) Volt customer of \$25 plus ten basis points on the Net Interest Margin (NIM), which is based on the average daily balance of the total portfolio of Flare HR customers introduced to Volt Bank for the previous month.

All Flare HR customers are advised of the referral fee prior to opening an account with Volt Bank.

In addition to the referral fee, Volt Bank also reimburses Simple Financial Choices for the direct costs incurred through the third-party provider for the KYC Services performed on potential customers.

Related Parties

Simple Financial Choices is a wholly owned subsidiary of Flare HR Pty Ltd (ABN 46 607 120 892)(Flare HR). Flare HR owns and operates the Flare HR Management and Benefits Platform, which integrates products and services to support the financial wellness of employees. The financial products Simple Financial Choices promotes or distributes are made available to employees via this Platform.

Staff Remuneration

Staff Remuneration

Our staff receive a salary plus superannuation, and may receive bonuses and other benefits from time to time.

No Commissions Paid

We do not pay commissions to any staff or other third parties, for providing general advice to you or if you choose to make an investment in one of the financial products we promote or distribute.

Financial Advisers

If you have a financial adviser and you would like them to receive a commission or advice fee paid from your super account, the amount of this fee will be negotiated independently between you and your adviser. You should ensure that you always receive a Statement of Advice (SoA) when receiving personal financial advice from a financial adviser. You may inform us at any time if you want to remove any advice fees from super account.

Professional Indemnity Insurance

Simple Financial Choices is covered by the Professional Indemnity (PI) insurance held by Responsible Investment Services Pty Ltd, which provides cover for claims arising from the conduct of representatives who are or were employed by us, where we are found to have liability for financial loss suffered by a person to whom we have provided a financial service. We understand that these arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act 2001 (Cth). You do not have a direct right to claim under this insurance.

Your Privacy

Protecting your personal information is important to us and is also a legal requirement. Our [Privacy Policy](#) outlines the types of personal information we collect and how we use, disclose and store this information.

Enquiries and Complaints

If you have an enquiry or complaint, please [Contact Us](#). If we're unable to resolve your concerns over the phone, we will refer the matter to our Complaints Officer who will investigate your complaint and provide a formal response within the 90-day limit prescribed by legislation.

If you are not happy with how we have handled your complaint you can lodge a complaint with the [Australian Financial Complaints Authority](#) (AFCA). This Authority's contact details are:

GPO Box 3
MELBOURNE VIC 3001

Telephone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au