

# Simple Financial Choices Pty Ltd

## Financial Services Guide

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### About This Guide

It is important that you read this Financial Services Guide (FSG). This FSG will provide you with an understanding of who we are, the services and product we provide, what to expect from your interactions with us, including when or if you can expect to receive a product disclosure statement (PDS) or other documentation, how to contact us, how we are paid, our business relationships, details of any potential conflicts, and information on our procedures for dealing with disputes and how you can access those procedures.

This FSG is designed to assist you in deciding whether to use any of the services offered by Simple Financial Choices Pty Ltd (ABN 58 629 890 900); Australian Financial Services Licence (AFSL) holder, our AFSL number is 537462) (we, our, us), and also to inform you about remuneration that we may be paid in relation to the services offered.

### 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.

### Why you should read this document

This FSG contains important information that will help you decide whether you should choose SFC to provide you with services and products. It covers:

- The services and products we are authorised to provide you with;
- How SFC is paid for providing you with those services;
- How you can lodge a complaint with us and external parties if you are unhappy about something; and
- The compensation arrangements which we have in place.

### What services are we authorised to provide?

As an AFSL holder, 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 (including deposit products and non-cash payment products), superannuation, life insurance products, debentures, stocks or bonds issued by a government, interests in managed investment schemes (except IDPS), securities and retirement savings accounts; 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 (including deposit products and non-cash payment products), superannuation, life insurance products, debentures, stocks or bonds issued by a government, interests in managed investment schemes (except IDPS), securities and retirement savings accounts; and

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, or dispose of 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.

In the event that you have any doubt or uncertainty in relation to a financial product, we recommend that you should always seek independent personal advice from an experienced financial adviser licensed to provide personal advice before you decide to invest in any financial product. If you do not obtain personal advice, you may face a greater risk that the financial products you select will not fully take into account your objectives.

## **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.

## **Advisor fee**

If you have a financial adviser and you would like them to receive a commission or advice fee paid from your 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 when receiving personal financial advice from a financial adviser. You may inform us at any time in writing using the contact details below if you want to remove any advice fees from your account.

## **Our Services and How We are Paid**

### **Sub-Promoter Services**

Simple Financial Choices is the Sub-Promoter of Slate Super (also known as 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 Grosvenor Pirie Master Superannuation Fund – Series 2 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), which is one of Simple Financial Choice's Corporate Authorised Representatives.

Simple Financial Choices has a tripartite agreement in place with Responsible Investment Services and Diversa, which authorises us to perform sub-promoter services in relation to the management and promotion of Slate Super, such as general marketing functions and handling of basic member enquiries. We also provide ongoing education in the form of factual information and general advice to members of Slate Super.

We promote Slate Super to employees in the course of the onboarding process available through the Flare HR Management and Benefits Platform (see 'Related Parties' below).

### **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% (including GST) of the sub-plan's funds under management per annum, plus \$1 per week (including GST) deducted from the flat dollar administration fee paid by each member with a superannuation balance greater than \$2,000. We disclose these fees to all new members and ask for members' express consent to the payment of this fee, as part of the join process.

## Related Parties

Simple Financial Choices and Responsible Investment Services are wholly owned subsidiaries 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 may be made available to employees via this Platform.

RIS has appointed SFC as the sub-promoter of Slate Super (also known as Simple Choice Super). SFC is a related party of RIS and a wholly owned subsidiary of Flare HR.

## Staff Remuneration

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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.

## Professional Indemnity Insurance

Simple Financial Choices holds Professional Indemnity (PI) insurance 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

We are committed to safeguarding the privacy of your personal information. We collect your personal information for the purposes of providing you with financial services and we will use the information to provide you with the financial products or financial services you have requested. If you would like a copy of our [Privacy Policy](#) you may contact our office, or write or email us using the contact details above.

## Enquiries and Complaints

If you have any enquiries contact us using the contact details below. If you are dissatisfied or have a complaint about the financial services SFC provides to you, you should take the following steps.

1. Contact SFC and tell us about your complaint.  
Phone: (02) 8074 1772  
Email: [info@slatesuper.com.au](mailto:info@slatesuper.com.au)  
Mail: Simple Financial Choices, PO Box R1979, Royal Exchange NSW 1225

We'll acknowledge your complaint within one working day of its receipt and aim to resolve your complaint within 30 days.

2. If you are not satisfied with the response from us or have not received a response within the legislated time frame, you may refer your complaint to the Australian Financial Complaints Authority (**AFCA**), an independent and free dispute resolution body.  
Australian Financial Complaints Authority Phone:  
1800 931 678 (free call)  
Email: [info@afca.org.au](mailto:info@afca.org.au) Website:  
[www.afca.org.au](http://www.afca.org.au)  
Mail: GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.