

Financial Services Guide

Version 6 – 1 July 2021

About this Guide

This Financial Services Guide ('FSG') is designed to assist you in deciding whether to use our services and provides you with important information about:

- Who we are
- The financial services we provide
- How we and our associates are paid
- Any arrangements which may influence our advice to you
- How we protect your privacy
- Who you should contact if you have a complaint and the process to do this

The SMSF Expert Pty Ltd has approved this FSG Version 6 – Issue Date: 1 July 2021

Who is providing the Advice

The financial services offered in this FSG will be provided by the following Authorised Representatives of The SMSF Expert Pty Ltd ('The SMSF Expert', 'Us', 'Our').

Name	Michael Crowley	Authorised Representative Number	1244883
Practice Name	Thrive SMSF Pty Ltd	Corporate Authorised Representative Number	1244882
ABN	20 612 770 920	Phone:	02 63629436
Business Address	8 McNamara Street, Orange, NSW 2800	Website	http://www.mikecrowley.com.au/
		Email:	mike@thriveadvice.com.au
Postal Address	8 McNamara Street, Orange, NSW 2800		

The SMSF Expert, as the holder of an Australian Financial Services Licence is responsible for the advice services offered in the FSG.

The SMSF Expert Pty Ltd	ABN 17 155 686 356	Phone:	02 8074 8599
	Australian Financial Services Number 445113	Email:	info@eastonwealth.com.au
	Level 15, 115 Pitt Street, Sydney NSW 2000	Website:	www.thesmsfexpert.com.au

The SMSF Expert Pty Ltd, ABN 17 155 686 356, Australian Financial Services Licence No. 445113, is a wholly owned subsidiary of Easton Investments Limited (ABN: 48 111 695 357), an ASX listed company.

Why we are not Independent

The SMSF Expert is part of Easton Investments Limited (Easton Wealth) group of companies. As HUB24 Limited (an ASX listed provider of investment administration platform and technology services) is a material shareholder of Easton Wealth, this restricts The SMSF Expert from being referred to as independent, impartial or unbiased.

Our qualifications and memberships

Michael Crowley has been working in the accounting and financial services industry since 2016 with the following qualifications and memberships:

Qualification	Completed
RG146	31/12/2016
Diploma Financial Planning	31/12/1996
FASEA Financial Adviser Exam	29/01/2020

Financial Services that we provide

What financial services am I authorised to advise you on?

We only advise you after considering your individual objectives, financial situation and needs.

We only provide you with financial advice limited to the following:

- Superannuation, limited to
 - Self-Managed Superannuation Fund
 - A person's existing holding in a superannuation product

We are not authorised by The SMSF Expert to provide you with advice on any other matters, financial services or any other financial product.

Other services

Services outside of the above specific areas of financial advice are not provided under The SMSF Expert's Australian Financial Services Licence and The SMSF Expert does not train, support or supervise the provision of these other services and has no responsibility in relation to those services.

Examples of the services which The SMSF Expert is not responsible if provided by us include:

- Borrowing/lending advice and services (including within a SMSF)
- Taxation services, such as completion of tax returns
- Accounting and audit services
- Administration and compliance of Self-Managed Superannuation Funds
- General insurance services (for example, car insurance)
- Real estate and direct property advice
- Legal services.

Information you will receive

You will be provided with various documents that explain how our recommendations will work towards achieving your goals, the fee and potential conflicts that may exist that could influence the advice provided. These documents are designed to help you make informed decisions about our recommendations.

Statement of Advice

When we provide you with initial personal financial product advice you will receive a written Statement of Advice (SOA) that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. We will also record any further advice we provide to you as a 'record of further advice' and we retain these documents for seven years. You may request a copy of this advice or subsequent records of advice at any time.

Product Disclosure Statements

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. These documents contain information about the risks, benefits, features and fees payable for the product.

How are we paid for our services

Fees for advice

We may charge you 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 before we provide you with advice. These fees will also be documented in your Statement of Advice.

Our fees are set out below:

- Plan preparation and implementation fees. These are the fees you pay when you have agreed to receive our advice and will be between \$0.00 and \$3,300.00, inclusive of GST, depending on complexity and scope of advice.

Payment methods

In most instances you will be able to select the method of payment. Our fees are invoiced to you directly, all fees relating to the financial advice provided to you are payable to The SMSF Expert and The SMSF Expert then passes up to 100% of these fees onto us.

Other Benefits

In accordance with industry requirements and the law, we and the Licensee each maintain an Alternative Remuneration register that contains information about any alternative forms of payments or benefits over \$100 that may be received (e.g. tickets to events and conferences). Benefits that are identical and similar and given on a frequent basis are prohibited. If you wish to inspect the Alternative Remuneration register or ask any questions about this, please ask.

Any benefits that we receive that are relevant to your consideration of our advice to you will be disclosed in the Statement of Advice.

Does your adviser have any associations or relationships?

Michael Crowley is an employee of Thrive SMSF Pty Ltd and is remunerated by salary and bonus from this company Thrive SMSF Pty Ltd.

Employees may receive a performance bonus from Thrive SMSF Pty Ltd, determined by a balanced scorecard which includes reference to client feedback, effectiveness, their provision of ongoing service and various compliance measures. There is no remuneration, or rewards, for recommending particular products or strategies.

Michael Crowley is an employee of Thrive SMSF Pty Ltd which provides SMSF accounting services, including the establishment and administration of SMSFs and may therefore benefit from you using their services.

Referral Fees

Under the FASEA Code of Ethics, I am not permitted to directly receive any referral fees for acting on our behalf. Referral fees may, however, be paid to the Corporate Authorised Representative or the Licensee.

We will also not refer to a third party, or provide advice, in circumstances where there is a conflict of interest, unless it can be shown that this course of action is demonstrably in your best interest, and with your prior informed consent. If there is a conflict of interest such that it is not demonstrably in your best interest, then we will decline to provide that advice.

We are required to conduct due diligence on referral partners to ensure that referral partners are only recommended where they meet this requirement. We will record the details of any referral fees in the Statement of Advice we prepare for you.

Other payments received by The SMSF Expert and associates

The SMSF Expert, its associated entities and other authorised representatives of the The SMSF Expert Australian Financial Services Licence, may receive other forms of fees, commissions and payments, one-off and ongoing, from financial product providers or other parties. None of these amounts are on-paid to us.

Privacy

Your privacy is important to us. In general, we collect and verify information about you (and where applicable, persons acting on your behalf) to manage our relationship with you, to ensure that we provide the products and services most appropriate to your needs, and to make certain that we comply with our legal obligations.

The information required to be collected and verified by us depends on who you are and the nature of the service to be provided by us. If you fail to provide us with the required information, or if you provide us with incomplete or inaccurate information, we may not be able to provide you with the products or services you are seeking within the time periods contemplated. Information acquired by us in the course of providing our services may be provided to external service providers, product and platform providers, auditors, taxation and legal advisers, and information technology consultants. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction.

If you think any of the details that we hold are incorrect or out of date, please contact us to correct this. You can always access the personal information held about you by contacting us. A copy of our privacy policy and privacy collection statement are on our website. Otherwise if you contact us, we can send you a copy.

Professional Indemnity

The SMSF Expert holds a Professional Indemnity Insurance Policy, which complies with the requirements for compensation arrangements under the Corporations Act (subject to its terms and conditions). This Policy covers claims relating to the professional services provided by The SMSF Expert and its representatives.

The SMSF Expert's Professional Indemnity insurance only covers advice in relation to professional services provided by representatives of The SMSF Expert while authorised by us, even where that representative has subsequently ceased to be an authorised representative of The SMSF Expert.

Anti-Money Laundering

The SMSF Expert is required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 ('AML/CTF') and its corresponding rules and regulations to implement certain customer 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 thereafter 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.

How to instruct us

You may specify how you would like to give us instructions, for example, by phone, fax or email. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

Complaints

Please contact us first about your complaint. If your complaint is not satisfactorily resolved by us within 3 business days, please contact The SMSF Expert on 02 8074 8599 or put your complaint in writing and send to:

Compliance Officer	The SMSF Expert Pty Ltd Level 15 115 Pitt Street, Sydney, NSW 2001
Or email your complaint to	info@eastonwealth.com.au

If you do not feel your complaint has been resolved in a satisfactory manner, or if you have not received a response after 30 days, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA accepts complaints in regards to either:

- a financial planning or advice matter;
- a credit assistance matter; or
- a superannuation matter

AFCA can be contacted by one of the following alternatives [Merit Wealth's AFCA membership number is 27958] -

By telephone:	1800 931 678 (free call)
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In writing (by mail):	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001
By email:	info@afca.org.au
Website:	www.afca.org.au

The Australian Securities and Investments Commission also has a free call Info line on 1300 300 630. You can call this number to make a complaint and to obtain further information about your rights.