



ETHICAL PLANNERS

Ethical Planners Pty Ltd

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# Financial Services Guide Part One

General Details | Version 4.3 | November 2023

This document should be read in conjunction with the Financial Services Guide Part Two (Financial Adviser Details) which will be provided by an authorised representative of Ethical Planners Pty Ltd.

## Not Independent

Ethical Planners is not independent, impartial, or unbiased because we receive commissions for the advice, we provide on life risk insurance products.

## Why you should read this

This Financial Services Guide (FSG) provides information about:

- Who we are?
- Fees or other costs your Financial Adviser may charge.
- Our relationship with your Financial Adviser and other entities.
- Who to contact if you have a complaint?

## About Ethical Planners Pty Ltd

Ethical Planners Pty Ltd is a 100% privately owned financial planning licensee founded in 2018 by Robert McDonald. It operates under AFSL Number 505615.

Our commitment is to provide advice, services, and products to complement strategies that are designed to improve the lifestyles of our clients.

Ethical Planners Pty Ltd is a registered Tax (Financial) Adviser of the Tax Practitioners Board.

The financial advice you receive is provided by Ethical Planners Financial Advisers. Information about your Financial Adviser is included in Part Two of this FSG (Financial Adviser Details).

## Do any relationships exist which may influence the advice we provide?

Ethical Planners do not have any arrangements that may influence the advice we provide.

## Will anyone be paid for referring you to us?

If someone has referred you to us, we may pay a fee or commission in relation to that referral. If we are referring you to someone for a service not rendered by us, we do not receive any fee or commission in relation to that outgoing referral. We will clearly disclose this to you in writing, including the amount payable, at the time we provide advice.

## Conflicts of interest

Aside from the commissions we receive from insurers, Ethical Planners Pty Ltd do not have any other relationships that may create a conflict of interest or potentially influence our advice to you.

## Remuneration and benefits

Ethical Planners and/or its representatives may receive support by way of training from Fund Managers or Life Companies. This training may include meals during professional development days.

## Your financial plan

Each financial plan we prepare is unique since it is based on your circumstances and designed to meet your own personal and financial goals.

If we provide you with financial advice, your Ethical Planners Financial Adviser will initially present to you a Letter of Engagement describing the type and cost of service to be provided. Then a written Statement of Advice (SoA) which is your financial plan.

For any subsequent advice, your Ethical Planners Financial Adviser may provide you with either another SoA or a copy of a Record of Advice (RoA).

Your Ethical Planners Financial Adviser will give you the applicable Product Disclosure Statements (PDS) for all recommended financial products to help you decide.

## Ongoing review

Your Ethical Planners Financial Adviser can help you review your financial situation at least annually or when your personal circumstances change to ensure that the advice remains appropriate for you.

## Advice Fees

Ethical Planners Advisers are remunerated by way of fee for service, commission, or a combination of the two.

All fees and commissions will be paid direct to Ethical Planners unless other payment arrangements have been approved by us.

### Initial Advice

There may be a fee for the provision of initial advice, preparing a personalised SoA as well as the implementation of any recommendations contained within the SoA. Your Ethical Planners Financial Adviser will disclose the exact fee to you prior to the preparation process.

### Ongoing Advice

We may also charge an ongoing service fee for all personal advice given. The cost will depend on the review arrangement between you and your Ethical Planners Financial Adviser. This fee and the payment options will be disclosed in the SoA provided to you.

### Additional Advice

From time to time, you may require other services from us. We may charge you on an hourly rate for these services. We will disclose to you the exact costs in an advice document at the time of the advice.

### Commissions

For services relating to insurance, commission will be paid from the insurance product providers to cover both our initial and the ongoing fees for the renewal of your insurance products.

### Annual Fee Disclosure

Your Ethical Planners Financial Adviser will also provide you with an annual Fee Disclosure Statement. It will outline the fees you paid, and the services received in the preceding 12 months. You will also receive a Forward Fee Estimate which will outline the fees and services you will receive for the next 12 months. You should let your Adviser know within 120 days of receiving the FDS and FFE if you want to continue that arrangement. If you elect to end the arrangement, we have an obligation to stop all ongoing fees.

## Privacy collection statement

### Collecting your information

All personal information we gather from you, as well as any advice provided to you are maintained in a file. We only keep your Tax File Number and sensitive personal information if we have your written permission. If you would like to examine your personal information, please let your Financial Adviser know.

### Using your information

We collect, exchange, and use your information so that we can:

- Provide advice that is appropriate.
- Manage our relationship with you.
- Price, design and administer our services or inform you about other services that may be of interest to you.
- Help identify and investigate illegal activity; and
- Comply with our legal obligations and assist Government and law enforcement agencies.

The law requires us to establish your identity and assess applications for products and services by confirming its accuracy.

### Exchanging your information

We may exchange your personal information with financial institutions for the provision of financial products such as investments, life insurance, superannuation, and mortgages.

Together with third parties as permitted by law or for the uses listed below. Third parties may include service providers where we outsource activities, persons acting on

your behalf, other financial institutions, auditors, insurers, and government agencies. Some of which may be located overseas.

### Respecting your privacy

Ethical Planners is committed to a Privacy Policy to ensure the privacy and security of your personal information. The Privacy Policy helps you understand how we protect and store your personal information and comply with the Australian Privacy Principles.

Please ask your Financial Adviser if you would like a copy of our Privacy Policy.

## Professional Indemnity

Ethical Planners Pty Ltd has Professional Indemnity Insurance in place which covers claims against us for errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by our employees after they cease working with us provided, we notify the insurer of the claim when it arises, and this is done within the relevant policy period.

## Complaints

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact our **Complaints Manager** on 0755204761, or via email at [compliance@ethicalplanners.com](mailto:compliance@ethicalplanners.com) or post to PO Box 737, MUDGEERABA QLD 4213.
2. We will acknowledge receipt of a complaint within 24 hours (or one business day), however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 calendar days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. We will communicate with you the progress of your complaint.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with our external dispute resolution provider, Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority (AFCA)  
on 1800 931 678 or  
GPO Box 3, Melbourne VIC 3001  
[info@afca.org.au](mailto:info@afca.org.au)

## Anti-Money Laundering and Counter-Terrorism Financing

As a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act, we are committed to ensuring our services do not facilitate or are associated with money laundering or terrorism financing practices. Before we arrange a financial product for you, we will need to verify your identity by viewing your identification documents (e.g., passport, driver's licence). We will retain copies of this information and assure you that this information will be held securely.

## Approved product list

Your Adviser can provide advice on a wide range of financial products however is required to recommend those approved by Ethical Planners. Your Adviser will assess whether the products on that list (investment, superannuation, and insurance) are suitable for you. The approved product list is compiled by Ethical Planners and seeks to remove conflicts from the advice process (where possible). You will be provided with a Product Disclosure Statement or other disclosure documents (as available from the issuer) if we recommend a particular financial product. A copy of the approved products list can be given to you on request. The Approved Product list is reviewed regularly by the investment committee.