

# Financial Services Guide

## INTRODUCTION

This Financial Services Guide (FSG) provides you with important information about smartMonday Solutions Limited and the financial services that we may provide you with.

As well as giving you important information that will help you decide if you want to use any of these services, this FSG provides important information about:

- who we are;
- the financial services we offer to help you evaluate and make an informed decision about whether to use the services described in this FSG;
- the process we follow to provide financial services;
- the remuneration that we and relevant persons receive for the services;
- any arrangements which may influence our advice to you;
- how we protect your privacy; and
- how we handle your complaints if you are not satisfied with the services provided.

Please take the time to read this FSG and keep it safely with your other documents. If there is anything you do not understand, or have questions about, please contact us, or talk to your Smart Monday Representative.

This FSG is issued with the authority of smartMonday and is also available on our website [www.smartmonday.com.au](http://www.smartmonday.com.au).

## WE ACT FOR YOU

When we provide services to you we act for you, on our own authority and under our own licence. In providing services to you we do not act on behalf of any other person or entity.

## WHO IS RESPONSIBLE FOR THE ADVICE YOU ARE GIVEN?

smartMonday Solutions Limited is responsible for the advice provided to you under its Australian Financial Services Licence (AFSL).

When you are dealing with one of our smartCoaches in relation to a Retail Product, an Adviser Profile will be issued to you, setting out information about their industry experience and the services they are authorised to provide. The Adviser Profile forms part of this FSG.

### **Why we are not independent, impartial or unbiased in relation to the provision of personal advice and the impact of this on you.**

smartMonday Solutions Limited may receive remuneration or other non-monetary benefits from third parties which restricts us from referring to ourselves as independent, impartial or unbiased as it may reasonably be expected to influence the personal advice provided to you and may cause a conflict of interest. Please refer to the Conflicts of Interest section within this document as to how we manage Conflicts of Interest and the impact on you.

## WHAT TYPES OF ADVICE SERVICES ARE AVAILABLE?

Personal and/or general advisory services may be provided depending on the circumstances. It is important you understand the difference.

**Personal advice** is a recommendation or opinion given after taking into account your individual objectives, financial situation or needs.

If you receive personal advice from us, you will also receive a Statement of Advice (SoA). The SoA will contain the advice, the basis on which it is given and more specific information about our and other relevant persons' remuneration and any associations that may have influenced the provision of the advice.

You are entitled to receive a Product Disclosure Statement (PDS) whenever you are provided with advice relating to the acquisition, or possible acquisition, of a financial product. The PDS will contain the main features, costs and benefits of the financial product, which you should consider before making a decision whether to acquire that product.

**General advice** is a general recommendation or opinion given without taking into account your individual objectives, financial situation or needs.

A person who gives retail clients general advice must warn the client that the advice does not take into account the client's objectives, financial situation or needs. Where we provide you with general advice, we will also provide you with a General Advice Warning. The General Advice Warning will be given in the same manner (that is, in writing or verbally) as the advice is provided.

If you receive general advice, you should not expect to receive a SoA from us. We will provide you with a PDS if required.

### WHAT SERVICES ARE AVAILABLE FROM SMARTMONDAY?

#### Australian Financial Services Licence

smartMonday Solutions Limited holds an AFSL No. 236667, which authorises us to carry on a financial services business and to provide advice and deal in the following classes of financial products:

1. deposit and payment products limited to:
  - basic deposit products; and
  - deposit products other than basic deposit products;
2. debentures, stocks or bonds issued or proposed to be issued by a government;
3. life products including:
  - investment life insurance products, as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
  - life risk insurance products, as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
4. interests in managed investment schemes including investor directed portfolio services;
5. securities; and
6. superannuation,
  - to retail and wholesale clients.

### HOW CAN YOU INSTRUCT US?

You can give us instructions to provide products and services by telephone, email, or other means agreed to by us.

### HOW ARE WE PAID?

If we charge you a fixed fee we will agree it with you in advance. If we charge you an hourly fee we will advise you in advance the range of hourly rates that will be likely to apply. In both cases we will advise you of the fees in our SoA.

The table below sets out general information about the types of fees we are likely to charge.

SERVICE	FIXED FEES	% BASED FEES	HOURLY FEES
<b>Investment, Retirement &amp; Superannuation</b>			
Personal advice	✓	X	X
Advice to employers & trustees	✓	X	✓
Intra-fund	X	X	X
<b>Investment consulting</b>			
Advice to employers, trustees and/or fund managers	✓	✓	✓

### OTHER WAYS WE MAY RECEIVE REMUNERATION

Our staff receive a salary and superannuation and may receive other benefits from time to time including participation in Future Group's employee share ownership program. Staff do not receive commissions or bonuses if you choose to open an account with any of the products promoted by smartMonday.

### WHAT IMPORTANT ASSOCIATIONS SHOULD YOU BE AWARE OF?

smartMonday is owned by Future Group Australia Holdings Pty Ltd (ABN 68 618 367 927). Future Group Australia Holdings Pty Ltd is the parent company of Future Super Investment Services Pty Ltd (FSIS) (ABN 55 621 040 702) which is the Founder, Promoter and Investment Manager of the Future Super superannuation fund (ABN 45 960 194 277). FSIS is also the Investment Manager of Smart Future Trust, Guild Retirement Fund and Cruelty Free Super, a sub-plan of the Grosvenor Pirie Master Superannuation Fund Series 2 (ABN 32 367 272 075).

smartMonday Solutions may refer you to, or recommend to you,

- smartMonday, or
- Guild Retirement Fund

if we think it is appropriate.

smartMonday is a registered trading name of smartMonday Solutions Limited ABN 48 002 288 646 AFSL 236667, the sponsor of the Smart Future Trust ABN 68 964 712 340 (the Fund). Guild Super Services Pty Ltd ("GSS") (ABN 79 672 642 394) is the promoter of the following financial products through the Guild Retirement Fund: GuildSuper, GuildPension and Child Care Super. GSS is owned by the Future Group Australia Holdings Pty Ltd (ABN 68 618 367 927).

The trustee of the Smart Future Trust and the Guild Retirement Fund is Equity Trustees Superannuation Limited ABN 50 055 641 757 AFSL 229757 RSE Licence L0001458, a specialist trustee services provider and an entity independent of smartMonday Solutions and Guild Super Services. smartMonday Solutions is also the administrator of the Smart Future Trust. We monitor the activities provided by these entities to ensure they do not create a conflict with your interests.

#### **CONFLICTS OF INTEREST**

Conflicts of interest may arise in circumstances where some or all of your interests as our client are, or may be, inconsistent with some or all of our interests.

We have a conflicts of interest policy and procedure, including training and monitoring, to ensure we are aware of and manage any conflicts of interest. Our company, staff and our representatives must comply with this policy and procedure.

Where a conflict is unavoidable, we will consult with you and manage the conflict in such a way as to avoid prejudice to any party.

#### **Duty of Disclosure**

Before you enter into a contract of insurance, you have a duty under the Insurance Contracts Act 1984 (Cth) (ICA) to disclose anything that you know, or could reasonably be expected to know, or in the case of consumer contracts (as defined in Part IV of the ICA) (Consumer Contracts) to take all reasonable care to disclose anything that you know, or could reasonably be expected to know, that may affect the insurer's decision to insure you and on what terms. You have that duty after proposal, and up until the time the insurer agrees to insure you. You have the same duty before you renew, extend, vary or reinstate a contract of insurance.

You do not need to tell the insurer anything that:

- reduces the risk that is insured;
- is common knowledge;
- your insurer knows or should know as an insurer; or
- the insurer waives compliance with your duty of disclosure.

If you are uncertain about whether or not a particular matter should be disclosed to the insurer, please contact your Smart Monday Representative.

#### **Non-disclosure**

If you fail to take reasonable care in disclosing information to us in the case of Consumer Contracts, or do not tell your insurer anything you are required to, the insurer may cancel your contract or reduce the amount that it is required to pay you if you make a claim, or both. If your failure to disclose is fraudulent, the insurer may refuse to pay a claim and treat the contract as if it never existed.

#### **SERVICE ISSUES AND COMPLAINTS**

We are committed to providing quality services to our clients. This commitment extends to providing easy access to people and processes that can resolve a service issue or complaint.

If you have a complaint about the service we have provided to you, you should take the following steps:

Contact your smartMonday Representative and tell them about your complaint.

If your complaint is not satisfactorily resolved within five days, contact The Complaints Officer, smartMonday Solutions Limited as follows:

Phone: 1300 658 422

Email: [info@futuresuper.com.au](mailto:info@futuresuper.com.au)

Mail: PO Box 1282, Albury NSW 2640

If you are dissatisfied with smartMonday's final response to your complaint, you may be able to refer your complaint to the Australian Financial Complaints Authority (AFCA) or the Australian Securities and Investment Commission (ASIC) as detailed below.

#### **Australian Financial Complaints Authority**

AFCA is an independent external dispute resolution scheme approved by ASIC and its services are free to you. We are a member of this scheme and we agree to



be bound by its determinations about a dispute.

Please note that before AFCA can investigate your complaint, they do require you to have first provided us with the opportunity to address the complaint.

Further details regarding AFCA can be obtained from their website ([www.afca.org.au](http://www.afca.org.au)), or alternatively you can contact AFCA as follows:

Phone: 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

**Australian Securities and Investment Commission**

ASIC has a free call Infoline on 1300 300 630, which you may use to make a complaint or obtain information about your rights.



**PROFESSIONAL INDEMNITY INSURANCE**

In accordance with the requirements of the Corporations Act 2001 (Cth), smartMonday maintains adequate Professional Indemnity insurance. This insurance cover extends to claims in relation to our conduct as an Australian Financial Services Licence holder, and our employees and representatives both past and present, to compensate clients or their beneficiaries for loss or damage suffered if we provide negligent advice.

**PRIVACY**

We value the privacy of personal information and are bound by the Privacy Act 1988 (Cth) when we collect, use, disclose or handle personal information to offer, provide, manage and administer the many financial services and products we and our group of companies are involved in (including those outlined in this FSG).

Further information about our privacy practices can be found in our Privacy Policy that can be viewed on the smartMonday website at [www.smartmonday.com.au](http://www.smartmonday.com.au) or alternatively, a copy can be sent to you on request. Please contact your Smart Monday Representative or visit our website if you wish to seek access to, or to correct, the personal information we collect or disclose about you.

**CONTACT US**

smartMonday PRIME smartMonday DIRECT	smartMonday PRIME TEF	smartMonday PRIME Enterprise	smartMonday PENSION
1300 880 588	1300 614 644	1800 816 575	1300 112 403
<a href="mailto:enquiries@contact.smartmonday.com.au">enquiries@contact.smartmonday.com.au</a>	<a href="mailto:assistance@smartmonday.com.au">assistance@smartmonday.com.au</a>	<a href="mailto:support@smartmonday.com.au">support@smartmonday.com.au</a>	<a href="mailto:one@smartmonday.com.au">one@smartmonday.com.au</a>
Locked Bag 20128, Melbourne VIC 3001	PO Box 1282, Albury NSW 2640		

**smartMonday Solutions Limited**

Hub Customs House  
Level 3, 31 Alfred St  
Sydney NSW 2000

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