



# Financial Services Guide (Part One)

Version 6 | July 2021

## Purpose of this Document

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services and information on how to engage with one of our advisers.

Part 1 of the FSG should be read in conjunction with Part 2, the Adviser Profile and covers the following:

- Information about Sharpkey as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial service?
- Details of the financial services and/or products Sharpkey can provide
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- The complaints procedure

Please take the time to review this document before engaging our services.

Throughout this FSG, Sharpkey is referred to as “Sharpkey”, “we”, “us”, “our” or any variations. The term “adviser” refers to Sharpkey’s authorised representatives.

Sharpkey (ACN 617 521 454), is an Australian Financial Services Licensee (AFSL No. 496260).

## You, Your adviser and Sharpkey

You have decided that you would like the services of a financial adviser. Regulatory requirements and the Law require all financial planning advisers or consultants offering general advice, to either hold an Australian Financial Service License (AFSL for short) or to be authorised by an AFSL holder. This is where Sharpkey comes in. Your adviser or consultant has chosen to be associated and appointed as an Authorised Representative of Sharpkey and is therefore able to provide you with financial advice under the Sharpkey AFSL.

Sharpkey provides your adviser/consultant with Training, Research, Compliance, Technical and Operational support, professional indemnity insurance and access to a free dispute resolution service. Sharpkey is ultimately responsible for the advice provided by your financial adviser or general advice consultant and has obligations to fulfil to maintain the AFSL, one of these obligations includes monitoring the advice financial advisers and general advice consultants provide to you their client.

## Our responsibility

Sharpkey is committed to ensuring that your adviser is providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

If your adviser/consultant is unable to provide services Sharpkey will step in to assist you find a new adviser to provide you with the service, you require.

## Licensee Authorisations

We are licensed to provide financial advice on the following services:

- Life insurance advice
- Superannuation advice

We can advise in the following products:

- Life insurance (personal and business); and
- Superannuation

## Lack of Independence

Sharpkey and its representatives are not independent, impartial, or unbiased because we receive commissions for the advice, we provide on life risk insurance products.

## How to give instructions

Your adviser may accept your instructions by phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you, and they will let you know when this occurs.

## Documents you may receive

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS) Annually
- Renewal Notice (every 2 years)

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

## Adviser Remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided.

Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser/consultant may be remunerated through either:

- An initial adviser service fee; or
- An ongoing adviser service fee; or
- A contribution fee; or
- An implementation fee; or
- A commission payment from product providers where applicable; or
- A combination of any of the above.

All fees or commissions are initially paid to Sharpkey before being distributed in full to your adviser/consultant or to their relevant business.

## AFSL Holder Remuneration

Sharpkey generally receives a flat fee plus a fixed Professional Indemnity insurance fee per authorised representative/general advice consultant for the provision of services required under its AFSL.

## Other forms of remuneration or benefits

Sharpkey and/or its advisers/consultants may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

## Reporting your concerns

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

1. Contact the Responsible Manager of Sharpkey to discuss your complaint.

Phone 07 5532 8867  
Email [admin@sharpkey.com.au](mailto:admin@sharpkey.com.au)  
Mail Responsible Manager  
PO Box 6970  
Gold Coast Mail Centre, Qld 9726

2. We will acknowledge receipt of a complaint immediately, 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 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which Sharpkey is required to be a member of.

The contact details for AFCA are:

Phone 1800 931 678 (free of charge)  
Fax 03 9613 6399  
Online [www.afca.org.au](http://www.afca.org.au)  
Email [info@afca.org.au](mailto:info@afca.org.au)  
Mail GPO Box 3, Melbourne VIC 3001

# Financial Services Guide (Part Two)

## About your Adviser

The following contains important information about your adviser. This includes their Authorised Representative and Corporate Authorised Representative number (if applicable), qualifications, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

### Your Adviser

**Vital Life Insurance Pty Ltd**  
**Corporate Authorised Representative No. 1293254**

### Contact Details

**Address** Level 1, Suite 2, 187 Union Street, The Junction NSW 2291

**Postal Address** PO Box 756, The Junction NSW 2291

**Phone** 1800 848251

**Email** life@vitalfinancialgroup.com.au

### Benjamin James Tutton

#### General Advice Consultant

I am a General Advice Consultant, authorised by Vital Life Insurance Pty Ltd ("the Practice") which is a Corporate Authorised Representative (No.1293254) of Sharpkey Pty Ltd.

### Services we are authorised to provide

Sharpkey has authorised us to provide **general advice only** to retail and wholesale client, in the following areas:

- Life Products – Life Insurance Products
- Life Products – Investment Life Insurance Products
- Life Products – Superannuation

### How We Get Paid

Sharpkey Pty Ltd receives all remuneration for services provided by your Authorised Representative. Sharpkey Pty Ltd then pays Vital Life Insurance Pty Ltd (ABN 45 654 028 878) 95% of all remuneration received. From this remuneration, Vital Life Insurance Pty Ltd may pay referral commissions of up to 30% of all remuneration received.

## Fee Options

The following is a guide as to how commissions and/or fees may be charged.

All fees are inclusive of GST.

Fee Type	Minimum %	Maximum %
<p><b>Life Insurance Commission – New Policies (1<sup>st</sup> Year Only)</b></p> <p>This commission is payable by the insurance company and is a percentage of the insurer’s base premium. i.e. premium excluding stamp duty, fire services levy, GST, modal loadings or any other government charges, taxes, fees or levies.</p> <p><b>Example</b> If the annual premium was \$1,000, Sharpkey would receive up to \$660 in the first year based on the maximum percentage.</p>	0%	66%
<p><b>Ongoing Life Insurance Commission – New Policies (Year 2 Onwards)</b></p> <p>Sharpkey may also receive a renewal commission from the insurance company each year while your policy is in force. This is a percentage of the base annual premium you pay.</p> <p><b>Example</b> If your annual premium is \$1,000, Sharpkey would receive up to 22%</p>	0%	22%
<p><b>Claims Administration Processing</b></p> <p>In the event of a claim, we provide 2 hours of initial support at no cost. Following this, we may charge an hourly rate of up to \$399 for processing. Your Advisor may discuss a fixed fee option with you or the person making the claim. This can be offset with any financial advice benefit payable by an insurance company.</p>	\$0	\$399

## Other Remuneration I may receive

A referral fee may be received for any referrals to AIA’s Health Insurance. For any health insurance policies commenced by you through this service, I will receive a once-off referral fee of up to 27.5% (inclusive of GST) of the first year’s annual premium.

We may receive an activation fee of \$250 for clients who join AIA’s Vitality programme. This is a once off fee and will be paid upon activation of AIA Vitality.