

# SUPPLEMENTARY FINANCIAL SERVICES GUIDE

FINANCIAL  
**WISDOM**

**This Supplementary Financial Services Guide (SFSG), version 2.0, dated 1 May 2019, is to be read in conjunction with the Financial Wisdom Financial Services Guide Part 1 Version 3 dated 1 January 2018 and the corresponding Part 2 given to you at the same time as Part 1 (FSG).**

This FSG and SFSG have been authorised for distribution by the authorising Licensee:

Financial Wisdom Limited  
ABN 70 006 646 108  
Australian Financial Services Licence No. 231138  
11 Harbour Street Sydney NSW 2000

Date of Preparation: 1 May 2019  
Version Number: 2.0

**In section 1 titled 'About Financial Wisdom Limited' in Part 1 of the FSG, replace the content under subtitle 'Our relationship with the Commonwealth Bank Group' with the following:**

#### **Our relationship with the Commonwealth Bank Group**

We are a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia, one of Australia's largest financial services organisations.

We have associations with and may deal or provide advice on products issued by a range of financial product providers, some of which include the following entities within the Commonwealth Bank Group:

- Commonwealth Bank of Australia (CBA)
- BankWest, a division of Commonwealth Bank of Australia
- The Colonial Mutual Life Assurance Society Limited (CMLA) trading as CommInsure
- Colonial First State Investments Limited
- Commonwealth Securities Limited (CommSec)
- Avanteos Investments Limited
- Australian Investment Exchange Ltd (AUSIEX)
- Realindex Investments Pty Limited

**Note:** The Commonwealth Bank of Australia (CBA) has announced the sale of CMLA, among other entities, to the AIA Group. CBA, CMLA and AIA Australia Limited have also agreed to enter into a 20-year Distribution Agreement for the provision of life insurance products to customers in Australia. From the date of completion, CMLA will form part of the AIA Group and will no longer be part of the CBA Group. The sale is targeted to complete in the first half of calendar year 2019 but is subject to a number of conditions and regulatory approvals. Please ask me for information on whether the sale has completed to confirm details of the Licensee's current associated entities.

Any reference to 'Commonwealth Bank Group product' in this FSG relate to products issued by the Commonwealth Bank of Australia or its subsidiaries.

We are a Professional Partner of the Financial Planning Association of Australia (FPA). The FPA is the professional association for qualified financial advisers in Australia and we are committed to its Code of Ethics and Code of Professional Conduct.

**In section 3 titled 'Financial services and products we provide' in Part 1 of the FSG, add the following after the last paragraph:**

#### **Important information**

The advice that you receive cannot be considered to be independent, impartial or unbiased because:

- Financial Wisdom is part of a corporate group that includes certain product providers, as described in section 1 of FSG Part 1;
- there is an approved product list (APL) and an off-APL approval process that your Adviser is required to follow, as explained in section 3 of FSG Part 1; and
- your Adviser, the practice or Financial Wisdom may receive (as referred to in section 3, 4 and 5 of FSG Part 2):
  - commissions on life insurance;
  - commissions on some other products acquired prior to 1 July 2014;
  - stamping fees paid to facilitate a capital raising;
  - remuneration calculated on the basis of the volume of business placed with product providers; and
  - one-off gifts or non-monetary benefits of less than \$300 in value per product provider per year.

**In section 6 titled ‘What you should do if you are not satisfied with our services’ in Part 1 of the FSG, replace the content with the following:**

**6. What you should do if you are not satisfied with our services**

If you are not happy with your Adviser or the services provided to you, we encourage you to:

- Discuss your complaint with your Adviser in the first instance.
- If you would prefer not to discuss your complaint with your Adviser directly or if your complaint has not been resolved to your satisfaction, you can contact the CBA Group Customer Relations team.

CBA Group Customer Relations is the Commonwealth Bank Group’s primary escalation point for client feedback with a particular responsibility for resolving complaints. You can contact them by:

Writing: Group Customer Relations  
Reply Paid 41  
Sydney NSW 2001  
Email: customerrelations@cba.com.au  
Phone: 1800 805 605

- If you are still not satisfied, you can refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints. You can contact AFCA by:

Writing: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1800 931 678 (free call)  
Online: www.afca.org.au  
Email: info@afca.org.au

**If Part 2 of your FSG includes the heading ‘Securities’, in section 2 under the subtitle ‘Financial services and product types your Adviser can provide’, the following change applies:**

**In section 2 titled ‘Securities’ in Part 2 of the FSG, remove the following paragraph:**

Alternatively, I may seek portfolio research advice from CommSec Adviser Services and incorporate this research into the advice that they provide to you. The cost of this advice will be incorporated into the total advice fee and detailed in your SoA.

**In section 4 titled ‘Fees and other costs that may apply to you’ in Part 2 of the FSG, replace the content under subtitle ‘Life insurance products’ with the following:**

**Life insurance products**

**Additional cover added to an existing product which was issued before 1 January 2018**

The initial commission that Financial Wisdom may receive on insurance policies can be up to 135% of the first year’s premium. The ongoing commission that Financial Wisdom can receive may be up to 38.50% per annum of the renewal premium.

**Additional cover added to an existing product which was issued after 1 January 2018**

Where additional cover is added on or after 1 January 2019 and before 1 January 2020, to an existing product issued after 1 January 2018, the initial commission that Financial Wisdom will receive will be no more than 77% of the increase in premium. The ongoing commission that Financial Wisdom can receive will not exceed 22% per annum of the premium.

**New products issued on or after 1 January 2019 and before 1 January 2020**

The initial commission that Financial Wisdom may receive on insurance products applied for and issued on or after 1 January 2019 and before 1 January 2020 will be no more than 77% of the premium in the year of issue. The ongoing commission that Financial Wisdom can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

Any commission payments that Financial Wisdom or I receive are not an additional cost to you.