



# FINANCIAL SERVICES GUIDE

PREPARED ON 15 DECEMBER 2023

This Adviser Profile is Part 2 of the Financial Services Guide (FSG) and should be provided to you with FSG Part 1, dated 15 December 2023.

These two documents (Part 1 and 2) complete the FSG.

This Adviser Profile sets out my contact details, professional details, the services and products I provide and how I am paid. Most importantly it's a snapshot of who I am and how you can contact me.

## MY DETAILS

<b>Name</b>	Mark Sacks
<b>Business Name</b>	Experien Insurance Services Pty Ltd
<b>Address</b>	Level 11, 151 Castlereagh Street, Sydney NSW 2000
<b>Postal Address</b>	GPO Box 2710, Sydney NSW 2001
<b>Telephone</b>	1300 796 577
<b>Website</b>	<a href="http://www.experien.com.au">www.experien.com.au</a>

Experien Insurance Services (Rep No. 320626) has been appointed as a corporate authorised representative of Affinia Financial Advisers Limited (Affinia) AFSL No. 237857. The contact details of Experien Insurance Services (Rep No. 320626) are listed above. I have also been appointed as an authorised representative of Affinia to provide financial services on its behalf and am authorised by Affinia to distribute this FSG.

**Authorised Representative Number: 277339**

### Qualifications & Designations

- Diploma of Financial Services (Financial Planning)

### Experience

I have been working in the financial services industry since 2003 and providing financial advice services to clients since 2004.

### How to provide me your instructions

You may specify how you would like to give me instructions on buying or selling the financial products listed under "My financial services" by telephone, fax or email. Please refer to my contact details above.

## MY SERVICES

---

I am authorised to provide the following services:

- Financial Advisory / Planning
- Life Insurance Advice
- Investment Advice
- Superannuation Advice
- Retirement Planning Advice

I am authorised to provide financial product advice and deal in the following product types:

- Basic and non – basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Insurance Risk
- Life Insurance Investment
- Managed Investments, including Investor Directed Portfolio Service (IDPS)
- Retirement Savings Accounts
- Superannuation

## FEES AND COMMISSIONS PAID TO AFFINIA

---

### COMMISSIONS

#### Initial commissions paid to Affinia

Affinia may receive initial commission from the product providers if you decide to purchase a product I recommend. The amount of initial commission is calculated as a percentage of the premium paid by you. The commission is paid by the Insurer when you purchase the insurance.

Initial commissions, where permitted by law, are calculated as follows:

- Life Insurance risk products: between 0% - 66% (GST inclusive) of the premium that you pay.

#### Ongoing commissions paid to Affinia

Ongoing commissions may be paid regularly by the product provider for the length of time that you hold the product. They are usually paid to Affinia by the product provider out of the revenue the product provider earns.

Ongoing commissions, where permitted by law, are calculated as follows:

- Life Insurance risk products: between 0% and 22% (GST inclusive) of the renewal premium. For level commission arrangements this will be up to 30% (GST inclusive) of the renewal premium.

For example, if an insurance product is recommended and you pay a premium of \$500, then the total “upfront” commission paid by the product issuer to Affinia will be between \$0 and \$330. Thereafter, the “ongoing” commission paid to Affinia will be between \$0 and \$110 (assuming upfront commission arrangements and there is no change to the premium you pay in subsequent years).

### FEES

Fees may be charged for the services I provide which will be agreed upon and confirmed to you prior to any service provided. Fees may relate to providing a specific piece of advice and/or for further advice services provided. Current fees and charges (GST inclusive) are:

#### Advice Preparation Fees

Fees for the preparation of your advice may range from \$0 to \$10,000, however most commonly we do not charge a fee to prepare your advice.

The exact amounts of fees and charges and initial and ongoing commissions for the products you have purchased as a result of my recommendation to you will be detailed in your Statement of Advice.

#### Annual Service Fees

We do not commonly charge service fees under an annual service agreement, however if you are on an annual agreement fees may be:

- a fixed fee of between \$0 and \$10,000 payable in one lump sum or in instalments; or
- a fee calculated as a percentage of your total funds under advice between 0%pa and 2.5%pa payable in one lump sum or in instalments; or
- a fee calculated at an hourly rate based on the time we have spent providing services to you.

Fees related to annual service arrangements will be outlined and agreed to in your Client Service Agreement.

#### How my associates and I are remunerated

When Affinia receives either a fee or an initial or ongoing commission as a result of a recommendation I have made to you, Experien Insurance Services is paid 100% of the commission and fees paid to Affinia.

I am an employee of Experien Insurance Services which pays me a salary and bonus from the commissions and fees received. Bonus payments are conditional upon satisfaction of a range of performance criteria.

#### Other benefits I may receive

As an authorised representative of Affinia I may receive other benefits, including information technology software and support, professional development programs and conferences. I may also be entitled to other incentives including entertainment benefits, valued at under \$300. Where required by law, such benefits will be recorded in an *Alternative Remuneration Register* which is available to you on request.

#### Referrals

Experien Insurance Services has referral relationships with various third parties (which may include banks, accountants, mortgage brokers, general insurance brokers, solicitors and others) where the third parties refer clients to Experien. These third parties do not have any associations with Affinia Financial Advisers Limited. All referral payments made to these third parties will be disclosed to you as part of any written advice provided to you by Experien.