

New Client Info Pack



SCENIC RIM
FINANCIAL PLANNING

www.scenicrimfp.com.au



Welcome to your financial advice journey

Thank you for choosing us to guide you through your financial planning.

We're committed to making this process smooth, transparent, and efficient.

This document sets clear expectations so you know exactly how we work together.

Our commitment to you

We aim to provide professional, timely, and tailored advice to help you achieve your financial goals.

To do this effectively, we need your cooperation in following our processes.

COMMUNICATION

CONTACT DETAILS

(07) 5613 1920

info@scenicrimfp.com.au

PO Box 288, Canungra QLD 4275

OFFICE HOURS

M - Th 9:00am - 5:00pm EST

F 9:00am - 3:00pm EST

WEBSITE

www.scenicrimfp.com.au

Meet Our Team

As a Scenic Rim Financial Planning client,
our whole team is working for you.



Sarah Nulty

Director | Senior Adviser

sarah@scenicrimfp.com.au

Robert Lawrence

Senior Adviser

rob@scenicrimfp.com.au



Jen Petrovic

Practice Manager

jen@scenicrimfp.com.au

Nina Lawrence

Client Services Manager

nina@scenicrimfp.com.au



Christie Gooden

Client Services Officer

admin@scenicrimfp.com.au

Who and when to contact



To ensure your queries are handled promptly and by the right person:

- **Advice or Strategy Questions:**
 - Contact Robert or Sarah for anything related to financial advice, strategy, or recommendations.
- **General Questions, Admin, or Updates:**
 - Contact Jen for updates on your file, general queries, or administrative matters.
- **Implementation Work (e.g., paperwork, applications):**
 - Contact Nina. If Nina is unavailable, Christie will assist.

Why this matters:

Advisers focus on providing advice and planning strategies.

Redirecting admin and update queries to our support team ensures faster responses and keeps your advice work moving efficiently.

Our paperless office policy

We operate as a paperless office to streamline processes and protect your information. By using a secure client portal, we can ensure not only that we are able to provide large amounts of documents and information to you without wastage of paper from printing documents, but more importantly that we can provide private and sensitive information to you securely.

We take cyber security very seriously. It is no longer safe to email important documents to you, and so by using your secure client portal we can ensure your information is protected.

If you cannot or prefer not to use the portal, we can print documents as required which can be picked up from our office or posted to your home at a charge of \$5.00 per document.

You will receive access to your new client portal shortly after engaging as a client. Should you have any issues accessing your portal please call our office or email info@scenicrimfp.com.au.



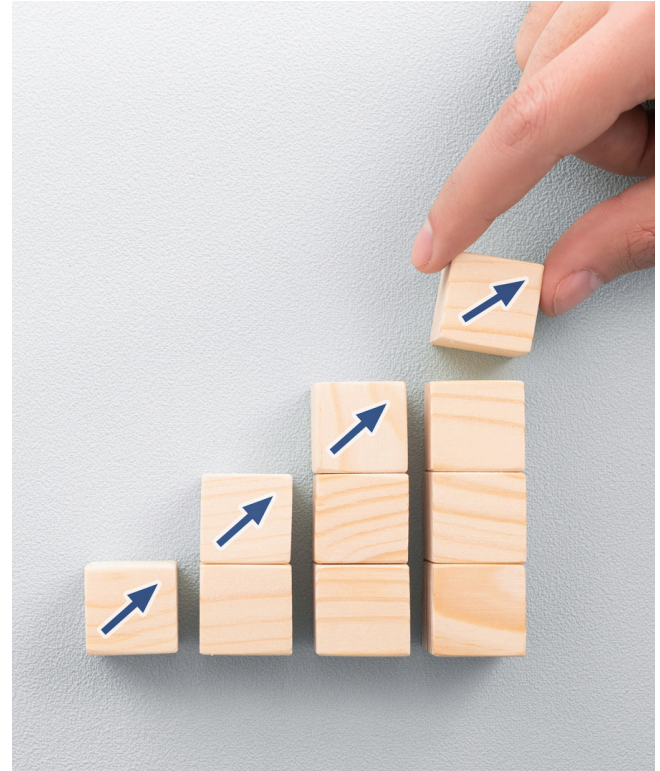
The advice process

01 STRATEGY MEETING

The Strategy Meeting allows your Adviser to collect and confirm your detailed information including your risk profile/tolerance, goals, product and strategy preferences and what you want out of your advice journey.

02 RESEARCH AND MODELLING

Your Adviser will now research your current products/strategies as well as other appropriate options, and create financial modelling to consider impacts and alternative situations. This process may include liaising with other professionals i.e. Accountants, ATO/ASIC, Solicitors etc. as necessary. Once finalised, your formal Statement of Advice can be prepared by our Paraplanners, before being reviewed and finalised by your Adviser.



03 ADVICE PRESENTATION & IMPLEMENTATION

Your Adviser will take you through their research and recommendations, including the financial projections to help you understand the advice. Once you are sure you understand the advice and know how you want to proceed, the team will begin implementing the advice (if authorised by you).

04 ONGOING REVIEW & ADJUSTMENT

A lot can change in a small period of time - if your advice is considering a long period of time, it is vital that your strategies, products and the economic outlook and legislation is regularly reviewed to ensure you are still on the best path forward, and not suddenly at risk of a negative outcome.

Document/information turnaround expectations

Even with limited advice, there is a large amount of information we require from you to ensure we provide advice that is appropriate for your situation and your goals, and is in your best interests.

At any given time, we may be assisting other of clients with important, difficult or urgent matters. We try to schedule our new client work appropriately so that we can give you all of our time and attention however if we do not receive required information from you in a timely manner (within 3 days) we do need to continue assisting other clients. This may result in your file moving further back in the chain, resulting in extended timeframes.

To keep your advice on track:

- Please return or upload requested documents as quickly as possible.
- If documents are not received within 3 days we cannot guarantee your advice will be provided within the ordinary timeframes.
- If documents are not received within 2 weeks, we will place your engagement on hold until we receive the required information or documents.

This policy ensures fairness and efficiency for all clients.



Why these guidelines exist



Our goal is to deliver high-quality advice promptly. Delays impact not only your progress but also other clients waiting for service.

By following these guidelines, you help us help you.

We want you to have an enjoyable and repeatable experience with us.

QUESTIONS?

If you have any questions about this document or our process, please reach out to our office on
(07) 5613 1920 or info@scenicrimfp.com.au.

WE LOOK FORWARD TO WORKING WITH YOU
AND HELPING YOU ACHIEVE YOUR
FINANCIAL GOALS!