

# Our commitment to you

## We'll provide you:

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<b>Security</b>	Fenwicke Financial is wholly owned by Jim Fenwicke and operated by Jim and his team from their North Sydney office. We hold our own Australian Financial Services Licence. We work with a number external companies who supply investment research, technical expertise and compliance assistance which enables us to provide you with security, support and peace of mind.
<b>Control</b>	If we cannot demonstrate our value by giving you the knowledge you need to make informed decisions that put you in control of your finances, then we believe we shouldn't take you on as a client. We have access to all the resources needed to equip us with all the information we need to provide outstanding service to our clients.
<b>Tailored advice</b>	Our access to technical specialists and a broad range of researched products allows us to provide you with a tailored strategy. We always recommend what is appropriate for you and your life stage.
<b>Outstanding service</b>	We want you to live the life you love, so we will always put your interests first. We promise to take the time to get to know you, and be there to guide you and help you make great financial decisions.
<b>Professional standards</b>	We are committed to continuous self-improvement and learning and will only ever provide advice in areas where we are qualified to do so. Our business operates in a highly regulated environment and we have engaged an external compliance company to make sure our policies and procedures drive best practice outcomes for our clients. Fenwicke Financial is committed to outstanding ongoing capability and professional development.
<b>Value</b>	We will disclose all fees and other forms of remuneration so that they are easy to understand. We are confident that our fees are fair and appropriate relative to the lifetime value we can demonstrate. They also provide the foundation to run a sustainable business, which enables us to continue offering innovative solutions to you and your family into the future.

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