

# Financial Services Guide

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## Moneytax Financial Planning Pty Ltd

ABN: 54 099 805 875

Australian Financial Services Licence Number: 280928

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### Important Note

Before seeking our advice, you probably have a number of questions you would like to ask about us. You have the right to ask about our charges, the type of advice we will give and what you can do if you have a complaint about our services.

Key information is set out in answer to the questions below. If you need more information or clarification, please ask us. This Financial Services Guide is issued by your Adviser with the authority of Moneytax Financial Planning Pty Ltd. We are a Principal Member of the Financial Planning Association of Australia (FPA) and must comply with FPA's Code of Ethics and Rules of Professional Conduct.

You should also be aware that you are entitled to receive a Statement of Advice (SoA) whenever we provide you with any advice which takes into account your objectives, financial situations and or needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If further advice is furnished, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of a SoA. You have the right to request a copy of the RoA (if you have not previously received a copy) within 7 years of that further advice being given.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

## **Before you receive our advice**

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### ***Who is my adviser and who does my adviser act for when providing financial services to me?***

Your adviser will be James Gellett. James is authorised by (and acts on behalf of) Moneytax Financial Planning to provide financial product advice to you.

#### **Qualifications**

- Diploma of Financial Planning - FPA/Deakin University

#### **Professional Membership/s**

- Certified Financial Planner™

#### **Experience**

- James has been a financial planner with Licensed Dealers in Securities since 1987. James has been involved in the life insurance industry since 1967.

### ***What advisory services are available to me?***

#### **Moneytax Financial Planning (“MFP”) can provide the following services:**

- Wealth creation
- Wealth protection (insurance services)
- Social security advice
- Estate planning guidance
- Retirement planning strategies
- Superannuation strategies
- Self managed superannuation advice

#### **MFP is licensed to provide advice on and deal in the following products:**

- Basic Deposit and Payment Products
- Non-Basic Deposit and Payment Products
- Life Insurance Investment Products
- Life Insurance Risk Products
- Managed Investment Schemes – including Investor Directed Portfolio Services (“IDPS”)
- Securities
- Government Debentures, Stocks and Bonds
- Retirement Savings Account Products
- Superannuation

Internal databases are maintained detailing client’s investments that were recommended by MFP. This does not constitute portfolio monitoring. Portfolios are reviewed on an annual basis, subject to the client’s discretion.

We will only recommend a financial product to you after considering its suitability for your individual needs, objectives and financial situation. The products we recommend are selected from our approved list of products and they have been researched by external experts.

### ***How will I pay for the service?***

Moneytax Financial Planning provides a choice of payment options for clients.

1. We may receive upfront/ongoing commissions from a product provider with whom you invest/insure with; and/or
2. We may charge you a fee for service – based on the effort required in developing your financial strategy, or on the value of the funds you invest.

If you choose to pay a fee-for-service, we may rebate to you any commission we would otherwise receive from the product provider. Fees-for-service are dependent on the complexity of the agreed strategy and/or the level of service provided. Indicative rates (GST inclusive) are as follows:

- Statement of Advice Preparation: from \$440
- Statement of Advice Implementation: from \$220
- Strategy/Investment Review: 0.00% - 3.00% of Funds Under Advice

Where a commission based remuneration arrangement is agreed upon, as a guide, the initial commission for investment type financial products can range between 0% and 3%, while on-going commissions can range between 0% and 1%. For example, for an investment of \$10,000 in a managed investment paying 3% initial commission and 1% on-going commission, the upfront commission would be \$300 and the on-going commission \$100 per year.

The upfront commission for risk insurance financial products can range between 0.00% and 115% on the first year's premium depending on the product provider, while on-going commission can range between 0.00% and 33% of each subsequent year's premium. For example, on an insurance premium of \$1,000 paying 115% initial commission and 11% on-going commission, the upfront commission would be \$1,150 and the on-going commission \$330 per year.

***Do any relationships or associations exist which might influence you in providing me with the financial services?***

Neither your adviser, nor MFP, nor any related bodies corporate have any relationships or association with any product issuer that might reasonably be expected to be capable of influencing us in the provision of financial services.

**When you get our advice**

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***Do I get detailed information about actual commissions and other benefits my adviser gets from making the recommendations?***

Yes. You have the right to know about details of commissions and or other benefits your Adviser receives for recommending investments. We will provide this information to you when we make specific recommendations in the Statement of Advice or Record of Advice.

***Will you provide me advice, which is suitable to my needs and financial circumstances?***

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

***What should I know about the risks of the financial products or strategies you recommend to me?***

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

***What information do you maintain in my file and can I examine my file?***

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

### ***Can I tell you how I wish to instruct you to buy or sell my investment?***

Yes. You may specify how you would like to give us instructions. For example by telephone, email, fax or by other means. But in all cases we must receive a written confirmation of these instructions.

### **If you have any complaints**

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#### ***Who can I speak to if I have a complaint about the advisory service?***

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should contact the Complaints Manager at Moneytax Financial Planning Pty Ltd on 02 9796 3711 about your complaint.

We will try and resolve your complaint quickly and fairly.

If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service (FOS) on 1300 780 808 or by post at GPO Box 3, Melbourne, Vic. 3001. We are a member of FOS' complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The insurance will cover claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.

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