

# Financial Services Guide



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## About this guide

This Financial Services Guide (FSG) explains the financial services provided by Moneyplan Australia (MP) Pty Ltd “Moneyplan” and your adviser (who is authorised through Moneyplan).

Please take the time to read this guide carefully. Sound financial advice is based on open communication. Understanding our services and our fees is the cornerstone of this communication. It's also important that you know who authorises your adviser, the nature of their associations and relationships and what to do if you have a complaint. If you have further questions, or if there is anything that isn't clear, please talk to your adviser or contact us.

This guide must be accompanied by an Adviser Profile which outlines your adviser's qualifications, and the services they are authorised to provide.

## About us

Moneyplan was established in 1985 and is therefore one of the longer standing practices in Australia. We have a proud history of providing quality financial planning and wealth management advisory services. We have a time-tested approach to helping individuals and families effectively structure their finances.

Our planning approach helps you to map out your ideal future and be in a position to live your best life possible. We don't just help manage your finances, we are your central point of contact, a sounding board for making decisions, your financial organiser and someone to rely on who will guide you through life's ups and downs.

Moneyplan is a self-licensed practice and 100% privately owned. Unlike a large majority of financial service licensees in Australia, no bank or product provider has any ownership in Moneyplan. This means that we are in total control of the services, strategies and products recommended. This ensures our advice is always in your best interest.

### Lack of Independence

When our clients protect risk by personally insuring themselves based on our advice, we receive a commission payable directly from the insurer. We only receive commissions from insurance providers. We do this to help offset the cost that we would otherwise charge our clients for insurance and risk management advice. Receiving a payment from a product provider means that we do not refer to ourselves as independent. This does not change our fiduciary duty and the fact that we must and will always act in your best interests.

Moneyplan is also an Accredited Professional Practice member of the Financial Planning Association of Australia (FPA) and is bound by its Professional Code of Conduct and Ethics.

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**Website:** [www.moneyplan.com.au](http://www.moneyplan.com.au)

This FSG has been prepared and provided with the authority of Moneyplan Australia (MP) Pty Ltd.

## How our advisory services add value

The six core values of our life-centred financial planning approach can be summarised as follows:

1. **Organisation:** We help bring order to your financial life.
2. **Accountability:** We help you follow through on your financial commitments.
3. **Objectivity:** We provide insight from the outside to help you avoid emotionally driven decisions in important money matters.
4. **Proactivity:** We help you anticipate the key transitions in your life so that you will be financially prepared for them.
5. **Education:** We explore the specific knowledge you will need to succeed in your situation.
6. **Partnership:** We work with you to help you achieve the best life possible.

## Services and products we advise on

Your Moneyplan adviser can provide a range of financial services including strategic financial planning and wealth management. Specific information about the services your adviser is authorised to provide and their qualifications are contained in the attached Adviser Profile.



# Financial Services Guide

In providing advice and other services described in this FSG, we act on behalf of Moneyplan Australia (MP) Pty Ltd who is responsible for the services we provide

## Important documents you can expect to receive

When your adviser provides personal financial advice for the first time, you will generally be given a Statement of Advice (SoA). The SoA sets out your personal advice, the basis on which it is given, the cost of the advice, and information about any associations or relationships that could influence the advice.

If you require further advice at a later time, provided your circumstances have not changed significantly since your previous SoA, your adviser may be able to provide further advice verbally or via a shorter Record of Advice (RoA). If you are given verbal advice, your adviser will document the discussion and a copy of this record can be made available to you on request.

If you are given further advice and your circumstances have changed significantly since your previous SoA, you will generally be given another SoA.

To help you make an informed decision about a financial product, you will generally be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances, there is no requirement to provide a PDS (including, for example, where you already have one).

If we charge our advice fees from either a superannuation or an investment account we will also seek your consent to deduct fees from that account.

If you ask your adviser to undertake a transaction without receiving advice from that adviser, you may be given a letter confirming your instructions and disclosing any costs payable by you in relation to that transaction.

## Our Approved Products List

Only products and services that have been examined by Moneyplan's research team are placed on our Approved Products List (APL). Moneyplan engages an external consultant to assist with investment research, providing further robustness to our research process.

Your adviser will first source from the APL before providing any recommendations. This means any product or service your adviser recommends has been thoroughly researched. They will only recommend a product or service after considering its appropriateness in relation to your individual objectives, financial situation, needs and best interests. Where your strategy requires products and services other than those on the APL to act in your best interests, the Moneyplan research team will be consulted and we will seek to find an alternative solution.

## Providing us with instructions

You can contact us directly with any instructions relating to your advice and financial products. This includes giving us instructions via telephone, mail or email using the contact details provided in this Guide.

If the information provided is incomplete or inaccurate, the advice or services we provide may not be appropriate.

If at any time you wish to terminate your relationship with us, please contact us using the details provided in this Guide.

## Important relationships and other benefits

You should also be aware of the following relationships and benefits that we may receive. Any payments noted in this section are not an additional cost to you and will only be made to the extent permitted by law. Any other arrangements you need to be aware of will be set out in the Adviser Profile attached to this document. Arrangements that are relevant to the advice being provided to you will also be disclosed in your written advice.

#### Product and service provider benefits

Moneyplan may receive sponsorship payments from product and service providers to fund technical and professional development training for our advisers.

Moneyplan Australia (MP) Pty Ltd is also one of 18 shareholders and Principal Members of the Alpha Group Pty Ltd (Alpha Group). The Alpha Group receives sponsorship from various product providers and uses this sponsorship to provide Education and Training relevant to the carrying on of a Financial Services business, to Principal Members and their authorised representatives and employees.

#### Separately Managed Accounts

Moneyplan Australia (MP) operate their own Separately Managed Account (SMA) investment portfolios that may be recommended to you if they are appropriate for your preferences, circumstances and objectives. We do not receive any additional investment fees for managing the investments in the SMAs on your behalf.

#### Referral partners

Your adviser may have referral relationships with third parties. These third parties may include accountants, mortgage brokers, general insurance brokers, solicitors, real estate agents and other third parties who specialise in a specific field.

If you are referred to your adviser by one of these third parties, that third party may receive a referral fee, commission or non-monetary benefit. These referral fees can vary and may be up to 30% of revenue received by your adviser's practice or an equivalent or lesser value non-monetary benefit. Advisers can change their referral relationships over time and, as such, the referral fee ranges may also vary over time.

#### Other payments

We keep a full register of any benefits received by advisers of between \$100 to \$300. By law, your adviser is not permitted to receive benefits in excess of \$300 per event from a product issuer. If you would like a copy of either register, please ask your adviser and one will be made available to you.

### How we are paid

We receive remuneration from:

- Professional advice and service costs paid by you (fee for service)
- Commissions from insurance providers
- Other payments and benefits as outlined above under the heading 'Important relationships and other benefits'

#### Professional advice and service costs paid by you

Before providing personal advice, your adviser will agree the costs and payment options with you. These costs will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare your personal financial advice. Costs and commissions that are relevant to the advice being provided will also be disclosed in the written advice provided to you. The types of costs you may be asked to pay can include:

- **Statement of Advice (SoA) cost** – the cost to gather information, analyse your situation, your strategies and prepare your financial plan.
- **Implementation cost** – to cover the time and complexity of implementing the recommendations contained in your SoA.

- **Annual costs for strategic advisory, wealth management and partnership** – for the provision of annual advisory services if you enter into a service agreement with your adviser.
- **Ad hoc costs** - our advisers may also charge other fees for the ad hoc provision of advice or services, including if you instruct your adviser to complete a transaction on your behalf such as buying or selling specific financial products.

#### **Our costs – these are an investment in your success and your peace of mind**

There are four ways to look at the costs involved with putting in place long term financial plans.

**Price** – This is the cost of professional advice. This is the easiest for you to see, but in our view by far the cheapest.

**Time** – The time it would take you to implement and manage your own financial planning. It would take you significantly longer to do what we do. Our advice and guidance will save you the annual cost just in time, energy, worry and record-keeping.

**Effort** – Managing the details of your long-term financial planning requires a lot of effort, stress, and education around complex topics. The cost of doing it yourself is higher than outsourcing it to a professional.

**Risk** – The risk of making a mistake, decisions or missing opportunities can be significant. We will save you more than your annual fee just in the cost of mistakes we help you to not make.

The fees we charge also ensure we can afford to employ people who are highly qualified and motivated. Our team provide the experience, depth of technical knowledge and IT skills necessary for us to remain at the forefront of Financial Planning and Wealth Management Advisory Services.

#### Commissions from insurance providers

Insurance providers may pay us commissions if your adviser recommends insurance products to you. Commissions are based on a percentage of your insurance premium. On all commission arrangements where the commission in the first year is greater than that payable in later years, the maximum upfront (year 1) commission is 66% and the maximum ongoing (years 2+) commission is 22% (inclusive of GST). Where upfront and ongoing commissions are the same, there is no legislated maximum however product providers generally pay up to 33%.

For insurance products purchased prior to 1 January 2018, we may continue to be paid commissions in the same manner as what would have previously been advised to you at the time of obtaining the product(s).

## If you have a complaint

If you have a complaint about financial services provided to you, your complaint can be directed to your adviser in the first instance. You can also raise your complaint at any time by contacting us at:

**Email:** garryr@moneyplan.com.au  
**In writing to:** Moneyplan Australia (MP) Pty Ltd  
PO Box 164, Essendon North VIC 3041  
**Phone:** 03 9374 1133

We will investigate and endeavour to resolve your complaint promptly and fairly. If your complaint has not been resolved to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA is an external dispute resolution scheme which provides fair and independent financial services complaint resolution that is free to consumers. AFCA's contact details are:

**Email:** info@afca.org.au  
**Website:** www.afca.org.au  
**In writing to:** Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001  
**Phone:** 1800 931 678

The Australian Securities and Investment Commission (ASIC) has an information line 1300 300 630 which you may use to obtain information about your rights, and to make a complaint. For more information, please visit their website [www.asic.gov.au](http://www.asic.gov.au)

### Professional indemnity insurance

Moneyplan is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. Our insurance arrangements cover claims made against us as the licensee and both our current and former authorised representatives.

## Our privacy policy

Australian Privacy Principles apply to the collection of personal or sensitive information. This means that information provided by you while receiving financial planning services must only be used:

- to provide you with information, products or services that you might reasonably expect or request
- to fully understand or anticipate your needs during our relationship
- to manage rights and obligations under any laws applying to the services provided, or
- to conduct research, or planning and marketing, which includes direct marketing, although you do have the right to specifically instruct that your details aren't used for these purposes.

The type of information which will usually be requested will include details about your financial, taxation, health, employment and estate planning matters. This may include details relating to your partner or family members.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence and we will retain copies of this information.

You are entitled to request access to your file for the purpose of reviewing and correcting the information held. However, you cannot access information where it would have an unreasonable impact on the privacy of another person or if the information is relevant to legal obligations or legal proceedings. In providing services to you, from time-to-time we will disclose information about you to our other professionals, including insurance providers, superannuation trustees, product issuers as well as our service providers. It is generally unlikely that we will disclose your personal information to overseas recipients.

However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with Australian privacy law.

You are entitled to obtain access to the information we hold about you by contacting the Managing Director on 03 9374 1133 or by writing to:

Managing Director, Moneyplan Australia (MP) Pty Ltd  
PO Box 164, Essendon North VIC 3041

For more information about how we collect, use, store and disclose your personal information, our Privacy Policy can be accessed on our website [www.moneyplan.com.au](http://www.moneyplan.com.au)