



# Financial Services Guide

## Part 1

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Issue Date: 14 December 2023

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## **This Financial Services Guide has been authorised for distribution by the authorising licensee:**

**OzPlan Financial Services Pty Ltd ('OzPlan Financial Services')**

**ABN 35 005 391 202**

**Australian Financial Services Licence No. 221235 ('AFSL')**

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

This Financial Services Guide ('FSG Guide') provides you with important information about OzPlan Financial Services Pty Ltd ('OzPlan Financial Services' or 'Licensee'), and its Authorised Representatives, who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your financial adviser.

This Guide consists of two parts. Part 1 of this Guide contains important information about:

- the financial services we offer as Authorised Representatives of OzPlan Financial Services;
- OzPlan Financial Services as the holder of an AFSL;
- the financial services that OzPlan Financial Services offer;
- the process we follow to provide financial services;
- how we, our associates, and OzPlan Financial Services are paid;
- any arrangements which may influence our advice to you;
- how we and OzPlan Financial Services protect your privacy; and
- who to contact if you have a complaint or if you are not satisfied with the services provided.

**Part 2 of this Guide is an Adviser Profile and includes information on the services we are authorised to provide on behalf of OzPlan Financial Services.**

References in this Guide to 'me', 'I', 'us', 'we' and/or 'our' should be read as either OzPlan Financial Services or your 'Authorised Representatives' of OzPlan Financial Services, as the context requires.

## PART 1

Part 1 contains the following sections:

- Financial Services Guide (Section 1);
- Privacy Statement (Section 2); and
- Are you satisfied? (Section 3).

You must read each of these sections in conjunction with Part 2, which provides more detail to allow you to make an informed decision about whether to use the financial services we offer.

Together, these documents form the complete FSG which we, as Authorised Representatives, are required to provide.

### ABOUT OzPlan Financial Services

OzPlan Financial Services is owned by the Legal Entities of the directors of the group. It is not owned by any bank, fund manager, life insurance company or other financial institution.

OzPlan Financial Services has been operating since 1999.

OzPlan Financial Services holds an AFSL issued by the Australian Securities and Investments Commission.

As an Authorised Representative, we act on behalf of OzPlan Financial Services when providing the financial services we are authorised to provide under OzPlan Financial Services's AFSL.

Further information on these services is set out in the FSG Part 2 Adviser Profile.

As the holder of an AFSL, OzPlan Financial Services is responsible for the financial services we provide to you. OzPlan Financial Services acts on its own behalf when these financial services are provided to you.

### LACK OF INDEPENDENCE

OzPlan is not able to describe itself as being independent, impartial or unbiased because:

- We receive commissions, from Life Insurance Providers which may influence the advice we or our representatives provide;
- Our:
  - directors; or
  - related entities or a director of a related entityreceives commissions from Life Insurance Providers which may influence the advice we provide.

## SECTION 1

### FINANCIAL SERVICES GUIDE

#### WHAT OTHER INFORMATION SHOULD YOU CONSIDER BEFORE DECIDING WHETHER TO PROCEED WITH OUR RECOMMENDATIONS?

If you receive personal financial advice this will be documented in a Statement of Advice (SoA), or in specific circumstances a Record of Advice (RoA), that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a Product Disclosure Statement (PDS) or other disclosure document issued by the product provider. Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

#### WHO PROVIDES THE FINANCIAL SERVICES DESCRIBED IN THIS FSG?

The financial services described in this FSG are provided by us as Authorised Representatives of OzPlan Financial Services.

Part 2 of this Guide contains further details about your financial adviser, and our experience, qualifications and professional memberships.

#### WHO IS RESPONSIBLE FOR THOSE FINANCIAL SERVICES?

As the holder of an AFSL, OzPlan Financial Services is responsible for the financial services we provide to you. OzPlan Financial Services acts on its own behalf when these financial services are provided to you. In relation to the financial services offered in this FSG, OzPlan Financial Services, as the holder of an AFSL, does not act on behalf of any other person or licensee. OzPlan Financial Services is only responsible for the services offered in the FSG.

The law requires OzPlan Financial Services to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by OzPlan Financial Services and/or its Authorised Representatives. OzPlan Financial Services has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

## WHAT FINANCIAL SERVICES DO WE OFFER?

OzPlan Financial Services is able to provide financial product advice and to deal in a wide range of products (unless otherwise stated in Part 2 of this Guide) including:

- deposit products;
- Government debentures, stocks or bonds;
- life investment and life risk products;
- managed investment schemes including investor directed portfolio services;
- standard margin lending facilities;
- retirement savings account products;
- securities (e.g. shares); and
- superannuation products.

Some of the services you are able to access through OzPlan Financial Services include:

- financial planning advice;
- wealth accumulation advice;
- superannuation advice, including self managed superannuation funds;
- redundancy advice;
- retirement advice;
- gearing strategies;
- cash flow advice;
- Centrelink & DVA benefits advice;
- aged care advice
- personal risk insurance advice;
- estate planning services (financial planning).

## WHAT PRODUCTS ARE AVAILABLE?

A range of financial products offered by many leading financial product providers are available for recommendation by us.

Internal and external experts provide financial product research, which is used to carefully select and maintain an extensive list of Approved Products for us to select from. We conduct due diligence on external research report providers that provide us with research.

We will only recommend a product to you after considering its appropriateness to your individual objectives, financial situation and needs. The recommendations will be made after conducting an investigation into the financial products and may require us to investigate and consider a financial product which is not on the APL.

OzPlan Financial Services also has an extensive unlimited Approved Product List for Risk Insurance Products with various life insurance underwriters, which enables us to choose the policy most suitable to meet your requirements.

## PROTECTING YOUR ASSETS

OzPlan Financial Services and its Authorised Representatives promote long-term investment

strategies which do not take unnecessary risks with your investments. For this reason, OzPlan Financial Services Authorised Representatives are not permitted to switch your investments frequently or make speculative investments in products such as tax-driven schemes or unregulated products.

OzPlan Financial Services Authorised Representatives are also restricted to OzPlan Financial Services's Approved Product List unless they consider it is in your interests to recommend a product that is not on the Approved Product List, in which case they will follow OzPlan Financial Services's review and approval process to ensure the product is appropriate for your circumstances.

To further protect your interests, except in limited circumstances permitted by OzPlan Financial Services and where agreed by you, OzPlan Financial Services does not allow its Authorised Representatives to:

- act as a trustee or operate a trust account on behalf of clients;
- hold a Power of Attorney;
- hold funds or have access to withdraw client funds;
- recommend the use of a Managed Discretionary Account service;
- act on behalf of any other Australian Financial Services Licence holder; or
- ask clients to sign documents which have not been fully addressed or completed.

## HOW DO WE ENSURE THAT THE ADVICE WE GIVE YOU SUITS YOUR NEEDS AND OBJECTIVES?

To ensure we provide advice suitable for your needs and financial circumstances, we firstly need to understand your financial situation, personal financial objectives and needs. We will follow a step-by-step process as outlined below:

- 1.) We will meet with you for an initial consultation. During this meeting we will discuss your expectations and provide you with details of the services we can offer.
- 2.) We will collect all the information we need from you, including your personal financial situation, financial objectives and needs. If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing your full personal information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter you request.
- 3.) We will help you identify your goals and may discuss your attitude towards investment risk.
- 4.) We may consider strategies and areas such as income, social security, insurance, cash and estate planning requirements. Where required estate planning requirements. Where required we will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these and other considerations, we will prepare and present you with a written SoA, or in some cases depending

on the circumstances, an RoA. We will explain in the SoA (or RoA) the basis for the advice, and any remuneration, benefits or associations which could have influenced the advice.

Where we recommend financial products, we will provide you with a PDS or other disclosure document containing information about each product recommended, to help you make an informed decision about whether to purchase that product.

- 5.) We will discuss our recommendations with you, make any changes you require and gain your agreement to implement those recommendations.
- 6.) We will then implement those recommendations.
- 7.) We will meet with you periodically to review your financial circumstances if we agree to an ongoing advice service arrangement which includes a regular review component. If an ongoing advice service arrangement is entered into, this will be documented in your Ongoing Advice Service Arrangement Letter and/or SoA. Where you have entered into an ongoing fee arrangement after 1 July 2021, we will renew your arrangement with you every 12 months.

We will also explain to you any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

In certain circumstances, we may not provide you with personal advice via a SoA or RoA, as outlined above. These circumstances may include:

- 1.) Where we provide you with only general advice, such as through seminars and newsletters;
- 2.) Further advice or verbal advice – if you previously received advice recorded in a SoA, any further personal advice provided by us may be recorded in a RoA. We will not necessarily provide you with a copy of the RoA unless you request it (see below).

#### **WHAT DOCUMENTS DO YOU GET IF WE PROVIDE FURTHER ADVICE?**

Where a further review is conducted and personal advice is provided, in some circumstances we are not required to provide you with a SoA for this further advice. Where this is the case, if you have not already been provided with a RoA, you may request a copy of the RoA from us by contacting us (on any of the contact details set out in Part 2 of this Guide) for a period of seven years from when the further advice was first provided to you.

#### **HOW CAN YOU INSTRUCT US?**

You may specify how you would like to give us instructions, for example, by phone, fax or email using any of the contact details set out in Part 2 of this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

#### **OTHER SERVICES**

Your Ozplan Adviser may provide services other than financial planning services. For example, they may also act as your accountant or legal adviser, or advise you on real estate investments. While they may provide these other services, you should understand that these other services are not provided under OzPlan Financial Services's AFSL and OzPlan Financial Services does not train, support or supervise the provision of these other services and has no responsibility in relation to these services.

Examples of the services which OzPlan Financial Services is not responsible for include:

- general insurance services (e.g. car insurance);
- real estate and direct property advice;
- taxation services, such as completion of tax returns;
- accounting and audit services;
- legal services;
- credit activities;
- consulting services; and
- administration and compliance of Self-Managed Superannuation Funds.

#### **HOW ARE WE PAID FOR OUR SERVICES?**

We and OzPlan Financial Services may receive:

- fees paid by clients;
- commissions paid by product providers;
- other payments by product providers; and
- other benefits.

Fees and commissions are payable (as directed by your Authorised Representative) to any of OzPlan Financial Services, your Authorised Representative or to any other approved party. We may receive up to 100% of any fees and commissions received.

Details of any fees, commissions or other benefits that we, OzPlan Financial Services or other associated persons are entitled to implement our recommendations in relation to a specific financial product, will be disclosed to you in your SoA or RoA when personal advice is given.

#### **WHAT TYPE OF FEES, COMMISSIONS, PAYMENTS AND OTHER BENEFITS DO WE RECEIVE FOR OUR SERVICES?**

The types of fees, commissions and other benefits that may be received by us and by OzPlan Financial Services include the following:

##### **Service fees**

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.



## Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice.

These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

## Ongoing advice fees

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services.

This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances.

## Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

## Commission on Life Risk Insurance Products

Initial and ongoing commissions from insurance providers may be received by OzPlan Financial Services. These commissions are paid to OzPlan Financial Services by the company that issues the product that OzPlan Financial Services' Advisers recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to OzPlan Financial Services. Ongoing commissions are payments paid by product issuers to OzPlan Financial Services in the years after the first year. These commissions may be passed onto the adviser.

If you initiate an increase to your cover, OzPlan Financial Services may receive initial and ongoing commissions on the increase to your policy cost. The ongoing commission on a client initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost),

OzPlan Financial Services may receive up to 31.0% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that OzPlan Financial Services may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

\* OzPlan Financial Services may receive the pre 1 January 2018 commission rates above from the product issuer if:

- > your policy was issued before 1 January 2018 and you exercise an option to establish new or additional cover under your policy after 1 January 2018; or
- > your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

### Example

You have an existing policy with us, issued in 2017, and in 2018 you decide to increase the cover on that policy with a corresponding increase in policy cost of \$100 pa. OzPlan Financial Services may receive up to \$140 (140% excl. GST) as initial commission on that increase and may pass up to \$140 pa to us. The ongoing commission payable to OzPlan Financial Services in respect of this increased policy cost may be up to \$38.50 (38.5% excl GST).

Or, we recommend an insurance product to you and it is issued on 2 April 2018. The annual policy cost is \$450. OzPlan Financial Services may receive up to \$360 (80% excl. GST) as an initial commission and may pass up to \$360 to us. Assuming the policy cost stays the same each year, OzPlan Financial Services may receive up to \$90 pa (20% excl. GST) as an ongoing commission and may pass up to \$90 pa to us.

From 2 September 2018, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to OzPlan Financial Services in respect of this

increase will be up to \$80 (80% excl. GST) as the increase has occurred in 2018. The ongoing commission payable to OzPlan Financial Services in respect of this increased policy cost will be up to \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 September 2019).

From 2 September 2020, you decide to increase your insurance cover again. The cost of this increased cover is \$100. The initial commission payable to OzPlan Financial Services in respect of this increase will be up to \$60 (60% excl. GST). The ongoing commission payable to OzPlan Financial Services in respect of this increase will be up to \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 September 2021). These commissions may be passed onto us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that OzPlan Financial Services and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

### **DOES OzPlan Financial Services CHARGE ANY FEES?**

OzPlan Financial Services will not charge you any additional fees.

### **OTHER BENEFITS**

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between up to \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

A copy of the register is available on request for a small charge.

### **WILL ANY OTHER PARTIES BENEFIT FROM THE FINANCIAL SERVICES OFFERED IN THIS FSG?**

No other parties will benefit from the Financial Services offered in this FSG.

### **FURTHER DETAILS ON REMUNERATION AND BENEFITS RELATING TO FINANCIAL SERVICES**

When you are provided with personal advice on specific financial products, we will disclose certain

details of remuneration (including commission) or other benefits that we receive, or that OzPlan Financial Services receives, as a result of that advice (Remuneration or Benefits).

If the Remuneration or Benefits can be calculated at the time you receive personal advice, these amounts will be disclosed at that time, or as soon as practicable after that time in the SOA or ROA. If the Remuneration or Benefits cannot be calculated at the time you receive personal advice, we will disclose how these amounts will be calculated instead.

These details will only be disclosed when personal advice is given if the Remuneration or Benefits are reasonably capable of influencing us in providing the advice.

## **COMPLAINTS**

See Section 3 — 'What should you do if you have a complaint?' for more information.

## SECTION 2

### PRIVACY STATEMENT

#### WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

#### COLLECTING AND DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

OzPlan Financial Services is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes.

We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

#### OTHER IMPORTANT INFORMATION

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at [www.ozplan.com.au](http://www.ozplan.com.au). It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We will use your personal information to contact you or send you information about other products and services offered by us. If you do not wish to receive marketing communications from us, please contact us.

#### DEFINITIONS

“We”, “our”, “us” means OzPlan Financial Services Pty Ltd and its Authorised Representatives.



## SECTION 3

### WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

#### WHAT TO DO IF YOU HAVE ANY CONCERNS ABOUT OUR SERVICES

Both we and OzPlan Financial Services endeavour to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

- 1.) Contact us first about your concern.
- 2.) If your concern is not resolved to your satisfaction, you may contact the OzPlan Financial Services Complaints Manager by:

**Writing:**

OzPlan Financial Services Pty Ltd  
Attention: **Nick Bird**  
Complaints Manager  
701 Whitehorse Road  
MITCHAM VIC 3132

**Email:** [nickbird@ozplan.com.au](mailto:nickbird@ozplan.com.au)

**Phone:** 03 9078 6454

- 3.) If the complaint cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Writing to:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

**Email:**

[info@afca.org.au](mailto:info@afca.org.au)

**Website:**

[www.afca.org.au](http://www.afca.org.au)

**Phone:**

1800 931 678 (Free Call)

Before you send your concern to AFCA, please contact them first to understand the process of lodging your concern with them.

## Compensation Arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Act. This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

## PART 2 (Adviser Profile)

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services I Provide (Section 2);
- Fees and Charges (Section 3); and
- Contact and Acknowledgment (Section 4).

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSG) dated 14 December 2023 and should be read together with Part 1. Part 2 sets out specific details about me as an **Authorised Representative**, of OzPlan Financial Services Pty Ltd ('OzPlan Financial Services').

I am authorised by OzPlan Financial Services to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by OzPlan Financial Services to distribute this FSG.

**OzPlan Financial Services Pty Ltd ('OzPlan Financial Services')**

**ABN 35 005 391 202**

**Australian Financial Services Licence No. 221235 ('AFSL')**

**Head Office: 9 Jasper Road Bentleigh Victoria 3204**

**Phone: 03 9557 7654 Fax: 03 9557 3579**

**Email: [joshp@prosperadvisory.com.au](mailto:joshp@prosperadvisory.com.au)**

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

## SECTION 1

### ABOUT YOUR ADVISER

#### WHO IS YOUR FINANCIAL ADVISER?

Your Financial Adviser is

#### **Bree Hanslow**

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Bree Hanslow. The term 'Representatives' refers generally to OzPlan Financial Services's Authorised Representatives.

My Authorised Representative number is 1251805

#### WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?

I have been working in the financial planning industry for over 10years assisting clients improve their financial lives.

#### WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DOES YOUR FINANCIAL ADVISER HAVE?

##### Qualifications

- Bachelor of Business (Accounting)
- Certified Financial Planning (CFP) Degree

##### Professional memberships

- Financial Advice Association Australia

#### DOES YOUR FINANCIAL ADVISER HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?

I am an employee of MB+M Financial Planners Pty Ltd which has a service agreement with OzPlan Financial Services ABN 35 005 391 202('the Practice').

## SECTION 2

### The services I provide

#### WHAT AREAS IS YOUR FINANCIAL ADVISER AUTHORISED TO PROVIDE ADVICE ON?

I am authorised by OzPlan Financial Services to provide financial services, including advice or services in the following areas:

##### Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Risk and insurance analysis
- Business succession planning
- Estate planning considerations
- Centrelink & Aged Care planning
- Salary packaging advice

##### Products

- Cash management trusts
- Direct fixed interest including basic deposit products, and debentures, stocks or bonds issued by a government
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Business succession insurance
- Retirement income streams
- Personal and group insurance
- Self managed super funds
- Direct shares

#### ARE THERE ANY SERVICES YOUR FINANCIAL ADVISER IS NOT AUTHORISED TO PROVIDE?

I am not authorised by OzPlan Financial Services to provide advice or services in the following areas:

- Managed Discretionary Accounts
- Strategic advice about consumer credit and consumer credit referrals
- Finance Broking
- Derivatives
- Direct Property investments
- Gearing Strategies

Please ask me if you would like a referral for these services.

#### HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO ME?

You may provide instructions to me by using any of the contact details provided in Section 4 'Contact'.

## SECTION 3

### Fees and Charges

#### HOW WILL YOUR FINANCIAL ADVISER BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to OzPlan Financial Services.

OzPlan Financial Services receives all fees and commissions payable for the services we provide, and pays 100% of all the fees and commissions it receives to MB+M Financial Planners Pty Ltd.

I receive a salary as an employee of MB+M Financial Planners Pty Ltd.

#### WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

##### 1.) **Personal Strategic Advice Fees:**

For having a personalised financial plan (SoA) prepared, a plan preparation fee (from \$4,620 incl gst) is payable.

The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you.

I will provide an estimated cost, which we will agree on before commencing any work.

Please note that my initial advice fees still apply where you decide not to implement my advice.

##### 2.) **Transaction Implementation Fees:**

I may charge a placement fee and/or implementation fee to implement the recommendations in your financial plan.

These are payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you.

The actual fee will depend on the nature and complexity of the transaction

##### 3.) **Ongoing Administration and Advice Support Fees**

If you choose to have me conduct a regular review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you will be charged an agreed annual fee.

The fee will depend upon the agreement as to the range of services required (from \$330 p/m incl gst).

Before providing you with ongoing advice we will prepare an ongoing advice agreement.

All fees are inclusive of GST.

Where I receive an initial commission and/or ongoing commission amount from Life Risk Products, I may rebate all or part of the implementation and/or placement fee to you.

##### 4.) **Direct Share Service Fees**

I am licensed to give direct share advice.

Our fee to establish a new trading account with our preferred online broker is generally \$200 plus GST (i.e. \$220 incl GST).

Where we arrange for the execution of trades on your behalf, the brokerage charged by our online broker is typically 0.11% per transaction. The maximum total brokerage charged including our fee is 1.1% per transaction with a minimum fee of \$110.

Where you have requested our advice for the purchase/sale of shares, the % and dollar amount of our fee for the advice will be disclosed to you in a written SoA.

Our fee to place trades on your behalf where you have not requested our advice is generally \$100 plus GST (i.e. \$110 incl GST) per trade.

**Note:** Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

### **WHAT AMOUNTS DO MY EMPLOYER AND OTHER RELATED ENTITIES RECEIVE FOR FINANCIAL SERVICES?**

All fees, commissions and incentives are received by MB+M Financial Planners Pty Ltd

### **WHAT OTHER BENEFITS DOES YOUR FINANCIAL ADVISER RECEIVE?**

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

- From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

### **WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?**

MB +M Financial Planners Pty Ltd may receive a payment for making a referral to an external specialist such as an accountant, mortgage broker or solicitor. Any amount payable will be disclosed in the SoA provided to you. This will be paid by the external specialist and will be at no additional cost to you.

If you have been referred to me by an external party and you accept the services I provide, MB+M Financial Planners Pty Ltd may make a payment to the external party for that referral. Any amount payable will be disclosed in the SoA provided to you. This will be paid to the external party and will be at no additional cost to you.



## SECTION 4

### CONTACT

#### HOW YOU CAN CONTACT YOUR FINANCIAL ADVISER

Phone: **03 5831 1233**

Your Financial Adviser:

**Bree Hanslow**

Email: [bree.hanslow@mbmgroup.com.au](mailto:bree.hanslow@mbmgroup.com.au)

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

Phone: **03 5831 1233**

Practice details:

**MB+M**

120 Nixon Street,

PO Box 400, SHEPPARTON

VIC 3632

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