

MONEY SOLUTIONS

Financial Services Guide

What is a Financial Services Guide

This Financial Services Guide gives you information about the services provided by Money Solutions Pty Ltd.

It explains:

- Who we are
- Our services and benefits
- Financial products we recommend
- How we charge for our services
- Our associates
- Contact details
- Your rights and our obligations

This information will help you feel comfortable about using our services for your financial decisions.

Your interests come first

Money Solutions is a provider of financial advice and education services.

We work with you to build the financial skills and knowledge needed to make wise money management decisions, no matter what your life stage.

Our team of Money Coaches, Retirement Specialists and Financial Planners provide financial education, coaching and advice to match your personal needs and goals. Our services include:

- Simple advice – work with a Money Coach to manage your super, one issue at a time;
- Retirement planning – work with a Retirement Specialist to maximise your income and assets for retirement;
- Full financial planning – work with a Financial Planner to address multiple needs like saving tax, building your wealth and protecting your assets.

Money Solutions charges customers a fee for services and we do not manufacture superannuation, investment or insurance products. You can trust our advice always puts your interests first.

Helping you make the most of your money

We focus on helping you make the most of your money and retirement savings.

Most importantly, we concentrate on **your financial goals, your approach to money and how you want to manage it**. We look at what's important to you - your goals, and listen to your concerns and experiences.

We work with you to identify options that can make you money, save you money or protect your wealth. Particular issues you may wish to consider include how to manage your cash flow, where to invest, how to plan for retirement and ways to reduce tax.

Our people are highly experienced and committed to delivering financial services with integrity.



© MONEY SOLUTIONS Pty Ltd

ABN 36 105 811 836 AFSL 258145

Working Money is a registered trademark of Money Solutions Pty Ltd

Call 1800 046 144 8am - 6pm weekdays
or visit: www.moneysolutions.com.au

Services to suit your life stage

Money Solutions provides a range of advice and education services to help you achieve more with your money.

Our services are personal and relevant to your current money issues, stage of life, existing skills, experience and goals. You can choose the service that meets your needs, whether you are getting started or an experienced investor.

Our services include:

- Personal Money Coaching - simple single issue advice, one step at a time;
- Retirement planning - to help you make the right decisions about life after work;
- Full Financial Planning - a holistic approach to your investments and financial goals;
- Education Workshops - personal money management workshops to understand the principles of wealth generation;
- Online self directed learning - via Working Money, our online education portal;
- Ongoing Care Program - so you stay informed and on track to achieve your financial goals.

If you receive personal advice from our Personal Money Coaches, Retirement Specialists or Financial Planners, we provide a written record of our advice. This is called a "Money Plan" or Statement of Advice (SoA).

Your Money Plan tells you what we recommend, why it's right for you and how the advice will help you achieve your goals. It also contains information about fees, and associations, if any, that may influence our advice.

Usually advice needs a vehicle through which to implement. That's where financial products are important. If we recommend any financial products such as savings, investment, insurance or superannuation, we give you information about each product in the form of a Product Disclosure Statement (PDS). This information will help you make an informed decision about our product recommendations.

How will you benefit from these services?

We take the time to listen, understand and guide you toward achieving your financial goals.

We provide you with educational tools to help you think through your options and understand possible outcomes before you make an important decision.

At Money Solutions, we recognise that good financial advice in today's world is a combination of personal assistance, ideas and options, research and technology. Using all these resources, we open opportunities for you, while lowering risk and cost.

Our service, tools and transparent reporting help you track your progress and continue moving toward the goals we set together. Our planning process centres on your needs and objectives so you can feel confident that the advice is in your best interests.

Education tools to get you on your way

Accessing our services is now easier than ever before. You can choose whether you want to attend a workshop or access our online Interactive Education & Advice Services website, from the comfort of your own home.

Money Solutions provides:

- Workshops
- Workbooks
- Working Money® On-line

Which financial products do we use?

We advise and deal in the following financial products:

- Deposit products such as at call cash accounts and term deposits;
- Superannuation;
- Retirement Income Streams, including superannuation pensions and annuities;
- Managed Investments and Investor Directed Portfolio Services;
- Personal Insurance - life, disability and trauma;
- Retirement Savings Accounts;
- Standard Margin Loans.

Any questions? Call 1800 046 144 or visit: www.moneysolutions.com.au

How do we charge for our services?

Fee for Services

Money Solutions charges a fee for each service we offer. You only pay for the advice you need. We will always advise you of the fees before you proceed with advice.

Phone - based Coaching Services

If we give you advice over the phone, we may charge a fee for this advice. Our fees start at \$220 per hour (incl GST). We advise all applicable fees in advance so you can make an informed decision about proceeding with advice. If, however, a Superannuation Fund has referred you to us, they may cover the cost of your phone session with a Money Coach, Retirement Specialist or Financial Planner.

As part of our service, we provide a written Money Plan. This document does not incur an additional fee.

Service costs may vary if you are an employer or a superannuation trustee because they are calculated on volume for each situation.

Retirement Planning Services

Money Solutions, provides specialist retirement planning services, over the phone or face to face.

We have Retirement Specialists and Financial Planners who will firstly determine your retirement advice needs and then advise the fee for a personalised retirement plan based on your individual circumstances. We will only recommend you go ahead with a Retirement Plan if we can demonstrate how we can help you to save or make money over the coming years.

Fees start at \$220 (inc GST) per hour.

Full Financial Planning Services

Personal advice, implementation and review services

The first meeting with a Financial Planner gives you the opportunity to get to know us and decide if our services are right for you. **There is no cost for the first meeting.**

If you decide to proceed, Money Solutions operates on a fee for service basis. Fees start at \$220 (including GST) per hour. The exact service fee will be agreed with you first. It will also be confirmed in your Money Plan.

Ongoing Care Program

Financial advice is not a "set and forget" experience. It is vital that your financial plan is kept up to date. To ensure you stay on track to meet your financial goals, and remain informed, we suggest you join our *Ongoing Care Program*. As part of this service, each year you will

meet with your Financial Planner where you will have the opportunity to ask questions, discuss topical issues or update changes in your personal circumstances.

You will also receive a written Report which will provide a snapshot of how you are tracking toward your objectives. Fees will be determined individually at the time advice is provided and will depend on the overall package you choose.

Call 1300 734 007 for financial planning enquiries.

How we pay our people - no commissions

Your Money Coach, Retirement Specialist or Financial Planner receives a salary that includes superannuation benefits. Money Coaches, Retirement Specialists and Financial Planners may be entitled to bonus payments based on the number of customers they assist, their performance, their revenue and the quality of the customer experience they deliver (based on your feedback). They do not receive any other form of remuneration. They do not receive any commissions.

How can you contact us?

You can phone us on **1800 046 144** between 8am and 6pm weekdays.

We currently have offices at the following locations:

- **Head Office in Sydney**
1A Homebush Bay Drive
Rhodes NSW 2138
- **Sydney City**
680 George Street
Sydney NSW 2000
- **Port Macquarie**
Suite 3, Level 2, 75-77
Clarence Street
Port Macquarie
NSW 2444
- **Brisbane**
Level 15, 324 Queen
Street Brisbane Qld 4000
- **Melbourne**
Level 1,
333 Collins Street
Melbourne Vic 3000
- **Perth**
Ground Floor,
178 St Georges Tce
Perth WA 6000
- **Wollongong**
Suite 8,
88 Kembla Street
Wollongong NSW 2500

We also regularly visit Adelaide, Canberra and other major cities.

We also have offices in some regional locations and we regularly visit Adelaide, Canberra and other major cities.

Please contact Money Solutions on 1300 734 007 to find out when a Financial Planner is next in your area.

All financial services described will be provided by Money Solutions Pty Ltd ABN 36 105 811 836. This guide is issued with our authority.

Our Australian Financial Services Licence Number is 258 145.

Are there any relationships that may influence our advice?

Money Solutions Pty Ltd is a wholly owned subsidiary of Australian Administration Services (AAS). Money Solutions Pty Limited and AAS are part of the Link Group of Companies. AAS is a Corporate Authorised Representative of Link's subsidiary Pacific Custodians Pty Ltd ("Pacific Custodians"), AFSL 295142.

We also provide our services to members of various Superannuation Funds and their Trustees. In these cases we will have an agreement with the Trustees to provide their members with one or all of our services. We may also receive a fee from the Trustees based either on a monthly rate or a fee per customer. If you decide to work with us after the initial contact, fees will then be charged to you as outlined previously.

Some recommendations may include a product Investor Directed Portfolio Services (IDPS) that administers a broad range of investments on your behalf. All products we recommend have been researched in depth.

Estate planning recommendations may be referred to a solicitor or you may be given directions on how to find a solicitor near you.

How do we handle personal information?

Money Solutions understands that the information you give us may be highly sensitive.

We take your privacy very seriously. We have procedures in place to ensure that your personal information is stored securely. Please visit our website if you would like a copy of our privacy policy or contact us at info@moneysolutions.com.au if you have any concerns.

We keep a record of your personal profile. This record will include details of our service, how we will work with you, your financial goals, situation and needs. Any recommendations we make are also kept on file. If you would like a copy of your Money Plan, give us a call and we will re-send it to you. If you wish to look at your file we will make arrangements for you to do so.

Are there any risks involved?

Everything we do is transparent so that you understand fully what we are recommending and why. We will educate you about any possible investment and market risks.

If you are uncertain about any of our advice, you should ask your Money Coach, Retirement Specialist or Financial Planner to explain it to you.

How can you make a complaint?

If you have a complaint about our service, please tell us. We are always striving to improve the services we offer. We value your feedback.

Our three-step complaints process is as follows.

1. Contact your Money Coach, Retirement Specialist or Financial Planner and tell them your concerns.
2. If your complaint is not satisfactorily resolved within three days, please contact the Complaints Officer on 02 8571 6100 or write to us at:

**Money Solutions Pty Ltd
PO Box 240
Parramatta NSW 2124**

We will try to resolve your complaint quickly and fairly and within a maximum period of 45 days.

3. If the complaint can't be resolved to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on **1300 780 808 or online at www.fos.org.au or by email at info@fos.org.au**. Money Solutions is a member of this scheme. This service is provided to you free of charge.

If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA). You can write to them at GPO Box 4285, Sydney, 2011.

Professional Indemnity Insurance

Money Solutions holds a professional indemnity insurance policy in place to compensate customers for loss or damage because of breaches of any relevant legislative obligations by Money Solutions or any of its representatives. The policy satisfies the requirements of Section 912B of the Corporations Act 2001 and covers work undertaken for Money Solutions by employees who are no longer in our employment.



Money Solutions.

T: 1800 046 144 or
T: 1300 734 007 (Financial Planning)
W: www.moneysolutions.com.au
E: fp@moneysolutions.com.au

We have offices located around Australia.

You can write to us at our Head Office:
1A Homebush Bay Drive
Rhodes NSW 2138.

Any questions? Call 1800 046 144 or visit: www.moneysolutions.com.au

DISCLAIMER

Information provided in this Financial Services Guide is general in nature and does not constitute financial advice.

MS/FSG 576.1 04/14 ISS9