

Financial Services Guide and Adviser Profile

**MFG Advice Pty Ltd**

ABN: 76 618 661 108

Australian Financial Services Licensee No: 499010

Head Office: First Floor

239 Lower Heidelberg Road

Ivanhoe East Victoria 3079

Phone: 03 9497 3396

Email: info@mfgadvice.com.au

Website: www.mfgadvice.com.au

Astute Financial Services (WA)

ABN: 83 630 190 102

BW Financial Services Pty Ltd atf

B&H Waldock Family Trust Trading as

Astute Financial Services (WA)

Corporate Authorised Representative No.001274462

Office:

Unit 5/278 Camboon Road, Malaga WA 6090

PO Box 1736, Malaga WA 6944

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Email: enquiries@astuteefs.com.au

PART 1

Financial Services Guide

The purpose of this Financial Services Guide

This Financial Services Guide (FSG) aims to help you make an informed decision whether to use our services and explains information about:

- who we are.
- the services we are offer.
- how we are remunerated for our services; and
- how we handle any complaints you may have

About MFG Advice Pty Ltd

MFG Advice Pty Ltd (MFG Advice) ABN: 76 618 661 108 holds an Australian Financial Services Licence (499010). Your Adviser is an authorised representative of MFG Advice.

MFG Advice is responsible for the financial services provided to you by its authorised representatives, and for ensuring you receive appropriate strategic advice services based on your needs, goals and objectives.

MFG Advice is privately owned and operated and is not owned by a bank or any other product provider. Our authorised representatives are required to always act in your best

Our associations and relationships

MFG Advice is a professional partner of the Financial Advice Association of Australia, the professional body representing qualified financial planners in Australia, and adheres to set standards of ethics, conduct and continued professional development.

MFG Advice provides financial planning services to clients of accounting firms and other professional services. MFG Advice maintains a conflicts of interest policy to manage and mitigate perceived, potential and actual conflicts of interest.

Not Independent

Astute Financial Services (WA) Brett Waldock receives commission payment on Life Insurance Products. This allows us to advise and place your insurance without charging you, the client, directly but rather receiving remuneration from product issuers. By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask your adviser.

Privacy

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 will be provided to you together with this FSG and is also available on our website www.mfgadvice.com.au.

Other documents you may receive

In addition to this FSG, when we provide you with personal financial advice, we will also present you with a written Statement of Advice (SOA). This will describe the strategies, products and services we recommend and outline any fees we will receive and any associations we have with financial product providers or other parties.

If you receive further advice from us, we will present you with either another SOA or a Record of Advice (ROA).

When financial product advice is given, you will be provided with a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. If you choose to receive an ongoing service, we will provide you with an Ongoing Service Agreement and annual Fee Disclosure Statements.

What products will my Adviser recommend?

MFG Advice undertakes due diligence on product and service providers and use external research providers to select a range of offerings for our clients. MFG Advice maintains a list of approved products based on this research.

Our advisers will generally recommend financial products and services that are listed on our Approved Products List (APL). This list contains products that have been researched and are considered appropriate for our client's needs.

Depending on your objectives, financial situation and needs, your Adviser may need to recommend a financial product that is not on our APL. If this happens, any product that your Adviser may recommend needs to meet our selection criteria and approval process.

What financial services is my Adviser authorised to provide?

Your adviser can provide advice relating to the following services:

- Investment planning
- Wealth management
- Superannuation planning
- Retirement planning
- Cashflow planning
- Estate planning
- Redundancy
- Personal insurance planning
- Salary packaging

What product types do these services relate to?

Your adviser can arrange for the following financial products to be acquired, disposed of, or varied:

- Deposit products (basis & non-basis)
- Investment Life insurance products
- Life risk insurance products
- Managed investment schemes (including IDPS)
- Superannuation
- Retirement income streams
- Securities

What fees or charges do I pay?

When tailored personal financial advice is provided to you, a fee will be charged. All personal advice is provided in the form of a Statement of Advice. The amount of that fee will depend upon the nature of the financial services and the complexity of the advice required. We will agree with you the amount you pay based upon:

- a flat dollar fee.
- an hourly rate.
- the amount you invest; or
- a combination of the above.

This will be discussed in your initial meeting with your adviser and you will be provided with a quote. All amounts quoted include GST.

How are we paid?

Our fee is based on the complexity of the advice provided and the funds under management.

Issuers of insurance products may pay ongoing brokerage or commission. This amount can vary depending on the product manager and may range from 0 -66% of the first year premium and 0 – 30% of the premiums thereafter.

Other benefits we may receive include non-monetary benefits like education, training and technology software or support. MFG Advice keep a register of non-monetary benefits valued between \$100 - \$300.

Ongoing service and review

Management of your finances is a continuous process. It is important that your strategy and portfolio are regularly reviewed to be sure they continue to match your needs. We review services to our clients based on their needs. This is a separate agreement to the provision of initial advice and these fees will be confirmed prior to the review process.

What information do we maintain in your file when you receive advice? Can you examine your file?

We need to know your objectives, financial situation and needs before recommending any financial services or products to you and will treat your personal information securely in line with the MFG Advice Privacy Policy.

You have the right not to share this information if you do not wish to. In that case, we are required to warn you that you risk receiving advice that is not appropriate to your situation and/or needs. You should consider the warnings carefully.

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.

If you wish to examine your file, we ask that you make a request in writing and allow up to 14 working days for the information to be forwarded to you. We may charge a fee to recover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

Ongoing client contact

Customer service is very important to us and MFG Advice has a client satisfaction survey program. This is an opportunity for you to provide us directly with confidential feedback on your experience with us.

Participating in the survey is voluntary. All information we receive is treated in the strictest confidence and this is used only by us to assess and improve our services.

Compensation arrangements

We have professional indemnity insurance in place. This cover extends to the conduct of our representatives and employees who no longer work with MFG Advice but who did at the time of the conduct, which could give rise to a claim for compensation. These compensation arrangements satisfy the requirements under section 912B of the Corporations Act.

If you have a complaint about the financial services provided, who can you complain to?

We pride ourselves on providing quality financial services, but should you be unhappy with our service, our licensee MFG Advice, maintains a 'complaints handling policy' and is committed to an objective, reasonable and timely solution of a complaint.

The MFG Advice internal complaints handling process is as follows:

You should first contact your adviser and tell him/her about your complaint.

If you are unable to resolve the complaint, please contact:

The Complaints Manager
MFG Advice Pty Ltd
P O Box 2249
Ivanhoe East Vic 3079

After this, your complaint will be investigated, and a response will be prepared and sent to you within 10 business days (or longer if agreed by you).

We shall endeavour to resolve the complaint promptly and impartially with you.

If we are unable to satisfactorily resolve the complaint with you within 30 business days, then you have the right to refer it to the Australian Financial Complaints Authority (AFCA).

AFCA is an independent external complaints resolution scheme which is free of charge to you. MFG Advice is a member of this scheme, as required by law.

AFCA can be contacted on 1800 931 678 or at: www.afca.org.au.

You can also write to them at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne, Vic 3001

ASIC also has an information line on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

Part 2

Adviser Profile

Introduction

This Adviser Profile is Part 2 of our Financial Services Guide (FSG) and provides you with further information about your Authorised Representative of MFG Advice. The Adviser Profile must be read in conjunction with Part 1 of the FSG and if Part 1 is not attached please ask the adviser for this profile or contact MFG Advice Head Office on 03 9497 3396

Authorised Representative Number: 1233715

Corporate Authorised Representative Number: 001274462

Brett Waldock is an Authorised Representative of MFG Advice Pty Ltd AFSL 499010.

Brett Waldock is employed by Astute Financial Services (WA) which is a Corporate Authorised Representative of MFG Advice Pty Ltd.

The financial advice and other services you receive will be provided to you by Brett Waldock, or another employee of Astute Financial Services (WA), either on their own behalf or on behalf of Astute Financial Services (WA).

My Contact Details

M: 0417 974 565

E: enquiries@astuteefs.com.au

A: Unit 5, 278 Camboon Road, MALAGA WA 6090 Australia

My qualifications and experience

Brett Waldock has completed an

- Advanced Diploma of Financial Planning (ADFP)
- Diploma of High-Performance Business Management
- Diploma Financial Planning (DFP).

His company Astute Financial Services (WA) has been practising since March 2019 and he has been an authorised representative of previous licensees since July 2015.

Brett specialises in superannuation, self-managed super funds, retirement planning and personal insurance.

What kinds of financial services are you authorised to provide me and what kinds of financial product/s do those services relate to?

I am authorised to provide advice in the following areas:

- Personal Insurance
- Superannuation
- Budget and cashflow management
- Debt management
- Self-Managed Superannuation Funds
- Investments
- Retirement planning
- Centrelink/DVA
- Estate planning

Products offered:

- Life insurance products
- Superannuation
- Deposit products
- Pensions and annuities
- Retirement savings accounts
- Managed investment funds
- Investment bonds

Only products approved by MFG Advice Pty Ltd may be recommended by the adviser.

How are any remuneration, fees or other benefits calculated for the providing of financial services?

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. The payment options for the provision of financial services will be discussed with you by your adviser and are as follows:

Fee for service

Fee for service is based on the service we provide. This fee can be determined by:

- An hourly rate
- A fixed dollar amount
- A percentage of funds invested (excluding borrowed funds)
- A combination of these methods

We can invoice you directly for our fee for service. Alternatively, some products allow an adviser service fee to be deducted from the balance of your investment.

Please note that the type of payment option can also depend on the type of product and/or advice implemented, and your adviser will discuss this with you.

All fees, remuneration and brokerage payments received for the financial services provided are paid to MFG Advice Pty Ltd. MFG Advice Pty Ltd retains a percentage of these payments and forwards the balance to Brett Waldock.

Acknowledgement of receipt

Signing this page confirms receipt of both Part 1 and Part 2 of the Financial Services Guide issued by MFG Advice Pty Ltd and

Please retain both parts 1 and 2 for your reference and for any future dealings

**MFG Advice Pty Ltd**

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A: Unit 5, 278 Camboon Road, MALAGA WA
6090 Australia

Version details

Financial Services Guide: 1.0

1st September 2024

Adviser Profile: 1.0

1st September 2024

Declaration

I / We acknowledge receipt of both Parts 1 and 2 of this Financial Services Guide

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