

Version 1.7 – 1 July 2017

Financial services guide

This guide contains information about:

- Multiforte Financial Services
- Financial Masterplan
- Your financial adviser
- The financial planning services and products your financial adviser can provide
- How Financial Masterplan, Multiforte, your financial adviser and other related parties are paid for the financial planning services provided to you
- Any associations or relationships that could create potential conflicts of interest
- Details of who to contact should you have a complaint

Please read this document and retain for your reference and any future dealings with Financial Masterplan and Multiforte.

Who is Multiforte?

Established in January 2007, Multiforte Financial Services is the registered business name of Multiforte Pty Ltd.

Multiforte Pty Ltd is a corporate authorised representative of Financial Masterplan Pty Ltd.

The Australian Securities and Investment Commission (ASIC) has granted Multiforte authority to provide financial services on behalf of Financial Masterplan. Multiforte has been assigned an ASIC representative number of 307941.

Your financial adviser is Kate McCallum, Director of Multiforte, who is an authorised representative of Financial Masterplan.

Multiforte can offer a broad range of financial services as listed in this financial services guide.

Who is Financial Masterplan?

Financial Masterplan is a privately owned and operated Australian company.

Financial Masterplan is a boutique financial services firm, with no alignment to any financial product manufacturers or distributors.

It holds an Australian Financial Service Licence for providing both personal and general advice and can offer a range of financial services as listed in this FSG.

Financial Masterplan and its financial advisers have adopted the Financial Planning Association's (FPA's) Code of Ethics and rules of professional conduct.

Financial Masterplan has approved the distribution of this FSG.

Multiforte contact details

Address: Level 2, 117 Clarence Street, Sydney NSW 2000

Postal: As above

Phone: 02 9262 6045

Email: kmccallum@multiforte.com.au

Web: www.multiforte.com.au

Education and qualifications

Master of Commerce, Bachelor of Arts (Hons), Grad Dip Financial Planning (Advanced), Grad Dip Applied Finance & Investment.

Experience

Kate McCallum has more than 25 years professional experience, primarily in superannuation, investment, insurance and financial planning with leading Australian financial services organisations.

What kinds of financial services and products are available?

We offer a full range of insurance, investment, superannuation and retirement strategies and products.

Financial Masterplan maintains an approved product list, containing financial products that have been researched by a number of external research houses. A copy of the approved product list can be supplied to you upon request.

What advice can Multiforte offer?

Strategies

- Personal strategic plans to help clients achieve lifestyle and financial goals
- Investment strategy and planning
- Companies
- Trusts
- Self Managed Super Funds
- Business advice, including business succession planning
- Superannuation and retirement planning
- Estate planning
- Centrelink planning
- Insurance
- Ongoing proactive management of legislative, economic and investment market changes.

Products

- Cash management trusts
- Direct shares
- Direct fixed interest
- Retail and wholesale managed investment schemes
- Socially responsible investments
- Wrap and master trust products
- Superannuation products
- Personal and group insurance
- Business insurance

- Self managed super funds
- Geared products
- Retirement income streams.

What initial services are provided?

- Identification of your financial goals and objectives
- Collection and analysis of your existing personal and financial situation
- Investigation and consideration of possible financial planning strategies and products that will assist you to meet your goals and objectives
- Presentation of alternative strategies
- Presentation of written recommendations, known as a 'statement of advice'
- Implementation of your strategy.

What ongoing services are provided?

- Revision of your personal and financial situation at regular intervals, with formal reviews typically conducted every six months
- Discussion of whether our recommendations remain appropriate should your personal circumstances change or legislative or market environments alter
- Implementation of any recommendations made as part of our ongoing service to you.

What do these services cost?

Multiforte determines a price for our services based on several factors, including the complexity of your advice requirements, the time required to develop and implement the advice, and the value of assets on which we are advising.

Importantly, Multiforte does not levy commissions on any products that we recommend, including insurance.

All fees are payable to Multiforte. Prior to the commencement of any of the above services, a client agreement will be provided, outlining the services you have requested and the payment method agreed upon.

Relationship advice pricing

- Most clients work with Multiforte in an ongoing advisory relationship.
- Pricing is based on a combination of a consulting price for the complexity of the work and a percentage of assets under advice (with the maximum rate being 0.9% per annum). There is a minimum annual price of \$11,000 (including Goods and Services Tax).

Consulting advice pricing

- Multiforte may agree to provide you with advice on a consulting fee basis.
- Our consulting advice rate is \$440 per hour with a minimum price of \$11,000 per annum.

Commissions

Multiforte does not levy commissions on any products that we recommend.

Ongoing commissions may be paid by life companies in circumstances where a client holds existing product/s and Multiforte is unable to have the commission amount refunded directly to the client's account.

Insurance commissions are factored into the premium costs and range between 0% and 30% per annum of the renewal premium.

All applicable fees, any other payments or brokerage will also be fully detailed in the statement of advice you receive. All fees disclosed are inclusive of Goods and Services Tax.

How will you pay for the services provided?

Multiforte can be paid by various methods, including with your own funds or as a deduction from your investment.

Your financial adviser will discuss and agree upon the method of payment with you before any financial services are provided.

In addition, where you receive personal advice, your statement of advice will outline all remuneration and any benefits associated with the advice provided.

How is Multiforte paid?

Multiforte is paid a fee on the basis of our agreement with you for the recommended financial services and/or products. Kate McCallum has equity in the business which may result in additional capital and profit related benefits.

Multiforte does not receive any payments from product providers for products we recommend.

Other benefits

Some product providers may offer Financial Masterplan, Multiforte or your financial adviser non-commission benefits such as entertainment or sponsorship. Financial Masterplan and your financial adviser maintain a register in line with industry standards to document any alternative forms of payment received. This register is publicly available and must be provided within 7 days of the request date.

Multiforte and Kate McCallum do not benefit from other industry incentives such as subsidised business equipment or short term incentive programs from product providers (eg. additional commissions for a specified period).

Where appropriate, we may refer you to an external service provider to assist you in specialist areas. We do not receive any referral fees or commissions for introducing you to another service provider.

Payments to other professionals

We may make payments to other professionals engaged in the development of a client's advice. This is not an additional cost to a client.

Does Financial Masterplan have any relationships or associations with financial product issuers?

No. Neither Financial Masterplan nor Multiforte are aligned with any financial product providers. This means that your financial adviser can provide advice on strategies and products from a wide range of financial product providers that, based on our research, meet our suitability and quality criteria.

What information should you provide to receive personalised advice?

Your financial adviser will complete a client questionnaire with you, which will record your personal objectives, lifestyle goals, details of your current financial situation and any relevant information.

The information obtained will be assessed by your financial adviser to assist them in providing appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

You should read any warnings contained in the client questionnaire and statement of advice carefully before making any decision relating to a financial strategy or product.

How can you give instructions to your financial adviser about your financial products?

You can contact your financial adviser directly with any instructions relating to your financial products.

What information is maintained in your file and can you examine the client file?

Your financial adviser will maintain a record of your personal information including details of your objectives and financial situation. Your financial adviser will also maintain a record of any recommendations made to you. If you wish to examine your file please ask your financial adviser and they will make arrangements for you to do so.

Who may access the information you provide?

Financial Masterplan, Multiforte and your financial adviser are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. Please ask your financial adviser if you wish to obtain a copy of the privacy policy.

It is important to note that in order to best meet your needs and provide you with financial services and advice, your financial adviser may need to disclose your personal information to other parties. Typically these parties may include fund managers, life companies, related entities and other licensees. Similarly your financial adviser may bring to your attention products and services or other information which may be relevant to your situation. You will be given the opportunity to choose whether you wish to receive such information.

Financial Masterplan and Multiforte reserve the right to appoint another financial adviser to ensure your ongoing needs are met. In these circumstances you will be advised in writing of the change.

What other documents might you receive?

You may also receive the following documents, designed to help you make an informed decision on any financial strategy or recommended product.

Statement of advice (SoA)

All personal advice provided to you will be outlined in a SoA. The SoA will contain personal advice, the basis on which it is given, details of fees, commissions and information on relevant associations. The SoA is used for initial advice and any subsequent advice may be provided in the form of a record of advice, or another form of advice documentation.

Product Disclosure Statement (PDS)

You will receive a PDS if your financial adviser has provided advice on a particular product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

Professional indemnity insurance

Financial Masterplan, Multiforte and your financial adviser maintain professional indemnity (PI) insurance policies. These insurances cover advice, actions and recommendations which have been authorised by Financial Masterplan to be provided by your adviser. These arrangements satisfy the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint?

If you have any complaints about the services provided to you, or personal information held, you should take the following steps:

1. Contact your financial adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within three days, contact Financial Masterplan on 02 9279 2300 or send your written complaint to:

Financial Masterplan Pty Ltd
Attention: Nigel Janson
PO Box 880, QVB NSW 1230
complaints@financialmasterplan.com.au

Financial Masterplan will try to resolve your complaint quickly and fairly.

3. If your complaint is not satisfactorily resolved by Financial Masterplan within 45 days, you may escalate your complaint to one of the External Complaints Schemes listed in the following table, of which Financial Masterplan is a member.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1800 780 808
Personal information held	The Privacy Commissioner on 1300 363 992
The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.	