



**MWPLANNING**

**MW Planning Pty Ltd**  
ABN 18 117 913 550

# YOUR FINANCIAL SERVICES GUIDE

**Version 4**

29<sup>th</sup> June 2011

**THE FINANCIAL SERVICES REFERRED TO IN THIS GUIDE ARE OFFERED BY**

**MW Planning Pty Ltd**

Australian Financial Services License Number 312489

Level 3, 7 Bowen Crescent Melbourne VIC 3004

On behalf of MW Planning Pty Ltd

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[www.mwgroup.com.au](http://www.mwgroup.com.au)

**Integrity, Growth, Assurance**

## To help you understand the services offered, this guide outlines:

- the services and types of products we are authorised to offer to you
- how we and our associates are paid
- any potential conflict of interest we may have
- details of our internal and external dispute resolution procedures and how you can access them

Please retain this document for your reference and any future dealings with MW Planning Pty Ltd.

### What else you will receive

If you obtain initial personal financial advice from us we will provide you with a written *Statement of Advice*. To make sure that advice is appropriate to you we need to make reasonable enquiries about your current financial situation, tolerance to risk and future needs.

The Statement of Advice will include:

- the strategies recommended to help you achieve your objectives
- the financial services or products recommended and the basis for these recommendations taking into account your objectives, financial situations and needs
- our fees and/or commissions, and
- any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If you receive further personal financial advice, you will receive a written record of that advice (eg another Statement of Advice) or we will keep a written record of the advice. A copy of this will be kept at our offices and you may call your adviser to request a copy.

To help you make an informed decision about any financial product (other than listed securities) recommended to you, you will receive a *Product Disclosure Statement*.

Where we provide you with Managed Discretionary Account (MDA) services you must first enter into an MDA contract with the MW Planning. You are also entitled to receive an Investment Programme that must comply with the Corporations Act, Part 7.7 Division 3. The Investment Programme will explain the discretions MW Planning will be authorised and required to exercise, the basis on which MW Planning considers the suitability of the MDA, when warnings will be provided to you, and who will be responsible for reviewing the programme. The Investment Programme will be included in the Statement of Advice or in the MDA Contract titled 'Statement of Advice'. MW Planning will comply with the conditions of relief given by ASIC in class order 04/194, including the content of this FSG. Our MDA service is limited to investments held in a regulated platform, i.e. a managed investment scheme which means that the assets are held by the custodian of the regulated platform.

## Our Licensee

MW Planning Pty Ltd is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

### We are authorised to provide advice and deal in the following types of financial products:

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Basic Deposit Products</li><li>• Non-basic Deposit Products</li><li>• Government Debentures, Stocks or Bonds;</li><li>• Life Products -Investment Life Insurance Life Products</li><li>• Life Risk Insurance Products</li></ul> | <ul style="list-style-type: none"><li>• Managed Investments Schemes, including Investor Directed Portfolio Services (IDPS);</li><li>• Retirement Savings Account Products;</li><li>• Securities</li><li>• Superannuation</li><li>• Standard Margin Lending Products</li></ul> |
|---|---|

MW Planning can provide discretionary services for the switching and rebalancing of investments held within a regulated platform, i.e. a WRAP, Superwrap, Master Fund, if you provide us and the platform administrator with the necessary documentation. MW Planning cannot make additional contributions or make withdrawals from the platform. MW Planning can provide this service under Class Order 04/194 and a No Action letter issued by ASIC dated 5 November 2004. If this letter is withdrawn we will notify you promptly of the alternatives available.

"DKN Financial Group Limited has a minority interest in MW Planning. DKN provides a co-operative approach to non-aligned financial planners by using its buying power to negotiate favourable access to a range of products and services. This range includes a suite of investment platforms including Portfolio Administrator. DKN is 100% owned by IOOF Holdings limited, via its subsidiary company Austselect Pty Ltd.

As a result of business that your adviser places with fund managers and other product providers, MW Planning or your adviser may receive some additional benefits. These benefits may include various incentives, technical advice, training and conference support in the form of travel and accommodation".

Details concerning the representative who provides the services to you on our behalf are shown in the Adviser Profile that you receive with this document. Both combined are the FSG.

MW Planning Pty Ltd ABN 18 117 913 550 Australian Financial Services Licensee No.: 312489 Registered Level 3, 7 Bowen Crescent Melbourne VIC 3004 (version 4) June 2011

## About you

So you receive the most appropriate advice, your adviser will need a list of your personal objectives, details of your current financial situation and other relevant information.

You can choose not to tell us if you do not wish to however the advice you receive may not be appropriate.

Please read the warnings contained in the Statement of Advice carefully before making any decision relating to a financial product(s).

### Protecting your privacy

Protecting your privacy is a key priority in our business.

Our privacy policy means your personal profile is secure. Your personal profile includes details of your objectives, financial situation and needs. Recommendations made to you are also maintained on your file.

A copy of our Privacy Notification Statement is enclosed for your information.

You can access your file by contacting our office.

### Making changes

You can give us instructions by using the contact details set out in this FSG. Generally, you need to give us instructions in writing (eg fax, email or letter) or another method as agreed by us.

### Exercising rights in respect of investments

Generally there are no rights in respect of corporate actions for investments held in managed funds. Likewise if securities are held in the name of the custodian you are not entitled to exercise any corporate actions. If you are entitled to exercise a corporate action you should be contacted by the custodian. MW Planning if aware of the corporate action will contact you to discuss or you may contact us with directions on the action to be taken. MW Planning will not act discretely on any corporate actions.

### Risks associated with investing

Your adviser will explain any significant risks associated with recommended solutions, as well the risks associated with not acting on the recommended solutions. If they don't, you should ask them to explain the risks to you. The Statement of Advice, Record of Advice and/or a Product Disclosure Statement will contain important information in this regard.

In particular you should be aware that investing through our MDA service has significant risks including, the fact that discretionary 'trading' of Financial Products may be speculative and carries with it the risk of loss of some or all of the amount traded and that under extreme circumstances the liability may not be limited to your initial investment or account balance.

Additionally, when investing through the MDA service you are relying on MW Planning or its authorised representative to buy and sell financial products based on its expertise to; (a) operate an MDA service, and (b) trade in financial products profitably. It is unlikely that every trade we enter into will result in a profit.

The significant risks associated with investing through the MDA service will be explained in our Investment Program that must be provided to you if you choose to use the service.

MW Planning, any related or associated persons or bodies corporate do not guarantee or make representations about the future performance of investments, return of capital or success or tax effectiveness of any strategy used or the discretion exercised.

### Reviews

MW Planning will review your circumstances each year to assess whether or note the discretionary service continues to be suitable for you. If we consider that changes are appropriate we will notify you.

### Complaint resolution

If you are not satisfied with the service or advice provided you can:

1. Write to us and tell us about your complaint
2. If we have not satisfactorily resolved your complaint within three days, please contact the Complaint Resolutions Manager on (03) 9866 5888 or put your complaint in writing. Please mark the envelope "Notice of Complaint" and send it to:
3. If the complaint isn't resolved to your satisfaction within 45 days, you may refer the matter to an independent complaints handling body. Our External Dispute Resolution Scheme is the Financial Ombudsman Service They can be contacted on 1300 780 808, or you can write to them at:

**Complaint Resolutions Manager**  
**MW Planning Pty Ltd**  
Level 3, 7 Bowen Crescent  
Melbourne VIC 3004

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001

MW Planning Pty Ltd holds Professional Indemnity Insurance (PII) that meets the compensation requirements of the Corporations Act. The PII also provides cover for a period of time in relation to the conduct of past representatives/employees who may no longer work for MW Planning Pty Ltd. If you have any questions about or compensation arrangements please ask your representative.

## Cost of services provided

You and your adviser will discuss and agree an appropriate fee structure and remuneration specific to your adviser will be disclosed in their profile.

The following options are available to pay for the financial advice you receive:

- Fee for service deducted from your investment as a "one off" payment, annually or in instalments
- Invoice directly for initial and ongoing advice
- Via commission by the financial product issuer(s) at the time you invest or commence an insurance contract
- Ongoing commission and allowances annually or in instalments from the financial product issuer(s), during the life of the investment or insurance contract.

The initial amount paid will be:

- A commission percentage between 30% and 120% based on the insurance premium payable; e.g. if your insurance premium is \$1,000 and the percentage of commission is 60% MW will receive \$660 (inclusive of GST).
- based on an hourly rate between \$190.00 and \$330.00 agreed with you; e.g. if it takes 15 hours to assess, your situation, prepare the advice, present then implement and the agreed hourly rate is \$190 the fee would be \$2850 (inclusive of GST).
- an agreed flat dollar fee up to a maximum of \$7,000, or
- a combination of the above.

The ongoing remuneration received by MW Planning will be:

- A percentage between 0.75% and 1.5% based on the account balance; e.g. if you invest \$10,000 and the percentage of fee or commission is 1.1% MW will receive \$110 (inclusive of GST).
- A commission percentage between 5% and 30% based on the insurance premium payable on renewal; e.g. if your insurance premium is \$1,000 and the percentage of commission is 10% MW will receive \$100 (inclusive of GST).
- based on an hourly rate between \$190.00 and \$330.00 agreed with you; e.g. if it takes 10 hours to conduct you review and respond to queries throughout the year and the agreed hourly rate is \$175 the fee would be \$1750 (inclusive of GST).
- an agreed flat dollar fee up to a maximum of 10,000, or
- a combination of the above.

If you choose to appoint us to operate on a discretionary basis for you there is an additional cost of 1.1%

MW Planning retains 100% of all fees and commissions received to provide support to the advisers. The Authorised Representatives receive the balance.

If you receive personal financial advice from us, we will provide details of any fees, commissions and any other benefits, where possible in actual dollar amounts, in the written advice. We will provide worked dollar examples if actual dollar amounts cannot be provided.

If you do not receive personal financial advice from us, you can request details of any fees, commissions and any other benefits in relation to any other financial service we provide.

### Other Benefits

We may attend conferences that are subsidised in whole or part. Eligibility to attend is based on achieving revenue targets.

MW Planning Pty Ltd may receive sponsorship payments from product providers subsidising in-house conferences.

Details of these benefits will be provided in the written advice.

### Non-monetary benefits

MW Planning Pty Ltd and your adviser maintain a register detailing any non-monetary benefit (greater than \$300) that may be received from a product provider. You can review this register via your financial planner.

### Referrals

If you have been referred to us by someone else, we may pay them a fee, commission or benefit in relation to that referral. This is generally:

- a fixed fee payable if we provide you with paid personal financial advice
- a proportion of the initial and / or ongoing fees or commissions we disclose to you, or
- a combination of both.

If applicable, details of any arrangement will be provided in the written advice.