

Financial Services Guide

Financial Services Guide v141218 Issued 14th December 2018

This guide contains important information about:

- the services we offer you
- how we, our licensee and our associates are paid
- the associations or relationships we have with financial product issuers
- our internal and external dispute resolution procedures and how you access them

Financial Advisor Profiles

Sam Ghoreyshi is a big hearted guy, with a love of life, who is passionate about seeing people live their dreams.

He loves sharing his +10 years of training and experience in finance and wealth creation, both first hand and via formal education, with clients and students at a Sydney community college.

When not building the vision for Moneyclip Private Wealth, he can be found with his partner Jane and their two wonderful boys Luca and Charlie.



Experience

Over some 20 years, Sam has developed his skills as a negotiator and collaborator, becoming an influencer within the world of business. He has mentored many business development and sales professionals, helping them reach their full potential. Today, Sam uses his extensive business and financial services expertise to enrich the lives of dynamic and enthusiastic professionals, enabling them to achieve their financial goals and experience *joie de vivre*.

Qualifications and Professional Memberships

Qualifications:

- Graduate Diploma of Applied Finance (Investment Major), currently studying Masters
- Diploma of Financial Services (Financial Planning & Mortgage Broking)
- Certificate IV, Property Services (Real Estate) and a Licensed Real Estate Agent
- Diploma of Management

Professional Membership:

- Practitioner Member, AFA
- MFAA

Financial Adviser's Associations and Relationships

Sam is a Director, employee and Authorised Representative ('Representative' Number 282228) of Moneyclip Private Wealth Pty Ltd ('Moneyclip Private Wealth') (ABN 17 151 393 707). As a Director and employee, Sam receives a salary and profit share, as determined by Moneyclip Private Wealth, as appropriate from time to time.

Sam also has a Director relationship with Moneyclip Home Loans Pty Ltd (ABN 35 166 609 276), Moneyclip Professionals Pty Ltd (ABN 34 164 570 496) and Moneyclip Real Estate Pty Ltd (ACN 166 609 285).

Mariana Leong's passion for financial planning stems from the fact that everyone is different in their own right and therefore every plan has to be different and that's what makes her job exciting. She loves helping people and seeing her advice make a difference to a client's well being is very rewarding.

As a working mum, Mariana derives great pleasure from balancing her passion for financial planning with her husband, Mark, and three boys.



Experience

Commencing her career in Investment Banking, Mariana's 15 years of Wealth Management experience includes various roles such as accounting, investment management, auditing and financial planning. Until recently, her specialty has been in providing quality advice to high net worth retirees. She embraces the shift to helping younger wealth accumulators since joining Moneyclip Private Wealth in January 2015.

Qualifications and Professional Memberships

Qualifications:

- Bachelor of Commerce (Hon. in Finance)
- Graduate Diploma of Applied Finance
- Advanced Diploma of Financial Services (Financial Planning)

Professional Membership:

- Certified Financial Planner CFP®, FPA

Financial Adviser's Associations and Relationships

Mariana is an employee and Authorised Representative ('Representative' Number 471973) of Moneyclip Private Wealth Pty Ltd ('Moneyclip Private Wealth') (ABN 17 151 393 707). As an employee, Mariana receives a salary and could also receive a performance bonus which may be based on certain performance criteria, such as the revenue they generate for Moneyclip Private Wealth, as well as a number of factors. Any bonus potential does not influence her advice, or any recommendations made.

Financial Advisers' Associations and Relationships

Financial Advisers are:

Authorised Representatives of Moneyclip Private Wealth Pty Ltd ('Moneyclip Private Wealth') (ABN 17 151 393 707), who is a:

Corporate Authorised Representative (Representative Number 438403) of:

Moneyclip Management Pty Ltd ('Moneyclip Management' or 'Licensee') (ABN 44 622 458 244), Australian Financial Services Licence No. 503881 ('AFSL').

Moneyclip Management receives all fees and commissions disclosed in this Guide payable for the services Moneyclip Private Wealth and Financial Advisers provide and pays 100% of all the fees and commissions it receives to Moneyclip Private Wealth.

Referral Arrangements

Financial Advisers 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.

Financial Advisers may inform you that:

- Moneyclip Home Loans Pty Ltd (ABN 35 166 609 276), powered by Smartline Home Loans (ABN 38 085 370 270), Australian Credit Licence 385325, is able to provide particular credit activities e.g. home loans, along with the contact information for Moneyclip Home Loans Pty Ltd.
- Moneyclip Professionals Pty Ltd (ABN 34 164 570 496), is able to provide accounting services, along with the contact information for Moneyclip Professionals Pty Ltd.
- Moneyclip Real Estate Pty Ltd (ACN 166 609 285), Real Estate License 10024354, is able to provide general and strategic real estate advice, along with the contact information for Moneyclip Real Estate Pty Ltd.

If you use the services of Moneyclip Home Loans Pty Ltd, Moneyclip Professionals Pty Ltd and/or Moneyclip Real Estate Pty Ltd, Financial Advisers will not receive any upfront or ongoing commissions in their capacity as a Financial Adviser. Moneyclip Home Loans Pty Ltd, Moneyclip Professionals Pty Ltd and/or Moneyclip Real Estate Pty Ltd are not Representatives of Moneyclip Private Wealth. Although the same Adviser may offer you services under the above businesses, each business is solely and separately responsible for the advice they each provide. In particular, Moneyclip Management is only responsible for the financial planning services provided by Moneyclip Private Wealth, Sam Ghoreyshi and Mariana Leong.

If you have been referred to a Financial Adviser by an external party and you accept the services they provide, Moneyclip Private Wealth 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 by Moneyclip Private Wealth to the external party and will be at no additional cost to you.

What services do we offer?

Some of the services you are able to access included:

- ✓ Wealth accumulation advice
- ✓ Superannuation advice, including self-managed superannuation funds
- ✓ Redundancy advice
- ✓ Retirement advice
- ✓ Gearing strategies
- ✓ Cashflow advice
- ✓ Social security benefits advice
- ✓ Life and disability insurance advice
- ✓ Managed discretionary account services
- ✓ Estate planning services (financial planning)

What kinds of financial products are we authorised to provide?

Financial Advisers are authorized to provide financial product advice and deal in a financial product, to retail and wholesale clients, in relation to the following financial products:

- ✓ **Deposit and payment products**
- ✓ Basic deposit products
- ✓ Non-basic deposit products
- ✓ **Government debentures, stocks or bonds**
- ✓ **Life products**
- ✓ Investment life insurance product
- ✓ Life risk insurance products
- ✓ **Managed investment schemes (registered or unregistered)**
- ✓ Managed investment schemes, including IDPS
- ✓ **Retirement savings account products**
- ✓ **Securities**
- ✓ **Standard Margin Lending Facilities**
- ✓ **Superannuation**

Who is our licensee?

To provide financial advice requires the Financial Adviser to either hold an Australian Financial Services Licence ('AFSL') or be authorised to provide advice by an AFSL holder. We have chosen to be licensed by Moneyclip Management, and they have chosen to do so, who is 100% privately owned and holds its own AFSL. Moneyclip Management is responsible for ensuring the advice we provide meets the various legal and regulatory requirements and provides us with Professional Indemnity insurance and dispute resolution systems.

MONEYCLIP MANAGEMENT PTY LTD

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Telephone (02) 9299 2292

moneyclipmanagement.com.au

Email: info@moneyclipmanagment.com.au

Australian Financial Services License No. 503881

Do we have any relationships or associations with financial product issuers?

Associations

Moneyclip Private Wealth and Moneyclip Management are privately owned and are not part of any company which issues financial products. There are no ownership ties or other relationships with any financial service product provider which might unduly influence which financial products we are authorized by Moneyclip Management to recommend.

Alternative Forms of Remuneration Register

Licensees and their Authorised Representatives are required to maintain a register of any form of alternative remuneration paid or received with a value between \$100 and \$300. This register is available for your inspection on request.

How do I pay for Moneyclip Private Wealth advice?

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

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

- 1) Recommendation: For having a personalised financial plan ('SoA') prepared, a plan preparation fee ranging from \$1,995 to \$25,000 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.
- 2) Implementation: Financial Advisers 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 provided to you. The actual fee will depend on the complexity of your situation and the amount of funds invested, but will not exceed a range from \$110 (min.) to \$5,500 (max.)
- 3) Ongoing Advice Service and Reviews: If you choose to have a Financial Adviser conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have a Financial Adviser provide an ongoing advice service, you may be charged a fee ranging from \$1,995 to \$27,500 and/or up to 1.65% p.a. of total funds under management.

Where a placement fee and/or implementation fee is charged, a Financial Adviser may rebate all or part of the initial commissions and/or ongoing commissions received from a product issuer, by way of an increase in your investment amount.

Where a Financial Adviser receives an initial commission and/or ongoing commission amount, they may rebate all or part of the implementation and/or placement fee to you.

Commission for Life Risk Insurance Products:

- Where a Financial Adviser arranges an insurance product for you, the relevant insurer will pay Moneyclip Private Wealth an initial commission. The rate of commission is between 0% and 100% and is calculated as a percentage of the annual premium you pay.
- Annual commission will also be paid when you renew your policy each year. The rate of ongoing commission is between 0% and 33% of the annual premium.

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.

How can you give us instructions?

You may tell us how you would like to give us instructions. For example, by telephone, fax or other means such as e-mail.

What information should you provide to receive personalised advice?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

We are also legally required to verify your identity, so we will ask to see your passport, driver's license or other identity documents. You should read the warnings contained in the SoA carefully before making any decision relating to financial products.

Other documents you will be given if you receive advice from us.

When we or our Authorised Representatives give you financial advice you will be provided with a SoA which will contain details about:

- the advice provided, including the basis on which it was given
- fees, commissions and other benefits
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

After receiving our initial advice, a RoA may be produced and retained by us or our Authorised Representative instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice since the last SoA was provided. You can request a copy of any RoA at any time.

If we recommend to you a particular Financial Product, we will give you a Product Disclosure Statement to help you make an informed decision.

What information do we maintain in your file and can you examine it?

We will retain copies of your identity documents and we will maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, including the initial SoA, and any subsequent Statements of Additional Advice and RoA provided to clients receiving our ongoing service. Copies of these can be requested either verbally or in writing.

We are committed to ensuring the privacy and security of your personal information. A copy of the relevant privacy policy is available on our licensee's website or by contacting us. If you wish to examine your file, please ask us. We will make arrangements for you to do so in our office.

What should you do if you have a complaint?

1. Contact us and explain the nature of your complaint.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Complaints Officer on 02 9299 2292 or put your complaint in writing and send it to Moneyclip Management's email address. We will try and resolve your complaint quickly and fairly.

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moneyclipmanagement.com.au
[Email: info@moneyclipmanagement.com.au](mailto:info@moneyclipmanagement.com.au)

3. Moneyclip Management is a member of the Financial Ombudsman Service (FOS). If the complaint can't be resolved to your satisfaction you have the right to refer the matter to FOS:

Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

Stage 1 of the FOS process is where FOS facilitates discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the FOS national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to make a decision "on the papers" taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

4. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

Professional Association Complaints Process

As members of the Association of Financial Advisers / Financial Planning Association Sam Ghoreyshi & Mariana Leong are bound by the AFA/FPA's Code of Professional Practice. In addition to the complaints handling procedures set out previously in this FSG you may also lodge a complaint with the AFA/ FPA by contacting them at

info@afa.asn.au or (02) 9267 4003
Professional.standards@fpa.asn.au or 1300 337 301.

Compensation Arrangements

Our licensee, Moneyclip Management, holds Professional Indemnity Insurance which includes cover for the work done for Moneyclip Management by its representatives and employees even though they may have ceased employment with Moneyclip Management. Moneyclip Management believes its PI insurance complies with the requirements of the section 912B of the Corporations Act and the relevant Regulations.

If you have any further questions about the financial services Moneyclip Private Wealth provides, please contact us on +61 2 9299 2292. Retain this document for your reference and any future dealings with Moneyclip Private Wealth.