

## Financial Services Guide

**Version: 3**  
9th August 2019

### Licensee:

Medical Financial Pty Ltd  
AFSL 506557 ABN 31 131 051 333

### Contact Details

3 Prospect St  
Fortitude Valley QLD 4006

## Why am I receiving this document?

This FSG will help you decide whether to use the services that we offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we and your adviser are remunerated
- How we deal with complaints if you are not satisfied with our services.

## Medical Financial

Medical Financial Pty Ltd holds an Australian Financial Services Licence (AFSL) to provide financial planning services.

Medical Financial is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate

compensation arrangements in place with a Professional Indemnity insurer for the financial services that we provide.

## What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Personal insurance
- Managed investments
- Securities
- Retirement planning
- Portfolio reviews
- Margin lending facilities

## Financial advice processes

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any

conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement.

This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

## How we work

### Discovery Meeting

Money means different things to different people and truly understanding what's important to you and your loved ones forms the basis of the advice relationship between us.

### Engagement

We will explain our understanding of the outcomes that you are seeking, our process to deliver advice and fees to engage us.

### Service

Depending on where you are with your training and the outcomes that you are seeking, will determine the level of engagement and service that we propose to you.

## How we are paid

All fees are payable to Medical Financial Pty Ltd.

We are paid for the service we provide to our clients on a flat fee for service basis. These fees are agreed and charged annually. We do not receive any commission or adviser service fees from super, investment or associated margin loans.

As the majority of our clients implement insurance as part of their plans we factor in the commission we receive from these products in our fees. Thus the fees are lower than if we did not receive this commission.

### Insurance Commissions

Medical Financial Pty Ltd receives a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy.

The commission or benefit will vary depending on the recommended product and will be documented in the SoA or RoA.

### Other Benefits

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

## Referral Fees

We are able to refer you to a mortgage broker for mortgage advice. Where we do this they will pay initial commission to us between 0% and 0.6% and ongoing commission between 0% and 0.25% of the value of your loan for as long as you hold the loan. Commissions are paid to us by the product provider and are not a direct cost to you.

## **Associated Businesses**

We may refer you to Medical Tax and Accounting for accounting and tax services.

## **Adviser Remuneration**

Neal During and Sean O’Kane are owners of the practice and share in the profits that it makes.

Alexander Menzie is an employee of the practice and is paid a salary. He may also receive a performance bonus based on his contribution to the performance of the practice.

## **Making a Complaint**

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678. This service is provided to you free of charge.

## **Your Privacy**

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.