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AFSL 428848

Initial Client Pack

Thank you for considering Moran Partners Financial Planning. Enclosed in this document is:

- A Financial Services Guide
- The terms and conditions of our services

Financial Services Guide

Moran Partners Financial Planning AFSL 428848 ABN 40 159 182 530

Why am I receiving this document?

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

- Moran Partners Financial Planning and its authorised representatives
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services
- Information about your adviser

Individual Authorised Representatives and Corporate Authorised Representatives covered by this document:

Paul Moran (ASIC No. 243434)

Alexander Hont (ASIC No. 403295)

Christopher Haggart (ASIC No. 343176)

Marcus Nicholson (ASIC No. 1269711)

Moran Management Services Pty Ltd (ASIC No. 243433)

Planwealth Enterprises Pty Ltd (ASIC No. 1255752)

Hont Financial Services Pty Ltd (ASIC No. 1267993)

The above are representatives acting on behalf of Moran Partners Financial Planning Pty Ltd and you are welcome to confirm this at

www.moneysmart.gov.au/investing/financial-advice/financial-advisers-register

What Services do we provide?

- Holistic Financial Planning Advice
- Superannuation and Retirement Strategies and Planning
- Investment Advice (including Shares and Managed Investments)
- Personal Insurance Advice
- Aged Care Advice
- Cash-Flow Management and Savings Strategies
- Debt Management Strategies (although not mortgage broking)
- Tax Planning Strategies as they involve Investment Strategies and Superannuation

What are we authorised to recommend to you?

- Deposit and Payment Products including Non-basic Deposit Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products (Insurance Bonds)
- Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Retirement Savings Account Products
- Securities (Shares, ETF's and Listed Securities)
- All Superannuation including Self-Managed Super Funds

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we have recommended

How can you provide instructions to us?

You can provide instructions to us in writing, email and via a phone call (which we may record with your permission). We are able to accept electronic signatures as well although not all financial product providers will allow this.

Is our advice influenced by third parties?

Being self-licenced we are not controlled by a parent entity. Further, we receive no referral fees from any referral partner or professional service firm. We do not receive payment from any investment or superannuation provider other than adviser fees agreed to by our clients.

How are we remunerated?

We charge fees based on the time, complexity and risk involved in making and managing recommendations for our clients. These fees are made up of one or more of the following fees:

Plan (Statement of Advice) Preparation Fee

The Plan Preparation fee includes all meetings with you, the time we take to determine our advice and the production of the Statement of Advice. This fee is based on the scope and complexity of advice provided to you. We will agree the fee with you at our first meeting before you need to make any commitment. You only pay this fee if you authorise us to prepare the document.

Ongoing Services Fees

We have a strong belief that the value of Financial Planning is in the on-going relationship with our clients. Ongoing fees will depend on what ongoing service we provide to you. They will typically be a combination of a fixed strategic advice fee and a percentage portfolio management fee. The services and fees will be set out in the Statement of Advice or Record of Advice that we provide to you. We will only charge the fee while you choose to retain us as your adviser or investment manager.

One-off Advice Fees

In limited circumstances, we may charge a fee based on an hourly rate to meet with your adviser. This rate will be discussed with you prior to engagement. Typically, this will be for special circumstance covering issues such as aged care advice.

Commissions

Commissions can only be paid to us from insurance product recommendations (commissions from investment and superannuation products has been banned since 2013). Typically, we offer clients a fixed-price option for the advice and implementation of personal insurance products such as life and disability insurance which can be paid directly or through a rebated commission. Where it suits our clients, they may choose to pay our fees in the form of commissions which may include an initial commission and an on-going commission in accordance with government regulations. We will tell you the exact amount in the Statement of Advice or Record of Advice before you choose to purchase the insurance policy. As all commissions are paid the same from all providers, there is no bias in our recommendations

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received from financial product providers above \$300 will be maintained on a register which is available to you on request.

How can I make a complaint if I am not happy with the services I receive?

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.

We hold professional indemnity insurance for the financial advice services that we provide.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

About your privacy

We are committed to protecting your privacy and we have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives. We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on 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 full Privacy Policy is available on request.

Terms and conditions

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All of our client engagements are subject to the following terms and conditions.

Professional Standards

The best financial advice provides you with knowledge, confidence and results. It is professional trusted support.

We are committed to meeting the highest professional standards. We hold our own Australian Financial Services licence and all of our financial advisers are registered with the Australian Securities & Investment Commission (ASIC) and the Tax Practitioners Board (TPB). We meet the standards of the Financial Planning Association (FPA) and the Financial Adviser Standards & Ethics Authority (FASEA).

These standards require us to act honestly and with integrity at all times, provide financial advice which is in your best interests and to prioritise your interests ahead of ours.

Moran Partners Financial Planning was established in 2001 (Paul Moran Financial Planning) by Paul Moran. Alex Hont and Chris Haggart are also partners in the business. Paul is a Certified Financial Planner™ and SMSF Specialist Adviser®. He holds Masters degrees in business administration as well as taxation & financial planning, Bachelor of Applied Science and a Diploma in Financial Planning. Alex is a Certified Financial Planner™, Accredited Life Risk Specialist and holds a Bachelor of Business & Financial Planning. Chris is a Certified Financial Planner™ who holds a Master's degree in applied finance. The three partners have more than 45 years' experience helping people achieve their financial goals.

We are privately owned with no ownership or licensing ties to product providers. We act for our clients and largely operate as a fee for service practice. Our income comes from the fees paid by our clients for our advice services. The exception is on personal risk insurance products where we may receive commissions. We do not receive payments for the referrals that we provide to external businesses. This provides you with the confidence that we will act in your interests.

Annual Engagement

We are a boutique advice practice that prefer to have a close and lasting relationship with our clients.

We provide services on an annual engagement basis. This means we engage with our clients to provide services over 12-month periods. At the commencement of each period, we will document the services that we will provide to you over the coming year, the fees you will pay and any other remuneration we may receive from third parties.

It is always your choice whether you re-engage us at the end of each 12-month period. We will only commence a new annual engagement where you have notified us of your decision in writing.

Client Confidentiality

We recognise the importance of protecting the confidentiality of your personal information. We always comply with the Australian Privacy Act. We also require our service providers which, hold your personal information, to comply with the Australian Privacy Act at all times.

Our Privacy Policy sets out how we collect, hold, use and disclose your personal information. It is available on our website or you can request it from us at any time.

If you engage our services, you consent to us:

- Retaining your tax file number where it is required to provide our services to you.
- Sharing your information with external businesses that support us in providing services to you. This includes the Xplan financial planning software, iFactFind client data collection service and other providers such as accountants, legal practitioners and government agencies with your consent.
- Storing your information on external servers and data storage facilities, some of which may be based outside Australia. This includes the use of Microsoft 365 and Dropbox cloud backup.
- Disclosing your information where required by Australian law or regulations.

We are legally required to retain all documents and supporting working papers for seven years after we cease to provide services to you.

Our Advice

- We do not guarantee the performance of any investment. You should understand that all investments apart from cash can lose significant value in a short period of time.
- Our advice will be based on the laws relating to tax and superannuation at the time of the advice. You should understand that laws can and do change often and consideration of these changes is a benefit of continuing to engage our services.

Working with Other Professionals

- You may require a lawyer to assist you with estate planning, an accountant to assist you with more complex tax planning or a mortgage broker to assist with your lending needs.
- We will work with the other professionals that you have engaged, or we can refer you to professionals that we trust.
- We will always be clear about who is responsible for the advice to you. We will always seek your consent before sharing information with other professionals.
- We do not accept any payment or remuneration for any professional referral.

Your Instructions

- Moran Partners operates client portfolios through a number of structures. Two of these (Xplore Wealth Managed Discretionary Account and Macquarie Separately Managed Account) provide for us to make decisions regarding you agreed portfolio without consulting you. These decisions are strictly rules based and must abide by the mandates agreed to by you and the portfolio administrator.
- Apart from the above, we will only act under your instruction. We will not act with discretion on any other matter.
- You may instruct us over the phone, via email and in writing. In some cases, we may require you to put your instruction in an email, in writing or we may record a phone conversation.
- Unless you have advised us differently, we may act on instruction from either of you in relation to any jointly held account and for the services we provide to you. Any instruction you provide to us will be binding on the other person.
- Unless you have advised us differently, we may share information on all matters with your spouse/partner or any duly appointed person.

Your Responsibilities

- Our advice will be tailored to your financial situation. We rely on you to provide us with complete and accurate information. Please ensure you promptly inform us of any significant changes in your financial situation.
- We will provide you with disclosure documents which explain our advice and the financial products which we recommend. It is your responsibility to read and understand these documents. If you have any concerns or questions, you can always contact us.

Ceasing Your Engagement

- We provide services on an annual engagement basis. At the end of each service period, our engagement with you will automatically cease.
- You also have the option of ceasing our services at any time with one months' notice. Note that this does not apply to the initial engagement.

Assignment

- We may assign our agreement with you to a third party where we sell our practice. In this situation, we would provide you with one months' notice, and you would always have the right to opt-out of the arrangement with the new provider as per this agreement.