



Financial Services Guide

Version 2.0. August, 2017

Company Details

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What this document is about

Who your advisers are and how they can be contacted.

Services and products your advisers are authorised to provide.

Fees or other costs your advisers may charge and how they are remunerated.

Your [advisers](#) are Stephen Handley, Barney Ellis & Endre Lloyd-Johnsen.

They have all worked in financial services for at least ten years.

Stephen has advised since 2008, Barney since 2009 and Endre since 2014.

- > Their main point of difference is providing as much certainty as possible in an uncertain world. They focus on risk management, both in investing and protection, and the use of guaranteed income streams.

As directors of miPlan, Stephen and Barney receive a salary and are entitled to 50% each of business profits.

Endre receives a full time salary and may also be paid a bonus.

Your adviser and miPlan Advisory Pty Ltd, as financial services licensee, are responsible for the advice you receive.

AUTHORISATIONS

They can help you with:

- > Budgeting and cashflow management
- > Debt structures and strategies
- > Increasing your wealth via superannuation and investment strategies
- > Salary packaging and tax planning
- > Redundancy
- > Retirement planning, Social security, Centrelink and Aged Care
- > Personal and business protection plans
- > Estate planning

They are authorised by ASIC to advise on, and deal in, the following financial products:

- > Deposit products (Cash and Term Deposits)
- > Debentures, Stocks and Bonds issued by a government body
- > Personal and Business Risk Insurance products
- > Life Insurance Investment products
- > Managed Investment Schemes
- > Superannuation including Retirement Savings Accounts

Barney can additionally provide advice on:

- > Self-Managed Superannuation Funds
- > Direct Shares

LIMITS ON THE ADVICE THAT CAN BE PROVIDED

It is important to note that they cannot provide advice on:

- > General insurance
- > Derivatives
- > Foreign exchange

If they identify that you require advice on a particular product or service, they may refer you to a specialist.

While they are all Registered Tax (Financial) Advisers, we would encourage you to seek further advice from your tax specialist about the tax consequences of the recommendations they provide.

ADVICE FEES

miPlan's philosophy is that the benefits of sound financial advice should far exceed the costs over time. If the benefit outweighs the fee, effectively there has been no cost for advice, as you are better off financially than without advice.

miPlan is a [fee for service](#) business. What you pay directly relates to the amount of work to build and manage your financial strategy.

Initial Advice Fees

Your initial consultation is free of charge. miPlan takes the view that we must first meet to establish whether we can help you, and whether you need us to help you.

Once we have agreed we can work together, miPlan charges a [preparation fee](#) for the presentation of a [statement of advice](#) (your financial plan). The amount will range from \$660 to \$6,600.

For instance, a simple investment plan may cost \$660, a full retirement, SMSF and Centrelink plan may cost \$4,400. In our client objectives document, you commit to the cost of your customised financial plan.

If you proceed with recommendations, miPlan will also charge an [implementation fee](#), commensurate with the amount of administration time required, usually \$660 – \$3,300.

Where we will receive insurance remuneration, this will offset your fees. All fees are agreed in advance with you.

Ongoing Service

Just as a car requires regular servicing to keep running smoothly, so too does a financial plan. Plans that are regularly reviewed, and updated to stay relevant to your changing circumstances, will

miPlan's ongoing service model, and the accompanying [ongoing service fee](#), are designed to ensure we collectively give your financial plan the attention it deserves.

miPlan employs both flat and percentage based ongoing fee models. This provides flexibility and enables us to offer clients a variety of payment methods.

Ongoing Service Fee Ranges

- > Percentage based fees: 0.55% to 1.1% of account balance
- > Flat fees: \$1,650 - \$11,000 per annum

Regardless of how the fees are paid, the amount we receive is commensurate with the time spent managing and advising on your financial strategy. All ongoing fees are disclosed at least annually and will opt in to the service bi-annually.

Additional services outside the original scope of advice may require an additional charge. We will make you aware and ensure you agree to any such charges in advance of any work being done.

Other Fees

miPlan may be required to liaise with other professional service providers on your behalf. miPlan may charge an hourly **consultancy fee** of \$275 (inc. GST) to attend meetings, provide investment reports or professional advice.

If you are referred, the referrer may receive a **referral fee** of up to 30% of fees. This is not an additional cost to you.

As well as charging fees, miPlan receives **commission** on some products. Commission is a percentage of your annual insurance premium or amount invested. In all cases, you will be informed about this in your financial plan.

What we do to help you get it right

We make sure your personal plan fits you perfectly now, and in future:

- > Help you to formulate your goals and objectives.
- > Assess the current risks to your financial stability.
- > Present you with strategies to consider for any gaps you have. Research product options for those solutions.
- > Help you decide which solution works best, budget and implement that solution.
- > Facilitate other advisers, so all your affairs are in order, for instance an estate plan.

OTHER BENEFITS

miPlan may receive payments from certain product providers under pre-existing agreements. These payments are based on a balanced scorecard of new business and business retention. This is not an additional cost to you.

Advisers may receive minor benefits including business lunches, tickets to sporting and cultural events, corporate promotional merchandise, and other minor benefits from product providers.

Any other benefits your advisers receive will only be accepted to a value of less than \$300 per provider per year.

miPlan maintains a Conflicts of Interest register for circumstances where any of your interests may clash with Stephen, Barney or Endre's interest.

APPROPRIATE ADVICE

<p>Will the advice I receive be appropriate for my personal circumstances?</p>	<p>Yes. But we need to know your individual objectives and financial situation prior to making any recommendations. In the event you choose not to fully divulge your personal circumstances, we cannot guarantee our advice is appropriate and are required to warn you about the possible consequences</p>
<p>Do you have any relationships with product issuers which could influence your advice?</p>	<p>Neither miPlan, its Advisers, nor any related companies have any association with any product issuer that could be expected to influence us in the provision of financial advice.</p>
<p>What should I know about any risks associated with the plan?</p>	<p>We will explain any significant risks, as well as the risks of not acting on the recommendations. If they do not, you should ask for an explanation. The financial plan and Product Disclosure Statement contain important information in this regard.</p>
<p>What information do you maintain in my file and can I examine my file?</p>	<p>We maintain a record of your stated objectives and financial situation. We also maintain records of any recommendations made to you. Should you wish to examine your file please let us know. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.</p>
<p>Do you have compensation arrangements in place?</p>	<p>miPlan holds appropriate compensation arrangements under the Corporations Act in the form of Professional Indemnity Insurance.</p>
<p>What should I do if I have a complaint?</p>	<p>If you have any complaints about the service provided to you, you should:</p> <ol style="list-style-type: none"> 1. Contact your adviser and tell them about your complaint. 2. If your adviser has not satisfactorily resolved your complaint within 5 days, please contact miPlan, PO Box 454, Geelong VIC 3220. Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly.
<p>What if the complaint is not resolved?</p>	<p>If the complaint can't be resolved to your satisfaction, you have the right to refer the matter to the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808 or you can write to them at: The Manager Financial Ombudsman Service Limited GPO Box 3 MELBOURNE VIC 3001</p>