



Web: [www.dmgfinancial.com.au](http://www.dmgfinancial.com.au)

e-Mail: [fp@dmgfinancial.com.au](mailto:fp@dmgfinancial.com.au)

## **FINANCIAL SERVICES GUIDE**

**October 2011**

### **BEFORE YOU GET OUR ADVICE**

This Financial Services Guide (FSG) is an important document which we must give you under the requirements of our Australian Financial Services Licence. It provides you with information about DMG Financial Planning Pty Ltd to help you decide whether to use our financial services. This FSG explains the services we can offer to you and the types of products we offer. It also explains how we are remunerated for these services, and includes details of our internal and external complaints handling procedures. DMG Financial Planning Pty Ltd authorises the distribution of this FSG.

If you choose to use our services you may also receive a Product Disclosure Statement (PDS), Statement of Advice (SOA) and/or Record of Advice (ROA).

To invest in any of our recommended investments the application form attached to the relevant PDS must be completed. The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial advice rather than general financial advice we will give you an SOA. Personal financial advice takes into account one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any other relevant information.

On an ongoing basis, an ROA will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your ROA at any time.

We will not recommend investments that are not on our Approved Investments List. Your adviser does not have authority to advise on products that are not DMG Financial Planning Pty Ltd approved.

If you have a current industry or employer superannuation fund, we will only recommend a rollover to another superannuation fund if it is in your best interest.

## Who are your advisers?

Your adviser will be one of the following. However you will have access to all of them and the rest of our team. Details of our representatives are:

### **Gary Lucas**

With more than 20 years experience in the industry, Gary is a Certified Financial Planner with a Bachelor of Business Degree and is a Fellow Certified Practising Accountant and member of the Financial Planning Association. He is the Director of DMG Financial Planning Pty Ltd.

He was recognised as one of the Top 50 Financial Planners in Australia by Personal Investor Magazine in 1999 & 2000.

### **Ben Lancaster**

Ben is also a Certified Financial Planner, has a Bachelor of Commerce Degree and a Diploma of Financial Planning. Ben has worked in the Financial Services industry since 1996. He is a member of the Financial Planning Association and a Fellow of the Taxation Institute of Australia.

### **Jayne Dibble**

Jayne has completed the Foundation Diploma of Financial Planning and has a Bachelor of Commerce Degree. Jayne has over 10 years of experience in the industry. This latter period has been involved preparing high level advice and working closely with Gary and Ben.

### **Julie Irving**

Julie has a Diploma of Financial Services (Financial Planning) and a Bachelor of Accounting Degree. Julie started with our firm in January 2003. Julie's leads our Review team. This includes measuring client progress toward their goals, reviewing portfolios and also the overall financial planning position of our clients.

### **Sally Jones**

Sally has a Bachelor of Business Degree in Financial Planning. She has worked in the Financial Planning industry since 2000, including experience at a high level with major firms in Melbourne. Sally specialises in working on strategies for our clients and leads our insurance advice division.

All the above are Representatives of DMG Financial Planning Pty Ltd.

## Who will be responsible for the advice given to you?

Your adviser will be acting on behalf of DMG Financial Planning Pty Ltd, who is ultimately responsible to you for the financial services your adviser provides.

The company holds an Australian Financial Services Licence (No. 238354) and is a Principal Member of the Financial Planning Association (FPA).

Our services and approach has been recognised at a number of levels. These include:

- State Finalist in the Telstra Business Awards 2010
- Finalist in the National Asset Innovation Awards 2009

## What financial services are available to you?

DMG Financial Planning Pty Ltd offers a broad range of services. Unlike many financial planning companies, we are not obligated to any financial institution, industry fund, bank or insurance company. We focus on strategies and advice to help you and then consider appropriate investments. We are free to recommend products that we feel best suit our clients' needs.

Our aim is to focus on our clients best interests in every situation and help them achieve their financial and lifestyle goals. Services available include:

### **1. Preparation of a Statement of Advice (Financial Plan).**

Covering all areas of financial planning from a variety of strategies, investment recommendations to calculating how much money you need for retirement, the Plan is a comprehensive document that is personalised to suit your needs – in language you understand.

### **2. Reviews.**

The Financial Planning process should include regular reviews of your portfolio and overall position. We set these out in a meaningful, simple way, where you will receive a report and recommendations. You will also receive details on your overall financial position and assess how you are progressing toward achieving your goals.

### **3. Portfolio Rebalancing**

We can link your portfolio/s to the model portfolio that is appropriate for you. This is a limited service that only involves us working with an established model. It does not involve us randomly selecting investments. Our approach can be very useful to ensure that your portfolio maintains the correct mix of investments.

### **4. Centrelink assistance and advice.**

Over the years, we have established an in depth knowledge of Centrelink entitlements, including various Pensions, allowances, cards etc. We can advise on how Centrelink applies various tests to applicants before they are entitled to benefits and our advice extends to strategies that can increase your benefits. Once you are in receipt of a benefit we are able to provide valuable assistance with regular reporting to Centrelink.

### **5. Life, Total & Permanent Disability, Trauma & Income Protection Insurance.**

The area of Life Insurance is often neglected, yet it is an important issue, which should be addressed by all individuals and families. Our approach is to use a number of companies to determine the best cover at the lowest price.

### **6. Self-Managed Superannuation Funds.**

This is an area that has grown enormously in recent years. We are able to provide an opinion on whether a Self-Managed Superannuation Fund is right for you. Our unique position means that we are equally comfortable either with a managed or self managed fund. Our accounting practice can attend to all the accounting, tax and auditing requirements of the fund.

### **7. Ongoing service - Open door policy**

Our ongoing fee entitles you to full access to us and our services. You are able to contact us whenever you require advice, assistance or merely reassurance.

### **We are authorised to provide advice on the following products:**

- All types of deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Insurance products
- Interests in managed investment schemes including Investor directed portfolio services
- Retirement savings accounts ("RSA")
- *Securities and shares*
- Superannuation

All the investments we recommend are subject to detailed research and analysis before being placed on our Approved Investments List.

## FEES & BENEFITS

Our policy is to operate on a fee for service basis, which means charging a fee rather than relying on commissions.

Our fee structure is as follows:

- Initial consultation – we meet the cost of this appointment.
- Statement of Advice (Plan) fees. This will be discussed at the initial appointment when we have a greater understanding of your needs. This fee applies if you instruct us to prepare a Statement of Advice. If you do not proceed with the recommendations in that advice, the fee is still payable.  
We have introduced a number of options to provide flexibility. The ideal approach is for us to prepare a full financial plan which will provide a complete analysis and advice covering all issues. Alternatively you may prefer an option which is more limited to one or more key points. Regardless of the approach we will ensure that you gain excellent value for the fee. Options include;
  - Establishing a Super Plan \$ 550
  - Investment or savings Plan \$ 770
  - Superannuation rollover Plan \$ 770  
(additional fund rollovers are an extra \$110 each)
  - Life insurance Plan \$ Nil
  - Negative Gearing plan \$1,100
  - Salary Sacrifice & Income replacement Plan \$1,650
  - Retirement Plan \$1,650
  - Full Financial plan \$2,200
- Ongoing service, including all future assistance and advice etc. This will be determined when we understand the services required.
- There will also be administration and fund manager fees where applicable.

Stock broking costs will apply if you choose to use our broker. We recognise that clients may be able to obtain lower cost brokerage services elsewhere and are open to you using other parties.

**No upfront or initial commission** in relation to most financial products, is paid to us. We rebate these in full, which means that you do not pay an entry fee.

In relation to insurance, we are paid a commission from the Life Insurance companies. However, we do not charge a separate fee for providing advice or lodging documents on your behalf.

Some funds pay us an ongoing commission, which they will not rebate. This money is paid direct by the fund manager.

All fees, commissions and other benefits will be clearly disclosed in the SOA.

Our fees are structured to be risk free for you. At the end of the initial meeting, should you wish not to proceed then we part ways on an amicable basis and nothing is lost except a little time. If you do proceed, you will have taken the first step to achieving your financial goals.

We pride ourselves on the quality of our work and our ongoing services are highly regarded by key organisations in the industry.

We have been able to negotiate cost structures with product providers, meaning direct savings for you. This also means that in some cases we will be paid by product providers. This is used to reduce the amount we charge clients. Details are provided in the SOA

We may become eligible for shareholding in Associated Advisory Practices, a service company that provides legal, compliance training and business development support to us, through the placement of certain investment and insurance products.

From time to time, financial product providers offer our representatives invitations to social and sporting events and the occasional gift such as a bottle of wine or a hamper. Where the value of any of these exceeds \$300 they will be recorded in our Alternative Remuneration Register which is available for review at your request.

### **Will anyone be paid for referring clients to us?**

Most new clients are sourced by way of referrals from existing clients.

DMG Financial Planning is owned by the same parties that own our Accounting Practice, DMG Financial. We may receive referrals from or provide referrals to this business.

## **RECEIVING OUR ADVICE**

### **Will you receive advice suitable to *your* needs and financial circumstances?**

Absolutely! To do this we need to find out your individual investment objectives, financial situation and needs, before we can make recommendations. It is impossible to give you accurate and appropriate advice without first gathering that information. We then prepare our advice which is directed at achieving your objectives – the things that matter to you.

You have the right not to divulge this information to us. In that case, we are required to warn you about the possible consequences of us not having your full personal information.

### **Are there any risks of the recommended strategies?**

In some cases there will be and any significant risks will be fully explained to you.

### **What information does DMG Financial Planning Pty Ltd maintain in your file - and can you examine the file?**

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs, plus records of any recommendations made to you.

Should you wish to examine your file, you should ask us, and we will make arrangements.

## **IF YOU HAVE ANY COMPLAINTS**

### **What should you do if you have a complaint about the advisory service?**

Should you have any complaint about the service provided to you:

1. Contact your adviser and tell them of your complaint.
2. If your complaint is not satisfactorily resolved within fourteen days, please contact the Manager, DMG Financial Planning Pty Ltd, or put your complaint in writing and send it to us at PO Box 1033, Sale, Vic 3850.

If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service Ltd on 1300 780 808 or GPO Box 3 MELBOURNE VIC 3001. DMG Financial Planning Pty Ltd is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

If the complaint is of an ethical nature, you can contact the Financial Planning Association (FPA) at PO Box 109 Collins Street West, Melbourne 8007.

## **PROFESSIONAL INDEMNITY INSURANCE (PI)**

We have arrangements in place to ensure we continue to maintain PI insurance in accordance with the legislative requirements. This provides indemnity for DMG Financial Planning Pty Ltd, our Representatives, Director and staff.

## **PRIVACY**

### **Collection of personal information**

Our privacy policy is available on our website at [www.dmgfinancial.com.au](http://www.dmgfinancial.com.au) or on request.

## **ANTI MONEY LAUNDERING/COUNTER TERRORISM FINANCING ACT (AML/CTF)**

As a financial service provider we have an obligation under the AML/CTF to verify your identity and the source of any funds. This means that we will ask you to provide identification documents and we will retain copies of these. We assure you that this information will be held securely and treated confidentially as are all of your dealings with us.