

# Financial Services Guide

A guide to our services

**Version 11.1: Issued on 27 May 2019**  
**This document should be read in conjunction  
with your Adviser's profile.**

MVA Bennett Holdings Pty Ltd  
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Limited AFSL 481 626

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Client Services

## **Purpose of this Financial Services Guide**

This Financial Services Guide (FSG) aims to help you make an informed decision whether to use our services and contains information about:

- Who we are
- The services we offer you
- How we are remunerated for our services
- How we handle any complaints you may have

## **About MVA Bennett Holdings Pty Ltd.**

MVA Bennett Holdings Pty Ltd. (MVAB Holdings) holds a Limited Australian Financial Services Licence (481 626) and is part of MVA Bennett Group. (MVAB), a Financial Services Firm offering Accounting Services including advice on the set up of Self Managed Superannuation Funds to business owners and family groups.

## **Our Services**

MVAB Holdings is authorised to provide advice about and deal in the following financial products:

- provide personal financial product advice and general financial product advice to retail and wholesale clients on:
  - an interest in a self-managed superannuation fund; and
  - Superannuation products in relation to a client's existing holding to the extent required for:
    - making a recommendation to establish a self-managed superannuation fund; or
    - providing advice to a client on contributions or pensions under a superannuation product.
- Provide personal and general financial product advice that is 'class of product' advice (as defined in Corporations Regulations 7.6.01BA(3), 7.6.04(3), 7.8.12A(4) and 7.8.14B(3)) to retail and wholesale clients in relation to:
  - Superannuation products;
  - Securities;
  - General insurance;
  - Life risk insurance;
  - Basic deposit products; and
  - Simple managed investment schemes (as defined in Corporations Regulation 1.0.02).

Arrange for a person to apply for, acquire, vary, issue, or dispose of financial products on behalf of another where those financial products are interests in a self-managed superannuation fund for retail and wholesale clients.

Your Adviser is an Authorised Representative of MVAB Holdings. MVAB Holdings is responsible for the financial services provided to you by its representatives, and for ensuring you receive appropriate strategic advice, service and product based on your needs. Authorised Representatives of Primestock are required to act in your best interests at all times. Additional information about your Adviser and what services they have been authorised to provide advice on can be found in their Adviser Profile.

## **What other documents will we give you?**

We may give you other documents when we provide our services. These will include:

### **Statement of Advice**

When we provide you with personal advice, we will give you a Statement of Advice (SoA). This will confirm the advice we have given and explain our fees for giving advice and arranging the financial products we have recommended.

Further advice to you will be documented in a new SoA or in certain circumstances this will be recorded using a Record of Advice (RoA). You can request a copy of the RoA by contacting us within a period of seven years from the date the advice was provided.

When you instruct us to place business on your behalf, you can expect to receive an Execution Only letter.

### **Product Disclosure Statement**

If we recommend a particular financial product to you, we will also provide you with a Product Disclosure Statement containing information about the product such as its features and risks.

### **Engagement to Provide Ongoing Financial Services**

If you engage us to provide ongoing review and advice services, we will provide you with an "Engagement to Provide Ongoing Financial Services" as part of the Statement of Advice. This

engagement details the ongoing services you will receive and the fees and charges that you direct us to receive.

### **Fee Disclosure Statement**

If we provide ongoing services to you, we will provide an annual summary of the services we agreed to provide and the services we did provide, as well as the fees you have paid to us in the past 12 months.

### **How we are remunerated for our services?**

The fees or other costs that your Adviser may charge for services provided or products recommended, depends on the nature and complexity of your situation and the advice that is provided. The fees and charges for our advice and service may be based on a dollar amount, an hourly rate.

### **Strategic Advice and Implementation Fee**

Where we charge on the basis of the time required to prepare your advice, it will be based on an hourly rate between \$220 - \$425 including GST.

Where we charge a fixed fee, we charge a fee between \$750 and \$2,500 including GST. There may be separate associated fees with our recommendations in the form of Trust Deeds, ATO levies, ASIC company fees, etc. These will be charged as a disbursement to related providers or alternatively these may be charged separately.

Once we understand the scope of advice you seek, we will provide you with an estimate before we provide the advice.

### **How is Our Advisers paid?**

At MVAB Holdings, we have Accountants as our Authorised Representatives.

Our Accountant Authorised Representatives are paid a base remuneration in the form of a salary or notional salary. If they are also a shareholder in their company or in a partnership, they may be entitled to receive dividends or alternately distributions from a trust depending on their structure.

Please refer to the Adviser Profile for further details on how your Adviser is paid.

### **How can I give you instructions?**

You can contact us in person, by phone, fax, text or email. For some matters, we can only implement your wishes if you provide written instructions. We will always tell you if this is needed.

It is important that you provide us with complete and accurate information about your circumstances and you take the time to check any assumptions we make and the basis for our advice. If you don't, our advice may not be appropriate for your needs.

Naturally, your circumstances may change over time. When this happens, our initial advice and recommendations may no longer be appropriate for you. We can periodically review your financial position, personal circumstances, financial goals and investment strategies to decide whether those strategies and goals and the financial products you hold continue to be appropriate for you. Or, you can contact us for a review when your circumstances change.

### **Professional indemnity insurance**

MVAB Holdings has professional indemnity insurance which covers us for any errors or mistakes relating to our financial advisory services. This insurance meets the requirements of the Corporations Act and covers the services provided by our Advisers after they cease working with us, provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

### **What should I do if I have a complaint?**

If you have a complaint or are not satisfied with the advice or services provided to you, you should contact your Adviser in the first instance and discuss your concerns with them. Most complaints can be resolved quickly and fairly at this stage.

If your complaint has not been resolved within five (5) business days to your satisfaction, you can lodge a complaint with our Complaints Officer on 03 96428000. We may ask you to put your complaint in writing. We will try and resolve your complaint quickly and fairly within 45 days.

If the complaint cannot be resolved to your satisfaction within 45 days, you have the right to refer the matter to the Financial Ombudsman Services. They can be contacted on 1300 780

808, or you can write to them at GPO Box 3, Melbourne, VIC 3001. Their services are free of charge to you.

### **Our privacy policy**

We collect and verify information about you to ensure that we provide the products and services most appropriate to your needs and to make certain that we comply with our legal obligations.

If you fail to provide us with the required information, or if you provide us with incomplete, or inaccurate information we may not be able to provide you with the products or services you are seeking within the time periods contemplated.

The protection of your personal information is something we take very seriously.

To obtain a copy of our privacy policy please visit [www.mvabennett.com.au](http://www.mvabennett.com.au) or contact our Client Services team on 03 96428000.