

## Financial Services Guide

Understanding the advice process and our relationship with you

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## Let us guide you

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with important information on how to engage with us.

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Money Options Pty Ltd as a licensee
- Details on how you may instruct us
- Who will be responsible for providing the financial services?
- Details of the financial services and/or products Money Options Pty Ltd can provide
- The documents you may receive
- Remuneration received by us
- Other forms of remuneration or benefits
- Privacy (i.e., collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services. Throughout this FSG, Money Options Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “Adviser” refers to an Authorised Representative/Financial Adviser of Money Options Pty Ltd.

## Who we are?

Money Options set up under its own financial services license in 2004 whilst operating at its office in Daw Park. Prior to this, from 1997, David Harrison and Money Options operated under a licence owned by Commonwealth Bank. In early 2018 Money Options cancelled its licence to merge with Pinnacle Wealth Management, however in September 2019 moved back to operate under its own Australian Financial Services Licence and relocated to Glenelg, South Australia.

Money Options Pty Ltd is a small business with David Harrison as the Director. We have clients all over Australia who are using our experience to create wealth, enjoy a comfortable retirement, or both.

Our goal is to utilise our clients’ assets, as well as their incomes, to achieve their personal goals without adversely affecting their current lifestyle.

We are committed to facilitating high quality advice and continued excellence in our service to you.

## Our responsibility

Our advisers provide financial advice and services on behalf of Money Options Pty Ltd and accordingly we are responsible for the financial advice and services provided. We are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Our Advisers are obliged by law to act in your best interests and provide you with advice that is appropriate to your needs.

## Our values

- **Experienced**
- **Approachable**
- **Insightful**
- **Trustworthy**

### Not Independent:

To avoid the potential for any conflict of interest, Money Options Pty Ltd, although not a subsidiary of, nor controlled by, any Bank or issuer states that it is not independent, impartial, or unbiased because we receive service fees for advice provided on life insurance products. As your advisers we are required to act in your best interests and will only recommend any associated products if we believe they will meet your needs. We can use products from our approved product list, and we are bound by the FASEA Code of Ethics Standards in giving you advice.

## About Our Advisers...

**David Harrison** | David has been a financial adviser for more than 25 years. David moved into the financial services industry in 1997 after a 7-year stint in the South Australian Police Force. David's start in financial services was under the guidance of another senior adviser and was licensed through MLC. David then went out on his own a couple of years later and was licenced through Financial Wisdom, but trading as Money Options. In 2004 Money Options gained its own licence and has operated as a small licensee since. David strives to provide his clients with ongoing professional, honest and an educated service.



David's Authorised Representative number is 235959. He is a member of the Association of Financial Advisers (AFA) and meets the current educational requirements to maintain his authority to provide financial advice through Money Options.

**Stefan Russo** | Stefan joined the Money Options team in 2021 as an Adviser Support/Paraplanner, a position he held for 18 months. During this time, he developed relationships with many of our clients. He completed his Professional Year in December 2022 and moved into a Financial Adviser role. He has a background in financial planning; prior to his work with Money Options, he worked as a Paraplanner in other financial planning offices and held support roles in other lending businesses. He holds a Bachelor of Commerce and a Bachelor of Applied Finance. Stefan is married with young children who take up most of his spare time. Stefan provides an honest, professional, and educated level of service to our clients.



Stefan's Authorised Representative number is 1301327. He is a member of the Association of Financial Advisers (AFA) and meets the current educational requirements to maintain his authority to provide financial advice through Money Options.

## What products and services can we provide?

Money Options Pty Ltd is licensed to provide financial product advice on the following services:

### Superannuation & Retirement Planning

- Superannuation
- Pensions and Annuities
- Centrelink Assistance
- Aged Care
- Retirement Planning

### Wealth Creation & Investments

- Cash and Term Deposits
- Investment Bonds
- Managed Investments
- Investment strategies
- Listed Securities (Shares and other products)
- Margin lending

### Wealth Protection

- Term Life Insurance
- Total & Permanent Disability (TPD) Insurance
- Trauma Insurance
- Income Protection Insurance
- Business Insurance
- Insurance Claims assistance

### Other Financial Planning Services available

- Budgeting & Cashflow management
- Debt management
- Estate Planning Assistance

Money Options Pty Ltd maintains an Approved Product List (APL). Subject to attaining required accreditation our advisers can suggest any product on the Money Options APL.

## Documents you may receive

If you decide to obtain personal financial advice, our advisers will need to determine your needs, objectives, and relevant financial circumstances.

You will be asked to provide accurate information about your personal and financial situation and keep us informed of any changes to your relevant circumstances. We will also need to verify your identity.

When we provide personal financial advice to you, you may receive one or more of the following documents:

- Statement of Advice (SoA)
- Terms of Engagement
- Client Service Offering
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Consent Notice / Fee Consent form(s)

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice an RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter an Ongoing Fee Arrangement with us for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you received and the fees you paid during the period and your entitled services and estimate of the fees you are likely to pay in the following 12-month period. The FDS will be provided to you annually if entering this arrangement.

Alternatively, you may agree to a Fixed Term Arrangement with your adviser. This arrangement will outline the services you will be provided for a fee over a specific term not greater than 12 months. In this case, you will not be provided with an FDS. You may be required to sign a Consent Form where the fee is deducted from a fund.



You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

### How to give instructions

We may accept your instructions by phone, letter, or email. In some instances, we can only accept written instructions from you, and we will let you know when this occurs.

### How are we paid for the services we provide?

Our initial consultation is free. After, or at the first meeting, we will discuss the fees and charges that may be applicable to you.

Due to the varying nature of individual client cases, our fee for SoA plan preparation, implementation and our ongoing management service process will be disclosed on an individual basis in writing to you. A guide of the fees are shown over the page.

## Fee Arrangements

**SoA Plan Preparation** | This fee is based on a written investment proposal (Statement of Advice - SoA) in which the cost will be based on the time required to prepare and could be up to a maximum of \$3,000 (plus GST). You will be advised of the cost prior to preparing the Statement of Advice (SoA). The price is based on the complexity of the financial advice being recommended.

**Fee for Service** | The cost of providing a financial service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever we provide a recommendation for a financial product or service, we may charge either an initial fee for service; or an ongoing fee for service or fixed term arrangement; or by way of insurance commission (in some instances); a combination of any of the above.

Remuneration Type	Initial	Ongoing
Adviser Service Fee*	0% to 1.1%	0% - 1.1%
SOA Preparation Fee	\$0 - \$3,000 (+ GST) based on complexity of financial advice being recommended	
Hourly Rate	\$300.00 (+ GST)	\$300.00 (+ GST)
Insurance Commission^	0% to 66%	0% to 33%

\*Based on a % of funds invested ^based on a % of the premium

Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply. This will include written disclosure of any fees or other payments made by you or received by Money Options.

All fees or commissions are paid to Money Options Pty Ltd.

### What other commissions, fees and other benefits are paid to Money Options?

You have a right to request for further information in relation to fees, and payments received by Money Options, or any soft dollar benefits received by us.

Money Options Pty Ltd and its representatives are prohibited from receiving gifts or inducements over \$300. In the event we do receive non-cash benefits with a cash value less than \$300, the details of any benefits between \$100 and \$300 will be maintained on a register. These benefits are rare and will not be received from a product provider on a regular basis.

### General Advice

Our advisers may provide you with general advice that does not consider your personal circumstances, needs or objectives. They will give you a warning when they provide you with general advice. You should consider whether you need personal advice which considers your individual situation before you make any decisions.

### Do any relationships exist which might influence the service or advice I receive?

Money Options Pty Ltd is 85% owned by David Harrison and 15% via an associated family trust. There is no ownership or control by any product provider or other Institution. Money Options Pty Ltd is the holder of an Australian Financial Services Licence, of which David Harrison is the Director and an authorised representative of Money Options Pty Ltd. Money Options is the trading name of the business. Money Options has arrangements in place with external parties to provide services such as Audit, Legal, Accounting, Compliance, Technical Support, IT, Research & Education, administration services.

There are no arrangements that influence the advice that you receive from us.

David Harrison may hold an interest in a financial product that you might be recommended to use. Any significant interest will be recorded in a register of financial product holding and if appropriate, this holding will be disclosed to you.



## Professional Indemnity

Money Options Pty Ltd maintains a policy which includes appropriate Professional Indemnity Insurance cover for Money Options Pty Ltd as required by the Corporations Act 2001.

## Your privacy

We are required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right not to provide personal information, however, if you provide limited information this may impact the appropriateness of the advice provided. Additionally, we may also decline to provide advice if we feel we have insufficient information to proceed.

Money Options Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

This Policy is located at [www.moneyoptions.com.au](http://www.moneyoptions.com.au)

## Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers
- IT service providers

Money Options Pty Ltd may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Money Options Pty Ltd.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

## Reporting your concerns

If you have a complaint about any financial service provided, you should take the following steps:

1. Contact Money Options:  
Phone: (08) 8376-4416  
Email: [enquiries@moneyoptions.com.au](mailto:enquiries@moneyoptions.com.au)  
Mail: Complaints Officer, Money Options Pty Ltd, PO Box 733, Glenelg SA 5045
2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone: 1800 931 678 (free call)  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Mail: GPO Box 3, Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge Infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.



### Contact Us

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