

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.

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.

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

Mission Statement

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

Not Independent:

Money Options Pty Ltd may receive commission on life products, as explained under “How are we paid and under “Breakdown of our fees”. For this reason, we do not refer to ourselves as independent, impartial or unbiased.

About Our Advisers...

David Harrison | David has been a financial adviser for more than 27 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. 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.



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. He 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 Financial Advice Association Australia (FAAA) 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 recommend 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 Agreement / Personal Profile

- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- 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 or an email detailing our advice or recommendations.

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 enter 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.

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 manage your personal information, please see our Privacy Policy.

This Policy is located at www.moneyoptions.com.au



Our Fees

Engagement & Discovery

First appointments are charged at \$330 (inc GST) to meet with one of our Financial Advisers and for them to learn all about you and your financial situation, along with your financial goals and objectives. After, or at the first meeting, we will discuss any fees and charges that may be applicable to you moving forward. Depending on the reason for seeking advice, we may spend time discussing your balance sheet (assets and liabilities), tax position, superannuation, personal insurance, investments, cash flow or other areas of your financial situation. It is likely we will show you what strategies or ideas we think might be worth considering improving your position or increase the likelihood of meeting your objectives.

Research & Analysis

Under Corporations Law we are required to present most financial recommendations in writing in a document called a Statement of Advice (SoA). The SoA will specify all strategies recommended, the benefits, any costs, any consequences, or other considerations deemed appropriate. Putting an SoA together takes many dedicated hours along with a subscription to software and sometimes due to our internal workload we are required to outsource this preparation.

We do our very best to keep the cost of this to a minimum and will advise the cost before proceeding. The minimum cost will be \$1,650 (for a simple strategy) but will be more if we are recommending multiple strategies or financial modelling. If we do not believe we can add value over and above the cost of the SoA we will tell you this. Our objective with SoA fees is to try and cover our costs as best we can and then have in place an ongoing fee structure (annually) that can be measured against outcomes over time. We are reluctant to provide SoA's as a one-off service without the client wanting to engage our services on an ongoing basis, which requires an annual meeting as a minimum.



Plan Presentation

This cost is absorbed in the SoA fee, and should you not proceed ahead with the recommendations, the fee to prepare the SoA will still be invoiced and payable due to the amount of work it takes to research, prepare, document and implement all paperwork.

Implementation

This cost is absorbed in the SoA fee, and should you not proceed ahead with the paperwork for implementing the recommendations, the fee to prepare the SoA will still be invoiced and payable due to the amount of work it takes to research, prepare, document and implement all paperwork.

Ongoing service and relationship

The ongoing service we provide is especially important to us. This will vary from year to year and depending on a range of things, including changes in personal or economic circumstances, or clients' requirements more generally. We find that over time – the more we engage with clients (at least annually) and the more aware we are of any changes in circumstances, the more value we can add to outcomes. Our ongoing fee structure is renewed and agreed on at least annually and is such that there are not additional charges for conversations, actions or adjustments during that year (depending on changes).

Breakdown of our fees (all amounts include GST):-

Remuneration Type	Initial	Ongoing
New Client – First Appointment Deducted from SoA/Implementation fee if proceeding to SoA preparation stage, charged at the first appointment.	\$330	
Adviser Service Fee (ongoing service) Based on % of FUM invested, deducted from your fund Ongoing Adviser Service Fee or Fixed Term Agreement – annual fee charged		0.50% to 1.10%
Statement of Advice (SoA) Preparation Fee * includes Implementation of advice Based on the complexity and the number of strategy/strategies and/or financial modelling required for the advice.		Basic - \$1,650 Medium - \$2,750 Complex - \$3,850
Centrelink Assistance	Age Pension Application – between \$880 – \$1,320 depending on complexity or single/couple	
	Ongoing maintenance/updates - \$550 charged as a once-off for 12 months assistance	
	Health Care Card Application - \$440	
Hourly Rate Ad-hoc assistance (not portfolio management or investment advice/strategy related)	\$330.00	
Insurance Commission Based on a % of the premium	0% to 66%	0% to 33%

* Required when providing personal advice, or when there is a change in a client's circumstances, or when recommending a new product or strategy – for new and existing clients (ASIC requirement).

How we are paid?

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 100% owned by David Harrison. 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.

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other service 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
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
Email: 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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