



MATRIX NORWEST
INTEGRATED ADVICE

FINANCIAL SERVICES & ADVISER GUIDE

Matrix Integrated Professional Advice Pty Ltd
AFSL 538537

**Understanding the advice process and
our relationship with you**

PURPOSE

This **Financial Services Guide** (FSG) explains the financial services and advice provided by **Matrix Integrated Professional Advice Pty Ltd** and your Financial Adviser (Adviser), who is an authorised representative of **Matrix Integrated Professional Advice Pty Ltd**.

The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties and potential conflicts of interests, and how we manage complaints.

This FSG also contains important information about your Adviser including relevant authorised representative number, areas of authorisation, how they get paid and fees that you may be charged.

Please take the time to review both the FSG before engaging our services.

NOT INDEPENDENT

Matrix Integrated Professional Advice Pty Ltd and our Advisers may receive commissions associated with the issue of life insurance products.

We, or an associated entity of ours, may issue and distribute financial products. We may recommend that you invest in a financial product where we, or an associated entity, receive a benefit as the investment manager.

For this reason, we do not represent ourselves as independent, impartial or unbiased.

Please refer to the 'Remuneration' section for more information.

HOW TO CONTACT US

Matrix Integrated Professional Advice Pty Ltd

ABN 21 653 111 338

PO Box 6787

NORWEST NSW 2153



02 9899 6077



mipa@matrixnorwest.com.au



www.matrixnorwest.com.au

FINANCIAL SERVICES AND PRODUCTS WE CAN PROVIDE

Matrix Integrated Professional Advice Pty Ltd can offer the following services and products. Your Adviser's specific authorisations are included on the Your Advisers page of this document.



Superannuation and Retirement Planning

- Personal Superannuation
- Corporate Superannuation
- Industry and Public Sector Superannuation
- Pensions and Annuities
- Self-Managed Superannuation
- Centrelink / Veterans' Affairs Assistance



Wealth Creation and Investments

- Cash and Term Deposits
- Investment Bonds
- Managed Investments
- Exchange Traded Products
- Listed Securities (Shares and other products)



Wealth Protection

- Term Life Insurance
- Total and Permanent Disability (TPD) Insurance
- Trauma Insurance
- Income Protection Insurance
- Business Insurance
- Insurance Claims Assistance



Other Financial Planning Services

- Budgeting and Cashflow Management
- Debt Management
- Estate Planning Assistance



THE ADVICE PROCESS AND DOCUMENTS YOU MAY RECEIVE

Your Adviser will guide you through the advice process. This includes the following steps:



Engagement and Discovery

In the initial stages of the advice process, your Adviser will work with you to define your financial goals and objectives, and gather relevant information required to provide you appropriate advice.

Your Adviser will collect relevant information within a **Client Data Form** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances and superannuation. It is important that you provide accurate information and keep your Adviser informed of any changes to your relevant circumstances. Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice, your Adviser will work with you to define your level of risk tolerance. A **Risk Profile Questionnaire** may be used to document and agree upon your level of risk tolerance.

Your Adviser may also use an **engagement document** to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing laws.



Strategy and Personal Advice

After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in a **Statement of Advice or Wholesale Letter**, if you are a Wholesale client. The Statement of Advice will include the basis of the advice, explanation of strategies and products recommended and relevant disclosures including costs of advice and products. The Statement of Advice includes an authority to proceed section where you can consent to proceed with the recommendations.

Where a financial product has been recommended, you will be provided with a copy of the relevant **Product Disclosure Statement (PDS)**. The PDS includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).



Implementation

Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant **Product Application Form**. This may be online, or paper based. Where the recommendations include the purchase of an insurance policy, you may also need to complete a **Health Questionnaire**. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

GENERAL ADVICE

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions.

FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts, or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, a Statement of Advice may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

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. You may be required to sign a Consent Form where the fee is deducted from superannuation.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

HOW TO PROVIDE INSTRUCTIONS

Your Adviser may accept your instructions by phone, letter, or email. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.

YOUR ADVISERS

Your adviser(s) are from **Matrix Norwest Financial Planners Pty Ltd.**

Matrix Norwest Financial Planners Pty Ltd is Corporate Authorised Representative of Matrix Integrated Professional Advice Pty Ltd. They can be contacted at:

Office Unit 306, 10 Century Circuit
NORWEST NSW 2153
Phone 02 9899 6077
Email info@matrixnorwest.com.au

Matrix Norwest Financial Planners Pty Ltd has a Corporate Authorised Representative number 252822 and Australian Business Number 38 003 667 669.

Matthew Stevenson

Matthew is an Authorised Representative (number 443544) who is authorised to advise and deal in the following products:

- Deposit & Payment Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Listed Equities
- Managed Investment Schemes
- Retirement Savings Account Products
- Securities
- Self-Managed Super Funds
- Superannuation

Lachlan Sue

Lachlan is an Authorised Representative (number 001271549) who is authorised to advise and deal in the following products:

- Deposit & Payment Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Listed Equities
- Managed Investment Schemes
- Retirement Savings Account Products
- Securities
- Self-Managed Super Funds
- Superannuation



REMUNERATION

Before providing you with advice, your Adviser will agree with you the fees that apply and explain any benefits we receive.

The cost of providing financial advice or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Your Adviser or the financial planning business may be remunerated by:

- Salary
- Advice and service fees paid by you
- Commissions paid by insurance providers

All fees and commissions are initially paid to **Matrix Integrated Professional Advice Pty Ltd** before being distributed to your Adviser or to the financial planning business.

Your Adviser may also receive non-monetary benefits which include benefits of less than \$300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to the financial products being recommended.

Benefits, interests and associations

The business, associated entities or your advisers have arrangements with the following parties that may be capable or reasonably seen to be capable of influencing our advice. Arrangements may include payments or benefits and/or where another party may benefit financially should you utilise certain services or products.

Any referral arrangements or related party arrangements your Adviser has in place will be disclosed in your Statement of Advice.

The following table summarises the types of fees or commissions that are applicable to the services that we provide. Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply. All amounts are inclusive of Goods and Services Tax (GST).

Remuneration Type	Range of fees
SOA Preparation Fee ^	Flat fee from \$3,300 to \$7,700 (based on the complexity of the advice)
Adviser Service Fee ^	Flat fee from \$4,400 to \$22,000 per annum (based on the level of the ongoing service)
Insurance Commission*	0% to 66% Upfront 0% to 22% Ongoing

^In some circumstances, the fees might be outside the specified ranges, which will be communicated to you during the advice process.

*Based on insurance premiums

Where applicable the specifics of any benefits or payments made or received will be disclosed to you in writing and agreed at the time of providing advice.

Related Parties

Matrix Norwest Taxation and Accounting Pty Ltd
 Matrix Norwest Asset Management Pty Ltd
 LNS Mortgage Group Pty Ltd



COMPLAINTS

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

1. Contact the Compliance team to discuss your complaint.

Phone 02 9899 6077

Online www.matrixnorwest.com.au

Email mipa@matrixnorwest.com.au

Mail Complaint Manager

PO Box 6787

NORWEST NSW 2153

2. We will acknowledge receipt of a complaint within 3 business days. 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. If additional time is required, we will advise you in writing.
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.

Phone 1800 931 678 (free call)

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3

Melbourne VIC 3001

Compensation Arrangements

We have professional indemnity insurance in place that complies with the Corporations Act 2001.

Our insurance covers claims made against former representatives for their conduct while they were authorised by us.

PRIVACY

Your Adviser is required to maintain documentation and records of 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 to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may not be able to provide you with the advice you require.

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

We 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.

Matrix Integrated Professional Advice 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 refer to our Privacy Policy here www.matrixnorwest.com.au or request for a copy.