



FINANCIAL CONSULTANTS

Financial Services Guide

Version 4 September 2019

This Financial Services Guide ("FSG"- known as the 'Guide') has been issued by Solutions Financial Consultants, which is the trading name of MRJT PTY LTD, and is the Corporate Authorised Representative Of Choice Financial Advisors PTY LTD (ACN 086 835 832, AFSL 324987). This Guide explains the financial planning services we provide, as well as giving you important information which will help you decide if you want to use any of these services. It explains who we are and:

- how we can be contacted;
- the services we are authorised to provide;
- how we (and any other relevant parties) are remunerated;
- any potential conflicts of interest; and
- how we deal with a complaint if you are unhappy with our services.

Other documents you may receive

If we provide you with personal advice, you are entitled to receive a Statement of Advice, which sets out our advice, the basis of that advice and details about the fees, costs and other benefits payable as a result of the advice given. If you receive additional advice from our representative and your personal circumstances or the basis of the previous recommendations are not significantly different, a new Statement of Advice may not be required, however a Record of Advice (ROA) will be produced and recorded in your file. You can request a copy of the advice at any time using our contact details in this Guide.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement (PDS). The PDS outlines important information about the recommended product, which will enable you to make an informed decision in relation to the acquisition of that product.

As part of our process you may receive quotes and other proposed strategies by discussions and emails with us. We do not consider this advice until such time as our conversations and investigations into your financial matters have been finalised and a scope of advice has been as agreed upon. Whilst some topics are discussed, these may not be areas you require or wish to receive advice on.

No product or other strategy advice should be implemented until such time where a SOA has been presented and agreed upon.



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Who we are:

Solutions is a privately owned and operated full service financial advisory firm. We are dedicated to achieving long-term relationships with you, our clients. Solutions is responsible for the financial services provided to you.

Licensee: Choice Financial Advisors PTY LTD (ACN 086 835 832, AFSL 324987)

ACN: 086 835 832

AFSL & ACL: 324987

Address: **Melbourne Office:**
209/9-11 Claremont Street
South Yarra VIC 3141

Phone: Melbourne: 03 9826 6655

Section 1: Financial Services Guide

Our Services

Solutions is not owned by or affiliated with any finance or insurance companies, so you can feel confident that our advice is truly unbiased. We are upfront and transparent about any transactional costs, and have genuine "hands-on" experience with the products we recommend. We will work with you to identify the level of advice and services appropriate for you to meet your financial goals. We are licensed to provide advice on the following areas:

We can provide advice on:	We can arrange the following products:
<ul style="list-style-type: none">▪ Financial Planning Strategies▪ Investment Planning/ Wealth Management▪ Debt Restructuring▪ Budgeting and Cash flow Management▪ Superannuation Strategies and Retirement Planning	<ul style="list-style-type: none">▪ Superannuation, including Retirement Savings Account Products▪ Self-Managed Superannuation Funds (SMSF)▪ Corporate/ Employer Superannuation▪ Managed investments▪ Insurance (life cover, disability, income protection and trauma)



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<ul style="list-style-type: none">▪ Personal Insurance and Business Insurance▪ Centrelink and other government entitlements	<ul style="list-style-type: none">▪ Deposit products

Our commitment to you

Solutions will provide you with high quality advice and service throughout your investment life. Our commitment to you will be based on understanding your needs, maintaining the integrity of the advice we give and ensuring effective communication of the solutions we implement.

Your commitment to us

You agree to provide copies of your latest funds and/ or policy statements to enable a written recommendation/ review to proceed. You will provide information relating to your ongoing affairs and notify us of your changes in circumstances so that we could continue to provide sound financial advice that is tailored to your specific needs.

Providing information to us

To develop a successful financial strategy, including recommending suitable products which will meet your needs, we need to consider your personal circumstances and financial goals. We will ask you for information about your financial situation when we meet with you. This may be by the following means:

- Face to face meeting. Or
- Multimedia meeting (video platform). Or
- Phone meeting.

You have the right not to divulge this information to us, if you do not wish to do so. However, if without this information, or if it is inaccurate, the advice you receive may not be appropriate for your needs, objectives and financial situation.

It is also important that you keep us up to date by informing us of any changes in your circumstances so we are able to determine if the advice continues to be appropriate.

Portfolio Monitoring

Internal databases are maintained detailing client's investments that were recommended by Solutions. This does not constitute portfolio monitoring. Portfolios are reviewed on a regular basis, subject to ongoing service arrangements.



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Transaction Services

If you do not require advice from us, but wish to complete a transaction, we can also arrange for you to apply for the kinds of products referred to above. In these cases, we can take your instructions and arrange for the transition to be completed, without providing personal advice. If you wish to proceed without advice from us, normally we will ask you to confirm your instructions in writing. This transaction will be classified as an Execution Only transaction.

About your Financial Planner

Marc Rummel - Financial Planner

Qualifications: Diploma of Financial Planning
Tax Financial Adviser



Marc has worked in the finance industry for the past 11 years and has extensive experience in financial planning for 10 years. He specialises in superannuation, insurance, self-managed superannuation, managed investments, tax strategies and retirement planning. Marc takes a "Top down" approach whereby his main focus is the client's goals and retirement needs while taking into account client tax matters as well as debt structure.

Marc is the Managing Director of Solutions and as such receives a salary plus dividends and distributions from Solutions.

Paying for the services we provide

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you.

We will discuss these fees with you and gain your agreement on the fees before we charge you these fees.

Solutions is remunerated by:

- An advice service fee that is agreed and directly payable by you;
- Payment of commission by product issuers; or
- A combination of both.

Our fees

Initial Consultation: no fee is charged in the initial meeting.



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Initial Advice Fee: Preparing a financial plan can be complex and time consuming - we will charge a fee **only** if both parties have agreed to this in the initial meeting, however this is not standard practice. Minimum initial advice fee is \$2,000 plus GST.

Ongoing Service Fee: Ongoing service and advice is critical to the overall advice process. Once a strategy has been developed, agreed and implemented - ongoing service ensures your strategy is appropriate given any changes in circumstances, objectives, markets and the regulatory environment. Our fee is a set dollar amount that is agreed by you. Our minimum fee is \$3,500 plus GST and will increase based on the level of risk and complexity

Commissions Received: In addition to the fees above, Solutions Consultants may also receive commissions from product providers. An upfront commission is a one-off payment paid by the product provider based on a percentage of the amount of the insurance premium you pay. This is paid at the time your insurance is approved and in force.

Ongoing commissions are monthly payments paid by the product provider to Solutions Consultants based on a percentage of the amount of the insurance you pay. These are paid to Solutions Consultants on a monthly basis or on the anniversary of the policy for as long as you hold the product and until you appoint another financial planner.

Where upfront and ongoing commissions are payable, your financial planner will disclose the specific amount in an SOA when you receive personal advice.

Other benefits received by Solutions from product providers

New Future of Financial Advice (FOFA) reform forbids any provider from paying a volume bonus. As such Solutions does not benefit in any way from placing a client in a product based on the amount of current business it holds with that particular provider.

Any benefits we receive that may reasonably be considered to influence our advice and services to you will be fully disclosed in our advice.

Payments for referrals

We do not receive any payment to refer you to other service providers.

Your personal information

Your privacy is important to us. We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for this information to be forwarded.

To learn more about our collection and handling of your personal information please refer to our Privacy Policy document.



Section 2: Other information

If you have a complaint

We, Solutions, are members of Australian Financial Complaints Authority (AFCA), membership number 42745.

1. If you have a complaint, you should contact our administration officer and discuss the matter. Solutions Consultants will then have up to 45 days to respond to your complaint. We will endeavour to resolve your concerns in a fair and prompt manner.
2. If you are not satisfied with the outcome, you have two options:
 - a. Escalate the matter with our Complaints resolution manager, Chrissie Betts, via email, or calling directly. chrissie@choicecapital.com.au 03 9686 4976.
 - b. Contact AFCA via phone: 1800 931 678, or online via afca.org.au.

What if you have a complaint with the third party products or services?

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will address your complaint under the complaints resolution process.

If you are not satisfied with the resolution of your complaint by the third party under their complaints resolutions process, you are entitled to have your dispute reviewed by their External Dispute Resolution Scheme. Please contact the third party for further details.

Compensation and Insurance

Solutions is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. The insurance covers claims arising for the actions of former financial planners or representatives of Solutions, even where subsequent to these actions they have ceased to be employed by or act for Solutions.

You do not have direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against Solutions.

