



Financial Services Guide

Financial Services Guide (Version 3)
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The distribution of this Financial Services Guide has been authorised by MTIS Private Wealth Pty Ltd (AFSL 473 383).

This **Financial Services Guide (FSG)** is designed to help you make an informed decision about the services we offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

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

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

Throughout this FSG, MTIS Private Wealth Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to MTIS Private Wealth Pty Ltd’ Authorised Representatives.

Welcome

We know how important financial advice is in providing you with peace of mind and want to thank you for considering an engagement with one of our advisers to assist you in identifying and achieving your needs and objectives.

As part of our commitment to quality of service, we have prepared this guide to provide an overview of our services and value proposition. Please take the time to review this document before engaging our services.

Who We Are and What We Stand For

As an Australian Financial Services (AFS) Licence holder, MTIS Private Wealth Pty Ltd is owned by likeminded group of people and they collectively have over many decades of experience in the Financial Services Industry.

Our mission at MTIS Private Wealth Pty Ltd is to provide clients like yourself with high quality advice that you can rely on to help remove uncertainty in your life, thus positioning you to meet your needs and objectives.

Our Responsibility to You

Your adviser provides financial advice and services on behalf of MTIS Private Wealth Pty Ltd and accordingly we are responsible for the financial advice and services they provide.

Our advisers are required to provide an FSG and an Adviser Profile to you prior to providing any personalised financial advice, products and/or services. The FSG, together with the Adviser Profile, is a disclosure requirement under the Corporations Act 2001 (Cth). If you have not received an Adviser Profile, please ask your adviser for a copy or contact us (see page 6 for contact details).

The Adviser Profile contains important information about

your adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

Our Commitment to You

Our advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your adviser is obliged by law to act in your best interests and provide appropriate advice when providing financial advice to you. To be in a position to provide effective advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

You will be asked to provide accurate information and to keep your adviser up to date on any changes to your relevant circumstances to ensure the advice provided and financial products recommended remain relevant to your personal situation. You do have the right not to divulge such information. However, in this case, your adviser will warn you about the possible consequences and how this may impact the quality and reliability of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Before providing any financial products and/or services to you, we will need to verify your identity in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act). Your adviser will let you know what documentation you will need to present to allow them to provide you with appropriate advice and to meet the relevant customer identification requirements under the AML/CTF Act.

To ensure that you remain on track to meet your short to

long-term needs and objectives, it is vital to periodically review your financial plan. Your adviser will offer a review service appropriate to your circumstances. A fee may be charged for the ongoing advice and management of your financial affairs. Your adviser will provide you with details of any such fees which are applicable to you.

As part of our commitment to you, MTIS Private Wealth Pty Ltd adheres to the Codes of Ethics/Conduct of professional associations such as the Financial Planning Association of Australia, the Financial Services Council and the Australian Association of Financial Advisers.

The principles enshrined in the abovementioned Codes serve as a minimum standard for the professional behaviour of our Authorised Representatives, with advisers required, amongst other things, to act in the best interests of clients and to act honestly, efficiently and fairly in the provision of financial services

Financial Services and/or Products We Can Provide

MTIS Private Wealth Pty Ltd is licensed to provide financial product advice on the following services and/or products including:

- Basic deposit products
- Debentures, stocks and bonds
- Risk insurance (personal and business)
- Investment products
- Managed funds
- Securities
- Margin lending
- Superannuation and self-managed superannuation funds
- Retirement planning including aged care and estate planning
- Aged Care

MTIS Private Wealth Pty Ltd maintains an Approved Product List (APL). Subject to attaining any required accreditation, your adviser is able to recommend any product on the MTIS Private Wealth APL. There may be instances where your adviser will need to consider products outside of the APL. In these cases, your adviser may apply to MTIS Private Wealth's Research Department to obtain a one-off product approval.

Documents You May Receive

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)

- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)

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.

The RoA may be provided in situations where further advice is provided. The RoA streamlines the documentation process by avoiding unnecessary duplication of information already provided in previous advice documents.

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 into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period.

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

If you have any questions about this FSG or the financial advice, investment and/or risk insurance products or services provided, please contact your adviser.

Client Services

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

Your adviser is required to maintain a physical or electronic record of your personal information, which includes details of your relevant personal and financial circumstances.

Your adviser is also required to maintain records of documentation for any financial advice given to you in the course of taking instructions from you, as well as any advice documents your adviser has provided to you.

These records are required to be retained for at least seven (7) Years.

Your Privacy

MTIS Private Wealth Pty Ltd and your adviser are subject to certain legislative and regulatory requirements that necessitate collecting, holding and using detailed information that personally identifies you and/or contains information about you.

MTIS Private Wealth Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. If you want to access your personal information at any time, please let us know.

Cross-border disclosure

MTIS Private Wealth 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 MTIS Private Wealth Advisers. Based on the software providers we use your client information may be stored on US servers.

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

Licensee Remuneration

All MTIS Private Wealth authorised representatives receive a salary, they do not pay licencing fees to MTIS.

Starting from 1 January 2018, upfront commissions on life insurance products will be capped at 80%, then reduce to 70% from 1 January 2019, before settling at 60% from 1 January 2020.

From 1 January 2018 ongoing commissions will be capped at 20% for advice where an upfront insurance commission is paid.

For example, an insurance premium which costs \$1,000 inclusive of GST will result in the upfront commission of \$800 be paid to the licensee and ongoing commissions of \$200 each year.

Adviser Remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

An initial fee for service; or an ongoing fee for service; or Commission payments from product providers where applicable; or a combination of any of the above.

All fees or commissions are initially paid to MTIS Private Wealth.

Other Forms of Remuneration or Benefits

MTIS Private Wealth and/or its advisers may receive non-monetary benefits from product providers and other similar parties. Examples of the types of non monetary benefits that MTIS may receive include:

- Where the amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- Where the benefit has a genuine education or training purpose and is relevant to providing financial product advice; and/or
- Where the benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.

Payments or benefits received must be disclosed in either a Conflicts of Interest Register or an Alternative Remuneration Register. A copy of MTIS Private Wealth Register is available upon request. If you wish to inspect this Register, please ask your adviser or contact us.

Sponsorship

MTIS Private Wealth receives payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

MTIS Private Wealth may use these payments to pay for costs associated with such conferences, training or professional development days.

Associations and relationships

MTIS associations and relationships are as follows:

Entity	Association	Role
MTIS Private Wealth Pty Ltd	Pauline Hammer Anna Garuccio Marcus Padley	Directors & Shareholders
Investment Strategists Accounting Services Pty Ltd	Pauline Hammer Anna Garuccio	Directors & Shareholders
MTIS Wealth Management Pty Ltd	Pauline Hammer Anna Garuccio	Directors & Shareholders

Occasionally your adviser may refer to you a related corporate entity of MTIS Wealth Management Pty Ltd.

Anna Garuccio and Pauline Hammer are shareholders and directors of Investment Strategists Accounting Services Pty Ltd and therefore they are entitled to receive dividend payments and a share of profits.

Referrals

MTIS Private Wealth does not have any external referral arrangements.

Reporting Your Concerns

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

Contact the MTIS Private Wealth Claims team to discuss your complaint.

Phone	+613 9211 0235
Fax	+613 9867 2131
Online	www.mtis.com.au
Email	compliance@mtis.com.au
Mail	Claims Manager MTIS Private Wealth Pty Ltd Central House, 101 Moray Street, South Melbourne VIC 3205

We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

If you are not fully satisfied with our response, before 1 November 2018, you have the right to lodge a complaint with the Financial Ombudsman Service (FOS), an External Disputes Resolution Scheme, of which MTIS Private Wealth Pty Ltd is a member. The contact details for FOS are:

Phone	1800 367 287 (free of charge)
Fax	03 9613 6399
Online	www.fos.org.au
Email	info@fos.org.au
Mail	GPO Box 3 Melbourne VIC 3001

From 1 November 2018 FOS will be replaced by the Australian Financial Complaints Authority (AFCA). If you have a complaint after 1 November 2018; AFCA's Contact Details are as follows:

Phone:	1800 931 678
Email:	info@afca.org.au
Website:	www.afca.org.au
Mail:	GPO Box 3 MELBOURNE VIC 3001

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

Professional Indemnity

MTIS Private Wealth Pty Ltd maintains a group policy which includes appropriate Professional Indemnity Insurance cover for MTIS Private Wealth as required by the Corporations Act 2001.

We believe this satisfies the requirements in the Corporations Regulations 2001 (Corporations Regulations), which are that licensees must obtain professional indemnity insurance cover that is adequate, considering the nature of the licensee's business and its potential liability for compensation claims.

Contact Us

Office Address

MTIS Private Wealth Pty Ltd

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SOUTH MELBOURNE VIC 3205
T: 03 9211 0235 F: 03 9867 2131
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