



Financial Services and Credit Guide

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MJ Financial Chiefs

Australian Financial Services Licence 223280

ABN 86 623 327 104



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The purpose of our Financial Services and Credit Guide

This Financial Services and Credit Guide (FSCG) is intended to inform you of certain basic matters relating to our relationship prior to us providing you with a financial service. The matters covered by the FSCG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, how we manage your private information and details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSCG should assist you in determining whether to use any of the services described.

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice, it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

When we provide credit advice we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal which you may request by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

If we recommend or arrange a financial product for you, we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Not Independent

MJ Financial Chiefs may receive commissions associated with the issue of life insurance products.

We or an associated entity have an interest in / issue and distribute financial products.

We may receive benefits from product issuers.

For these reasons, we do not represent ourselves as independent, impartial or unbiased.

Please refer to the 'How we are paid' section for more information.

About MJ Financial Chiefs

MJ Financial Chiefs was established by Michael and Justin as a way to help friends, family and the extended community to reach their financial and lifestyle goals.

Financial planning is not just for the wealthy, it is for anyone that wishes to take charge of their financial situation. We are here to guide you through your financial future no matter what life throws up at you. We understand that in your life you are likely to experience any number of the following situations of becoming pregnant, taking on a mortgage, paying a child school fees, or meeting unexpected medical expenses. Working with a qualified financial planner will help you navigate these experiences with confidence and peace of mind.

Summary of the business

Name	MJ Financial Chiefs Pty Ltd trading as MJ Financial Chiefs
Australian Business Number	86 623 327 104
Australian Company Number	623 327 104
Credit Representative Number	505694

Our contact details

Mail address	P.O Box 327 Officer, Vic, 3809
Phone	0437 192 902
E-mail	advice@mjfc.com.au
Website	www.mjfc.com.au

Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. A copy of our Privacy Policy can be found on our website at www.mjfc.com.au

Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange. Any additional advice or services we can offer you, or limitations to the list below, will be outlined in Our Financial Advisers and Credit Advisers on page 9.

We can help you with the following:

- Retirement planning strategies
- Investment planning strategies
- Self-Managed Superannuation Advice
- Consequences in relation to tax (financial) advice
- Superannuation strategies
- Savings strategies
- Personal insurance services
- Salary packaging
- Social security advice
- Aged Care
- Budget and Cashflow management

We are licenced to provide financial product advice and deal in the following financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection and total and permanent disability insurance
- Securities
- Superannuation including retirement savings accounts
- Retirement income streams, including pensions and annuities
- Managed investments
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

Securinvest maintains an approved products and services list, which includes a diversified selection of approved Australian and International fund managers. These have been researched by external research houses as well as our in-house research team. Securinvest periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Securinvest's approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

The lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AFG are:

ING Direct	AFG Home Loans
ANZ	Commonwealth Bank
St. George Group	Bankwest
Macquarie Bank	National Australia Bank

Tax implications of our advice

Under the Tax Agent Services Act 2009, MJ Financial Chiefs is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

If you do not require advice, we can also arrange for you to apply for limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which we will document in writing. You can ask us for a copy of this documentation at any time.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you. It is also important that you keep us up to date by informing us of any changes to your circumstances, so we are able to determine if our advice continues to be appropriate.

How we are paid

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice; and
- Ongoing advice.

Please note that for services in relation to insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Risk Insurance

For Risk Insurance cover placed after 1 January 2020, depending on the product provider, we may receive a commission up to 66% (Inc. GST) of the annual premium up-front and each following year a trailing commission up to 22% of the annual premium.

Product Arrangement

Many of the platform providers or insurance companies that we use and recommend are either listed on the ASX (Australian Stock Exchange) or their parent company is listed on the ASX. There is a chance that by recommending a particular product to you, we are recommending a product that we may have a shareholding in either directly or indirectly (ie via a Managed Fund). It is extremely unlikely that our advisers with such shareholdings would benefit directly from any investment made by you, however it will be disclosed to you prior to you deciding to proceed with advice given by your adviser.

Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to Securinvest as the licensee. They retain a percentage (as a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue for the prior year.

For details of our service fees, please refer to Schedule of fees on page 11.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Other benefits we may receive

We may receive other than those explained above. These are not additional costs to you. These benefits may be monetary or things like training, events or incentives we are eligible for. In addition to the payments we may receive for our advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, and business performance. These benefits are paid at the licensee's discretion and the amounts are set by the

licensee from time to time (usually on an annual basis). We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

Our relationships

Should you be referred to your Adviser by a third party, (e.g. an Accountant), the third party may receive a fee, commission or other benefit for the referral. This fee comes out of the fees received by MJ Financial Chiefs and does not represent an additional cost to you. You will receive more detailed information concerning any referral fee or commission in your Statement of Advice.

MJ Financial Chiefs acts as an Authorised Representative of Securinvest Financial Planners Pty Ltd (Securinvest).

Any advice given to you by MJ Financial Chiefs will be provided by a qualified person who is also an authorised representative of Securinvest.

About Securinvest Financial Planners

Securinvest is a privately owned financial planning business and has a network of qualified and experienced advisers working in established financial planning and accounting practices in Victoria, New South Wales and Queensland.

Securinvest was issued Australian Financial Services Licence on 223280 on 3rd December 2002.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. Securinvest will give you that confidence, drawing on the expertise of professional advisers.

Securinvest Financial Planners is a Principal Member of the Financial Planning Association of Australia (FPA) and must comply with FPA's Code of Ethics and Rules of Professional Conduct.

Your adviser is an authorised representative of Securinvest and Securinvest is responsible for their advice. All authorised representatives have been assessed as having the competencies, knowledge and skills to deliver quality financial services and advice to clients.

Australian Finance Group (AFG)

AFG is an aggregator and it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services. Lenders may offer incentives that are paid directly to the Accredited Mortgage Consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits. Accredited Mortgage Consultants may be invited to attend the AFG National Conference. This is an annual event which offers Accredited Mortgage Consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG subsidises some costs of attendance, which may include meals and accommodation. The value will depend upon a range of factors, including the nature of the courses and events planned. Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should take the following steps.

1. Contact the Professional Standards Manager to discuss your complaint:
Phone: 037 192 902
e-mail: advice@mjfc.com.au
Mail: Attention MJ Financial Chiefs Professional Standards Manager
PO Box 327, Officer Vic 3809
2. We will acknowledge receipt of a complaint within 1 business day. 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.
5. If your initial complaint is not satisfactorily resolved, please contact the Securinvest Professional Standards Manager or put your complaint in writing and send it to us at the address below. We will try and resolve your complaint fairly and within 45 days.

Professional Standards Manager
Securinvest Financial Planners
a: Suite 1, Level 4/31 Dalmore Dr, SCORESBY VIC 3179
p: (03) 9574 8300

6. If the complaint can't be addressed to your satisfaction, we are a member of the Australian Financial Dispute Complaints Authority and you can raise your concerns with them through the contact details below:

Australian Financial Complaints Authority

a: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

p: 1800 931 678 **e:** info@afca.org.au

w: www.afca.org.au

These services provided to you are free of charge.

If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA). They can be contacted at PO Box 109, Collins Street West, Melbourne, Victoria 8007. You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS license. The limit of indemnity is \$5,000,000 for any one claim and \$10,000,000 in the aggregate for all claims arising out of our AFS license activities. The insurance also covers claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act 2001.

Our Financial Advisers and Credit Advisers

About Michael Wallace CFP®

Phone	0437 192 902
E-mail	michael@mjfc.com.au
Authorised Representative Number	1267421
Authorised Credit Number	505952



Qualifications

Certified Financial Planner CFP®

Bachelor of Commerce (Accounting and Finance)

Advanced Diploma of Financial Planning

Diploma of Finance and Mortgage Broking Management

Certificate IV in Mortgage Broking

Professional Memberships

FBA – Finance Brokers Association of Australia

FPA – Financial Planning Australia

The advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this guide, except for the following:

- Margin Lending

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified adviser. I am also a Credit Representative of AFG and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options.

How I am paid

I receive the following from our practice:

- Salary
- Equity in the practice

About Justin Smaluch CFP®

Phone	0409 954 014
E-mail	Justin@mjfc.com.au
Authorised Representative Number	1261429
Authorised Credit Number	505695



Qualifications

Certified Financial Planner CFP®

Bachelor of Commerce (Entrepreneurship and Innovation)

Advanced Diploma of Financial Planning

Diploma of Finance and Mortgage Broking Management

Certificate IV in Mortgage Broking

Professional Memberships

FBA – Finance Brokers Association of Australia

FPA – Financial Planning Australia

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Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Note ongoing fees will increase with CPI each year.

Initial service fees

These are fees paid when you have agreed to receive our advice:

Initial Service	Fee amount
Foundational advice: <ul style="list-style-type: none">▪ Opening a superannuation fund▪ Consolidation of up to 3 superannuation funds▪ Personal insurance▪ Budget and cash flow management	Starting from \$1,650
Intermediate advice: <ul style="list-style-type: none">▪ Detailed investment / superannuation strategies▪ Debt management strategies▪ Detailed insurance analysis▪ Retirement Projections and Structuring▪ Detailed future cash flow/ superannuation modelling▪ Restructure investments/ insurances or beneficiaries	Starting from \$2,600
Complex advice: <ul style="list-style-type: none">▪ Retirement Planning▪ Setting up a pension account/ transition to retirement strategy▪ Strategic tailored portfolio construction▪ Comprehensive retirement planning including a retirement gap analysis or annuity▪ Maximising Centrelink entitlements▪ SMSF advice.- Inclusive of the above two advice packages	Starting from \$3,300

Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

Ongoing Service	Fee amount per person
Administration Only	
<ul style="list-style-type: none">We are happy to manage all administrative queries ourselves directly, and understand that any administrative or strategic support will be invoiced on a transactional basis at \$350 per hour as and when requested.	Nil
Basic Package (Under 200K)	
<ul style="list-style-type: none">An annual reviewAccess to your Financial PlannerNon-investment changes to all policies throughout the year1 investment rebalance annually if required	\$1,980 per annum
Chief Package	
<ul style="list-style-type: none">An annual reviewAccess to your Financial PlannerNon-investment changes to all policies throughout the year1 investment rebalance annually if required	\$2,640 per annum
Annual Comprehensive Package	
<ul style="list-style-type: none">An annual comprehensive reviewPriority access to your Financial PlannerRetirement ManagementNon-investment changes to all policies throughout the year1 investment rebalance annually if requiredCentrelink reviewMajor asset class performance updates	\$3,300 per annum
Bi-Annual Comprehensive Package	
<ul style="list-style-type: none">Bi-Annual comprehensive reviewPriority access to your Financial PlannerRetirement ManagementNon-investment changes to all policies throughout the year1 investment rebalance annually if requiredCentrelink reviewMajor asset class performance updates	\$4,620 per annum