



# FINANCIAL SERVICES GUIDE

**VERSION 1 JULY 2023**



# PURPOSE

To make things simple, this guide explains:

- The services and types of products we and your adviser are able to offer you
- How we, your adviser and our associates are paid – and other benefits we and they may receive
- Any potential conflict of interest we and our advisers may have
- How we and your adviser protect your privacy and handle your information
- How we and your adviser resolve disputes, and what you should do if you have one.

The following individuals are Authorised Representatives of MI Private Wealth Pty Ltd, and provide personal financial advice through Moore Australia Financial Services (WA), ABN 58 612 415 095 (ASIC AR 1282819).

**ADVISER****AUTHORISED REPRESENTATIVE NO.**

James Tran

000241827

Miles Jacob

001304070

Miles is a Provisional Financial Adviser completing his professional year under the supervision of James Tran. James is responsible for the advice that he provides.

Moore Australia Financial Services (WA) Pty Ltd is a Corporate Authorised Representative of MI Private Wealth Pty Ltd which is an Australian Financial Services Licensee (AFSL No. 519620).

Authorised Representatives act on behalf of MI Private Wealth who is responsible for the services that they provide. This FSG has been authorised for distribution by MI Private Wealth.

Throughout this FSG, Moore Australia Financial Services (WA) Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to the individual authorised representatives.

**NOT INDEPENDENT**

We do not charge you a fee for our advice on risk insurance policies as we are paid a commission by the product provider. Our advice on risk insurance is therefore not independent, impartial or unbiased. In all other cases, we charge a fee for our services and do not receive commissions or other payments from product providers.



## WHAT WE DO

The key areas of advice for our advisers include (but are not limited to):

- wealth accumulation
- income and asset protection
- tax strategies
- superannuation including self-managed superannuation funds
- retirement and redundancy planning
- estate planning
- government benefits

Our advisers work in close collaboration with a vast network of specialist advisors in tax, accounting, legal, banking and investments, to provide a tailored financial solution for every client.

We are authorised to provide personal advice, general advice and deal in services relating to:

- deposit products – basic and non-basic
- government debentures, stocks or bonds
- investment life insurance products
- life risk insurance products
- managed investment schemes, including idps
- retirement savings account products securities
- superannuation – all
- standard margin lending facility

Except that Miles is not authorised to provide services for standard margin lending facilities.

## 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)
- annual engagement agreement

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we and your adviser receive and any conflicts of interest which may influence the advice.

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, other than for securities, is made and includes detailed information on the financial product, including features, benefits, conditions, costs and cooling off rights (if applicable).

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

## GIVING US INSTRUCTIONS

Moore Australia Financial Services (WA) and your adviser may accept your instructions by phone, letter, email or fax. In some instances, only written instructions from you can be accepted and we will let you know when this occurs.

# HOW WE CHARGE FOR OUR SERVICES

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, size of investment portfolio, type of financial product and/or service provided. All fees for our services are payable to Moore Australia Financial Services (WA) Pty Ltd. All fees and commissions are inclusive of GST.

<b>Initial consultation</b>	No fee is charged for your initial consultation.
<b>Advice preparation</b>	<p>The Advice Preparation fee includes the cost of gathering information, conducting research, determining our advice and the production of the Statement of Advice.</p> <p>Our advice preparation fee will range from \$1,100 to \$20,000, depending on complexity of the work involved.</p>
<b>Implementation</b>	<p>If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. These costs may be in addition to any advice fee and will be set out in your advice document.</p> <p>Our implementation fee will range from \$550 to \$100,000 per entity.</p>
<b>Annual advice fee</b>	<p>Our annual advice fee depends on the services that we provide you.</p> <p>Our annual advice fee will range from \$3,300 to \$132,000 pa. The fee may be a flat fee or expressed as a percentage of your portfolio. Our services and fees will be set out in an annual client engagement.</p>
<b>Ad hoc advice</b>	Where you do not wish to participate in an annual engagement arrangement but require advice or administrative services on an ad hoc basis, an hourly fee of between \$165 and \$715 may apply. The fee will be agreed with you prior to the provision of any financial services.
<b>Execution only service</b>	Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off minimum of \$330 and a maximum of 0.55% of the trade value may apply.
<b>Insurance products</b>	<p>We may receive a one-off upfront commission when you take out an insurance policy we recommend. We may also receive a monthly commission payment for as long as you continue to hold the policy. The relevant insurer will pay:</p> <ul style="list-style-type: none"> <li>• initial commission between 0% and 66%</li> <li>• ongoing commission between 0% and 22% of the annual premium</li> </ul> <p>For example, for an insurance product with an annual premium of \$2,200, where the issuer pays us an upfront commission of 66%, we will receive \$1,452. The issuer will pay us 11% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,200, this equates to \$242 per year.</p> <p>Commissions are paid by the product provider</p>

# HOW WE ARE REMUNERATED

Generally, whenever we provide a recommendation for a financial product or service, we may be remunerated through either:

- An initial fee for service; or
- Annual service fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above

# AUTHORISED REPRESENTATIVE REMUNERATION

James is an owner of Moore Australia Financial Services (WA) Pty Ltd and he is remunerated through the profits that it makes.

Miles is an employee of Moore Australia Pty Ltd which is an entity associated with Moore Australia Financial Services (WA) Pty Ltd. Miles is paid a salary.

# ASSOCIATED BUSINESSES

In some cases, we may refer you to the accounting, tax and other services provided by Moore Australia. This business has common owners with Moore Australia Financial Services (WA) Pty Ltd.

# OTHER BENEFITS

We and your adviser may receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

# YOUR PRIVACY

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website [www.moore-australia.com.au](http://www.moore-australia.com.au)

# REPORTING YOUR CONCERNS

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

If you are not satisfied with our services, we encourage you to contact us. Please call, email or put your complaint in writing to our office.

If your complaint is not resolved within 30 days or to your satisfaction, you may refer the matter to the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678 or [www.afca.org.au](http://www.afca.org.au). AFCA provides a fair and independent complaint resolution service which is provided to you free of charge.

MI Private Wealth holds an Australian Financial Services Licence which satisfies the requirements for compensation arrangements under s912B of the Corporations Act. It covers the financial services provided by current and past representatives.

## CONTACT US

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# MOORE

[www.moore-australia.com.au](http://www.moore-australia.com.au)

Moore Australia Financial Services (WA) Pty Ltd – ABN 58 612 415 095 is an Authorised Representative of MI Private Wealth Pty Ltd ABN 77 633 245 146 AFSL No. 519620.

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