

## FINANCIAL SERVICES GUIDE

### Version 10, March 2025

#### Purpose Of This Financial Services Guide

This Financial Services Guide (FSG) describes the financial services offered by McPherson & Associates Pty Ltd and is designed to help you make an informed decision about whether to use our services.

This FSG includes important information about:

- Who we are
- Our lack of independence
- The financial services we are authorised to provide
- The remuneration received for the services we provide
- Our complaints resolution process

Please retain this document for future reference.

#### About Us

McPherson & Associates Pty Ltd (M&A) is a privately owned and managed financial planning business and holds its own Australian Financial Services Licence (AFSL). M&A has been providing financial advice since 1999 and is committed to continually improving the financial wellbeing of its clients.

M&A is responsible for the advice provided to you by its representatives under its AFSL.

#### Lack of Independence

M&A is not independent, impartial or unbiased, in accordance with section 923A of the Corporations Act, as we receive commission in relation to the sale of some life risk insurance products, with the commission received not rebated in full to clients. In all other areas of advice, we charge a fee for our services and do not receive commissions or payments from product providers.

#### Documents You May Receive

Throughout the financial planning process you will receive or may request the following documentation from us:

- *Service Agreement*  
The Service Agreement outlines the services we commit to provide to you and the associated fees. This is provided to you along with a services letter shortly after our initial meeting.
- *Statement of Advice (SoA)*  
When we initially provide advice we prepare and provide a written SoA which will include our advice, the basis for our advice and disclosure of remuneration. The purpose of the SoA is to enable you to make an informed decision about whether to act on our advice.
- *Record of Advice (RoA)*  
Future advice may be provided to you in a subsequent SoA or alternatively in a RoA. If a RoA is prepared, you may request for the RoA to be provided to you.
- *Product Disclosure Statement (PDS)*  
If our advice includes a recommendation for a financial or insurance product, we will provide you access to its PDS, where applicable. The PDS will detail the product's characteristics and features, together with the relevant fees and charges. A PDS is designed to enable you to make an informed decision as to whether to purchase the product.

You may contact us and request a copy of these documents at no charge within seven (7) years from the date of our advice.

## How To Provide Us Information And Instruction

You can provide us with information and/or instructions in person, by telephone, mail or email. The information provided assists us to consider your personal and financial circumstances and objectives to ensure any advice provided is appropriate for you.

In some instances, we may require your instruction to include a signed authority for us to proceed with implementation of our advice or access to information from a third party.

All information provided to us and/or obtained by us is held in the strictest confidence. If you are not comfortable providing the information requested at any time, we are still able to provide advice, but must warn you that our advice may have its limitations.

## Financial Services We Are Authorised To Provide

Our financial planners are authorised to provide advice in the following areas:

- Financial strategies
- Investment strategies and products
- Retirement planning
- Cash flow management
- Personal life insurance
- Estate planning
- Asset protection
- Structuring
- Tax (financial) advice
- Government benefits

Our financial planners can provide advice on and deal in the following financial products:

- Cash management accounts and term deposits
- Bonds and debentures
- Shares
- Managed and exchange traded funds
- Investment platforms (wrap accounts)
- Superannuation funds
- Self managed superannuation funds
- Annuities and pensions
- Retirement savings accounts
- Whole of life insurance/investments
- Term life insurance
- Total and permanent disability insurance
- Trauma (critical illness) insurance
- Income protection insurance

Our financial planners are not authorised to provide advice on or deal in any other financial products, including:

- General insurance products
- Foreign exchange contracts
- Mortgage broking or other lending services
- Derivatives
- Margin lending (standard facilities)

At our earliest opportunity we will advise you if the advice you seek is beyond the scope of our authority, is something we are not comfortable to advise on, or if we have inadequate resources to provide that advice.

## Our Financial Planners

### Blake Stone

- CERTIFIED FINANCIAL PLANNER®
- Certified Practising Accountant (CPA)
- Bachelor of Business (Accounting and Finance)
- Diploma of Financial Services (Financial Planning)
- Member of the Financial Advice Association of Australia
- Representative Number 463691

Blake is a CERTIFIED FINANCIAL PLANNER® with over 19 years' experience in financial planning and accounting. Blake is passionate about providing quality and comprehensive advice with the aim of ensuring clients achieve their financial and lifestyle goals. Blake provides a range of financial planning services and has developed specialist knowledge in tax structuring, superannuation, investment strategies and life insurance (wealth protection).

Blake is remunerated by salary from M&A. Blake also has equity in M&A via a shareholding in McPherson & Associates Holdings Pty Ltd (M&AH). Accordingly, Blake may receive dividends based on company profitability.

### Sara Stephens

- CERTIFIED FINANCIAL PLANNER ®
- Bachelor of Business (Accountancy)
- Advanced Diploma of Financial Planning
- Diploma of Financial Planning
- Commissioner for Declarations
- Member of the Financial Advice Association of Australia
- Representative Number 463690

Sara is a CERTIFIED FINANCIAL PLANNER® and has worked in the financial services industry for over 20 years, transitioning from SMSF accounting to financial planning. She has developed specialist knowledge in superannuation and investment strategies, together with a focus on estate planning. Sara looks forward to assisting you achieve your lifestyle and financial objectives.

Sara is remunerated by salary from M&A. Sara also has equity in M&A via a shareholding in McPherson & Associates Holdings Pty Ltd (M&AH). Accordingly, Sara may receive dividends based on company profitability.

### Kate Gallagher

- Graduate Diploma of Business (Financial Planning)
- Bachelor of Commerce (Accounting) / Bachelor of Science (Psychology)
- Member of the Financial Advice Association of Australia
- Representative Number 1310149

Kate is a Provisional Financial Planner. As a Provisional Financial Planner, Kate provides advice directly to clients under the supervision of Blake Stone and Sara Stephens while completing her Professional Year.

Kate has worked in the financial planning industry for over 8 years. Kate's education in financial planning, accounting and psychology provide a knowledge base for developing tailored financial plans that help clients achieve their objectives.

Kate is remunerated by salary from M&A. Kate may also receive bonuses based on performance and quality measures.

### **Our Fee Structure and Remuneration**

We charge fees for our financial planning services based on the complexity of your circumstances and advice needs. These fees may be applied as follows.

- *Initial Meeting*  
A fee may be charged for an initial meeting which includes discussions relating to your personal circumstances and advice requirements.  
  
Fee Guide: Up to \$440 per hour  
  
Following this initial meeting and before providing you with advice, we will provide a Provision of Services Letter and Service Agreement, outlining the proposed advice service and the associated advice fees.
- *Initial and One-Off Advice*  
A Statement of Advice (SoA) will be prepared if we provide you with advice. We will charge a fee for the preparation and implementation of the SoA. The fee will depend on the scope of our advice and the complexity of your circumstances and will be disclosed in the Provision of Services Letter and Service Agreement.  
  
Fee Guide: \$1,650 to \$8,800
- *Ongoing Advice*  
If ongoing advice is provided, the fees will depend on the services you choose and the complexity of your circumstances. These fees will be outlined in our Provision of Services Letter, the Service Agreement and the initial SoA.

The fees we charge for ongoing advice may be based on one, or a combination of, the following:

- Fixed dollar amount
- Percentage of your assets that we manage
- Percentage of the life insurance premiums you pay

Fee Guide:

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|---------------------------|--|
| ○ Full Strategy Review    | \$5,500 to \$22,000 per annum  |
| ○ Limited Strategy Review | \$1,650 to \$5,500 per annum   |
| ○ Investment Monitoring   | Fixed fee: \$1,650 to \$55,000 per annum<br>Variable fee: 0.00% to 0.88% per annum |

Variable Investment Monitoring fees are determined by the complexity and value of the investments we monitor. A monitored portfolio valued at \$1 million could be charged variable fees of between \$0 and \$8,800 per annum.

Fixed ongoing service fees may increase annually in line with the Consumer Price Index (CPI), by a fixed amount or a fixed percentage. We will advise how these fees will increase in the Provision of Services Letter and Service Agreement.

We will also disclose the advice fees payable in relation to our advice within your initial and subsequent SoA.

- *Ongoing Fee Arrangement Consent*

If we have an ongoing advice and fee arrangement with you which exceeds 12 months, you will receive an Ongoing Fee Arrangement Consent (OFA Consent) following the anniversary of your Service Agreement.

The OFA Consent will outline the services you will receive and the fees (or an estimate) payable for the next 12 months.

If we do not receive your consent within the prescribed period, by law, we are required to cease our advice services and any fees being received.

- *Additional Advice Fees*

For all other advice, an additional fee, based on a fixed dollar amount, may be charged. The fee will depend on the scope of our advice and the complexity of your circumstances. This fee will be agreed before we provide the advice

- *Life Insurance*

For life insurance advice specifically, we may receive payments, known as commission, from the life insurance provider, which are factored into the annual premium. Any commission will be disclosed in the SoA.

Fee Guide:

- 0% to 66% of the first year's insurance premium paid, and/or
- An ongoing payment of between 0% and 22% per annum of the following years' premiums.

If your first year's insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would then receive an ongoing commission of up to \$220 per annum.

- *Remuneration Received*

M&A receives all fees and commissions from financial product issuers, together with all fees invoiced to you.

McPherson & Associates Holdings Pty Ltd may receive dividends based on the profitability of M&A.

- *Other Benefits – Soft Dollar Benefits*

M&A and its Representatives, from time to time, may receive non-cash benefits with a cash value of less than \$300, referred to as soft dollar benefits. Details of any such benefits over \$100 will be recorded on a register, which is available upon request.

These benefits are typically one off in nature and not received from a financial product issuer on a regular and/or ongoing basis.

You have the right to request further information relating to the remuneration received, the remuneration ranges, amounts or rates, together with the soft dollar benefits, received by M&A and/or its Representatives.

## Referrals

We do not accept referral fees for referring a client to another person or entity.

We may pay a fee to others if you are referred to us by another person or business. If these arrangements apply to your advice fees, we will disclose it in your SoA.

## Privacy Statement

We are committed to protecting your privacy. The McPherson & Associates Privacy Policy outlines our practices for the collection, holding, use and disclosure of information about your affairs.

We collect, hold and use your information to provide financial advice to you. We also collect, hold and use information to meet Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act) obligations and to arrange the implementation of financial and life insurance products.

We do not sell, trade or rent your information or disclose it to overseas recipients without your permission. We may disclose your information to financial and life insurance product and other third party service providers with your permission.

We collect information directly from you, however, may seek your permission to also collect information from third parties. If you do not provide us with accurate and complete information, we may not be able to provide advice appropriate to your personal circumstances and objectives.

For more information about how to access the information we hold about you, have it corrected and/or to complain if you consider us to have breached the privacy law, request a copy of the McPherson & Associates Privacy Policy by phoning 07 3833 3100 or by visiting the website at [www.mcphersonassoc.com.au](http://www.mcphersonassoc.com.au).

## Related Entities and Other Relevant Associates

Blake Stone and Sara Stephens are Directors of M&A. M&A is owned by McPherson & Associates Holdings Pty Ltd (M&AH). M&AH is owned by entities controlled by Blake Stone, Sara Stephens and Allan McPherson. As such, Blake and Sara may receive benefits based on the profitability of M&A.

M&A, M&AH, their Representatives, Directors and/or employees may invest in similar or the same financial products as those recommended to clients. These investments have no influence on the price or returns of the investment.

## Complaints and Dispute Resolution

If you have any concerns or complaints requiring attention, please take the following steps:

1. Contact your Financial Planner to determine if they can resolve your concern or complaint.
2. If you do not receive a satisfactory solution from your Financial Planner in 14 days, submit your concern or complaint to the M&A Complaints Officer:

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|----------------|--|
| Email          | <a href="mailto:mail@mcphersonassoc.com.au">mail@mcphersonassoc.com.au</a> |
| Postal Address | GPO Box 482, Brisbane QLD 4001   |
| Telephone      | 07 3833 3100   |

The M&A Complaints Officer will try to resolve your concern or complaint quickly and fairly.

3. If your concern or complaint has still not been resolved to your satisfaction, you can contact the Australian Financial Complaints Authority (AFCA), which is free and independent external dispute resolution service of which M&A is a member:

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|----------------|--|
| Postal Address | GPO Box 3, Melbourne VIC 3001                          |
| Telephone      | 1800 931 678 (toll free)                               |
| Email          | <a href="mailto:info@afca.org.au">info@afca.org.au</a> |
| Web            | <a href="http://www.afca.org.au">www.afca.org.au</a>   |
| AFCA Member No | 10661 (McPherson & Associates Pty Ltd)                 |

The Australian Securities and Investments Commission (ASIC) also has a Toll Free Infoline, 1300 300 630, which you may use to lodge a concern or complaint or obtain information about your rights.

## **Professional Indemnity Insurance**

M&A maintains Professional Indemnity insurance which satisfies requirements under s912B of the *Corporations Act 2001*.

The insurance covers the advice provided by M&A and its Representatives and continues to cover claims relating to the conduct of former Representatives for advice provided whilst a Representative of M&A.

This insurance policy does not cover losses from normal market movements.