



FINANCIAL SERVICES GUIDE

15 September 2021

This Financial Services Guide (FSG) is an important document which we must give you under the requirements of our Australian Financial Services Licence. It provides you with information about DMG Financial Planning Pty Ltd to help you decide whether to use our financial services. This FSG explains:

- the services we can offer to you;
- how financial advice is documented;
- the types of products we offer;
- how we are remunerated for these services; and
- our internal and external complaints handling procedures.

DMG Financial Planning Pty Ltd authorises the distribution of this FSG.

If you choose to use our services you may also receive a Product Disclosure Statement (PDS), Statement of Advice (SOA), and/or Record of Advice (ROA).

The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial advice rather than general financial advice, we will give you an SOA. Personal financial advice takes into account one or more of your objectives, financial situation, and needs. The SOA will contain the advice, the basis on which it is given, how it is in your best interests, and full details about fees, commissions, and any other relevant information.

On an ongoing basis, an ROA may be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your ROA and/or SOA up to seven years after it was provided.

If it is determined that recommending a non-approved product would be in your best interests, your adviser can request special permission from the Licensee to use that product.



Who are your Advisers and DMG Team Members?

You will have access to our entire team. Details of our team are:

Ben Lancaster

Ben is our team leader as well as a Director of DMG Financial Planning Pty Ltd. He is a Certified Financial Planner, has a Bachelor of Commerce Degree and a Diploma of Financial Planning. Ben has worked in the Financial Services industry since 1996. He is a member of the Financial Planning Association, a Chartered Tax Adviser, and is a registered tax (financial) adviser through the Tax Practitioners Board. Ben was a Finalist in the FPA Value of Advice awards in 2010 and is a Representative of DMG Financial Planning Pty Ltd and a committee member of the Clearwater Dynamic Portfolio.

Charles Bagguley

Charles is a Certified Financial Planner, has a Bachelor of Business (Fin. Planning), and has over 12 years of Financial Planning experience. Previously Charles was a partner of a Melbourne-based Financial Planning practice, where he worked for over 10 years. Charles is a Representative of DMG Financial Planning, providing full financial advice as well as having specialist skills in residential aged care and assists individuals and families with the financial decisions, processes, and paperwork involved in transitioning to permanent aged care. Charles is an Accredited Aged Care Professional through Aged Care Steps and is a registered tax (financial) adviser through the Tax Practitioners Board and a committee member of the DMG Diversified Portfolio & Clearwater Dynamic Portfolio.

Sally Reeves

Sally has a Bachelor of Business Degree in Financial Planning. She has worked in the Financial Planning industry since 2000, including experience at a high level with major firms in Melbourne. Sally is a Representative of DMG Financial Planning Pty Ltd and is also part of the DMG Life Insurance Team.

Julie Irving

Julie is an Accredited Aged Care Specialist through Aged Care Steps and Certified Financial Planner. She has a Diploma of Financial Services (Financial Planning) and a Bachelor of Accounting. She started with our firm in January 2003 and specialises in services for the aged including advice and services for people moving into Residential Aged Care and accessing Home Care services. She also provides general financial planning advice for retirees with a focus on maximising Centrelink benefits. She provides services throughout Gippsland and Melbourne/Geelong. Julie is a Representative of DMG Financial Planning Pty Ltd.

Jayne Dibble

Jayne has completed the Foundation Diploma of Financial Planning and has a Bachelor of Commerce Degree. Jayne has 20 years of experience in the financial services industry and for many years has been involved in preparing high-level advice for clients and is also our Compliance Manager. Jayne is a Representative of DMG Financial Planning Pty Ltd.

Michael Roberts

Michael is a technical specialist and Financial Planner. He researches and writes Statements of Advice for clients. Michael has a Bachelor of Commerce Degree and has completed his Diploma of Financial Services (Financial Planning). Michael is a Representative of DMG Financial Planning Pty Ltd.

Manon Runge

Manon has a Bachelor of Business Degree. Manon is a Financial Planner, client advisor and assists the advice team. She has completed her Advanced Diploma in Financial Planning. Manon is a Representative of DMG Financial Planning Pty Ltd.

Amy Hutty

Amy is a Financial Planner, Client Advisor and assists the advice team. Amy has completed her Graduate Diploma of Financial Planning and is a Representative of DMG Financial Planning Pty Ltd.

Jessica Foat

Jessica is a Financial Planner. Jessica has a Certificate III in Business Administration, a Bachelor of Business and Commerce Degree, and has completed the Diploma of Financial Planning. Jessica is a Representative of DMG Financial Planning Pty Ltd.

Simone Belcher

Simone is an Advice Services Manager, managing client services and administration of the Financial Planning Team. Simone works closely with Ben and Charles in servicing their clients.

Geoffrey Irving

Geoffrey has completed his Diploma in Financial Planning, he is a technical specialist and assists the advice team. He researches and writes Statements of Advice for clients. Geoffrey also completes the research for many direct investment clients, including Self-Managed Superannuation Funds.

Katie Armistead

Katie is a Client Services Manager, assists the advice team, and is an initial point of contact.

Laura Jones

Laura is a Client Services Manager, assists the advice team, implements our clients' advice recommendations, and is an initial point of contact.

Deeahn Costin

Deeahn is a Client Services Manager, assists the advice team, implements our clients' advice recommendations, and works closely with the SMSF team.

Misty Croker

Misty is a Client Services Manager, assists the advice team, implements our clients' advice recommendations, and is an initial point of contact.

Nadine Lancaster

Nadine is a Client Services Manager, assists the advice team, implements our clients' advice recommendations, and is an initial point of contact.

Jake Rietschel

Jake is a Client Services Officer, assists the advice team, implements our clients' advice recommendations, and is an initial point of contact.



Who will be responsible for the advice given to you?

Your adviser will be acting on behalf of DMG Financial Planning Pty Ltd, who is ultimately responsible to you for the financial services your adviser provides.

The company holds an Australian Financial Services Licence (No. 238354).



What financial services are available to you?

- 1. Focus on your basic financial needs and your aspirations and goals.**

Our approach is to identify the key aspirations, outcomes, and goals that are important to you. We then prepare our advice based on prioritising strategies that maximise the probability of you achieving your aspirations and goals. Our initial and ongoing advice will focus on these priorities.
- 2. Preparation of a Financial Plan (Statement of Advice).**

This is a document that details the strategies that we recommend for you. The Plan is a comprehensive document that is personalised to suit your needs – in language you understand.
- 3. Aged Care Financial Services.**

Transitioning from independence to permanent aged care can be an emotional and stressful time. There is a number of critical lifestyle and financial decisions that need to be made in a short period of time. DMG will guide you through the key financial decisions, processes, and paperwork involved in transitioning to permanent aged care.
- 4. Reviewing your progress toward achieving your goals.**

At the regular Progress Meetings, we will provide a summary of your financial life on one page. This will be used as a basis for our discussion, tracking your progress toward your goals and strategies to help you get there.
- 5. Cashflow Management.**

Our targeted cash flow management service is very different from traditional budgeting because you have a professional working alongside you making sure that your financial goals are achieved each month. We will educate, guide, and coach you to make better informed financial decisions aided by new innovative technology and solutions that have been designed specifically to assist with this process.
- 6. Portfolio research, construction, and management.**

We aim to remove as much uncertainty as possible by balancing portfolio risk and return. We have established a very robust approach that adds high-level skills and expertise to our team.
- 7. Centrelink assistance and advice.**

We can advise on how Centrelink apply various tests to you before you are entitled to benefits and our advice extends to strategies that can increase your benefits. Once you are in receipt of a benefit, we are able to provide assistance with regular reporting to Centrelink.
- 8. Life, Total & Permanent Disability, Trauma & Income Protection Insurance.**

Again, removing uncertainty from your financial life is a priority here. Our approach is to refer our insurance services to DMG Insurance Pty Ltd ABN 29 635 464 363, trading as DMG Life Insurance.
- 9. Self-Managed Superannuation Funds.**

DMG is best positioned to advise on whether a Self-Managed Superannuation Fund is right for you. We are equally comfortable with either a managed or self-managed fund. Our accounting practice can attend to all the accounting, tax, and auditing requirements of the fund.

10. Act as a sounding board for all your financial decisions.

Our ongoing fee entitles you to full access to us and our services. You are able to contact us whenever you require advice, assistance, or merely reassurance.

11. Act as a sounding board for all your business decisions.

At DMG we operate our business in a manner that we believe achieves the best possible performance from our team and provides the highest level of service to clients that we can deliver. We also use our experience, skills, processes, and templates to help our business clients achieve the same outcomes.

We are authorised to provide advice on the following products:

- All types of deposit products;
- Debentures, stocks, or bonds issued or proposed to be issued by a Government;
- Life Insurance products;
- Interests in managed investment schemes including Investor Directed Portfolio Services;
- Retirement savings accounts ("RSA");
- Shares; and
- Superannuation.

All the investments we recommend are subject to detailed research and analysis before being placed on our Approved Investments List.

We are not obligated to any financial institution, industry fund, bank, or insurance company. We are free to recommend products that we feel best suit your needs.

DMG Diversified Portfolio & Clearwater Dynamic Portfolio

To further improve the investment experience for clients, we have assisted in the development of the DMG Diversified Portfolio (DMGDP) and Clearwater Dynamic Portfolio (CDP) managed by Clearwater Portfolio Management. These funds were created to suit the needs of our client base. More specifically:

The DMG Diversified Portfolio was established to reduce risk, improve diversification, provide greater resources in researching investments, and be more responsive to significant market movements. The DMG Diversified Portfolio may be recommended as it follows an approach that has been structured to provide a balance between protecting capital and investment returns. The portfolio operates to reduce volatility for clients. In addition, the ability to apply portfolio changes across all investors has the significant benefit of clients having investments that reflect the current market views of the manager and economic environment.

The Clearwater Dynamic Portfolio was created to provide clients with a long-term investment horizon with an opportunity to benefit from the higher returns delivered by growth assets. It will provide access to a diversified portfolio of investments that target above-average returns. Of course, such an approach brings with it a higher level of risk. The approach will be to generally remain invested so that as well as suffering the falls, the gains will be captured.

Clients of DMG Financial Planning Pty Ltd are free to use other investment options at their own discretion. In addition, DMG Financial Planning Pty Ltd will recommend other investments where it is in your best interests.

DMG Financial Planning Pty Ltd and DMG Financial Pty Ltd charge some fees to the Investment Manager of the Portfolios. These are for services such as office rental, Accounting services, administration, and Compliance services. These costs are charged on a commercial basis and are costs that the Portfolio would normally incur.

Insurance Services

DMG Financial Planning Pty Ltd will refer insurance services to DMG Insurance Pty Ltd trading as DMG Life Insurance. DMG Insurance Pty Ltd is a Corporate Authorised Representative of Bombora Advice Pty Ltd ABN 40 156 250 565 AFSL 439065 providing personal and business risk insurance advice only. DMG Life Insurance is a jointly owned company with DMG Financial Planning Pty Ltd and MB Insurance Holdings Pty Ltd.

DMG Financial Planning Pty Ltd refers clients to DMG Life Insurance to receive risk insurance advice. Although this relationship exists, each business (DMG Life Insurance and DMG Financial Planning Pty Ltd) is solely and separately responsible for the advice they each provide. In particular, DMG Life Insurance operating under Bombora Advice Pty Ltd ABN 40 156 250 565 AFSL 439065 is only responsible for the services provided by DMG Life Insurance.

DMG Life Insurance is paid on a commission basis, refer to the DMG Life Insurance FSG for further details. DMG Financial Planning Pty Ltd may also receive a dividend.

Fees and Benefits

Our approach is to charge clients a fee rather than relying on commissions, rebates, or benefits from other organisations. All fees will be clearly disclosed in writing, in dollar terms. Our fee structure is as follows:

- Initial consultation – We meet the cost of this appointment.
- Annual Fee – When we fully understand your position and the work required to maximise the probability of you achieving your aspirations and goals, we will advise you of our fee to provide this service. This includes all advice and assistance throughout the year. This will be detailed in a Terms of Engagement (TOE) document. The invoice for our advice will be detailed in the TOE. Payment methods include cheque, direct debit via internet banking, EFTPOS, credit card or deducted from an investment portfolio.

From time to time, financial product providers, software providers, and others may offer our representatives and staff invitations to social and sporting events and the occasional gift such as a bottle of wine or a hamper. Where the value of any of these exceeds \$100, they will be recorded in our Alternative Remuneration Register which is available for review at your request.

Will anyone be paid for referring clients to us?

No. Most new clients are sourced by way of referrals from existing clients.

DMG Financial Planning is owned by the same parties that own our Accounting Practice, DMG Financial Pty Ltd. Profits from DMG Financial Planning Pty Ltd are distributed to these shareholders. We receive referrals from and provide referrals between these businesses.

Receiving Our Advice

Will you receive advice suitable to your needs and financial circumstances?

Absolutely! To do this we need to find out your individual investment objectives, financial situation, and needs before we can make recommendations. It is impossible to give you accurate and appropriate advice without first gathering that information. We then prepare our advice which is directed at achieving your aspirations and goals – the things that matter to you.

You have the right not to divulge this information to us. In that case, we are required to warn you about the possible consequences of us not having your full personal information. Any significant risks will be fully explained to you.

What information does DMG Financial Planning Pty Ltd maintain in your file - and can you examine the file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation, and needs, plus records of any recommendations made to you.

Should you wish to examine your file, please ask us, and we will make arrangements.

If You Have Any Complaints

Should you have a complaint about the service provided to you:

1. Contact your adviser and tell them of your complaint.
2. If your complaint is not satisfactorily resolved within 45 days, please contact the Manager, DMG Financial Planning Pty Ltd, or put your complaint in writing and send it to us at PO Box 1033, Sale, Vic 3850.

If you are not satisfied with our response, you may lodge a complaint with the Australian Financial Complaints Authority:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (Free Call)

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001.

The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights. If the complaint is of an ethical nature, you can contact the Financial Planning Association (FPA) at GPO Box 4285 Sydney NSW 2001.

Professional Indemnity Insurance (PI)

We have arrangements in place to ensure we continue to maintain PI insurance. This provides indemnity for DMG Financial Planning Pty Ltd, our Representatives, Directors, and employees. These insurances cover even if one of our employees has ceased to work for us.

Privacy

We collect, use, disclose and maintain personal information, including sensitive information, so we can administer our client relationships and provide financial products and services. Personal information may include details of your financial situation, needs, and objectives.

We may disclose your information to other parties such as product providers as required to lodge applications, or as required by law (e.g. by the ATO or enforcement agencies).

DMG Financial Planning respects and upholds your rights to privacy protection under the Australian Privacy Principles contained in the Privacy Amendment Act 2012. Our Privacy Policy contains information on how you may access or request to correct your personal information, as well as information on procedures for making a complaint about a breach of the Australian Privacy Principles.

Our privacy policy is available on our website at www.dmgfinancial.com.au or on request.

Anti Money Laundering/Counter Terrorism Financing Act (AML/CTF)

As a financial service provider, we have an obligation under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to verify your identity and the source of any funds. This means that we will ask you to provide identification documents and we will retain copies of these. We assure you that this information will be held securely and treated confidentially as are all of your dealings with us.