



*helping people...*

Incorporating



## Financial Services & Credit Guide

Mancell Financial Group is an Authorised Representative No. 226266 and Credit Representative No. 403187 of  
FYG Planners Pty Ltd, AFSL/ACL No. 224543. ABN 29 009 541 253.



**Goals.  
Plans.  
Portfolios.  
A conversation  
linking your  
life with your  
money.**

Founded in February 1980, we've helped hundreds of individual and corporate clients achieve their financial and lifestyle goals by putting their needs at the centre of everything we do.

As one of Australia's pioneers of evidence-based investing, we embraced research and challenged our portfolio construction process in the early 2000's, while pursuing more efficient portfolio admin. Both led to lower fees and more reliable client outcomes.

In 2015 we became one of the first CEFEX certified fiduciaries in Australia, a rigorous certification that signals clients can enjoy world's best practice in portfolio management.

Mancell Financial and Solution F merged in 2023 to create a wealth management firm serving two states and the ACT. We now oversee more than \$600 million in assets for our clients. We are licensed to the privately owned FYG Planners Group which has over \$3 billion in funds under advice.

**40+ years helping people define what matters most and delivering the financial solutions to achieve it.**



**Lack of Independence Disclosure:** As required by the Corporations Act 2001, we are obliged to implicitly state that due to legacy insurance commissions received and insurance commissions receivable due to new policies arranged for clients, we should not be considered independent, impartial, or unbiased.

## MFG Services

Our clients are people with varying goals, incomes and lifestyles, but they all share one thing in common – they delegate to us so they can focus on what is really important to them.

Mancell Financial Group will help identify ways to maximise the benefits from your existing financial resources. Our qualified advisers have extensive experience in the following:

- |   |                                     |
|---|-------------------------------------|
| ⇒ Reliable Asset Class Investing          | ⇒ Advice on Ownership Structures    |
| ⇒ Retirement Planning                     | ⇒ Personal Risk Insurance           |
| ⇒ Superannuation                          | ⇒ Business Valuation Assessments    |
| ⇒ Self-Managed Superannuation             | ⇒ Business Succession Planning      |
| ⇒ Estate Planning                         | ⇒ Business Continuation Insurance   |
| ⇒ Centrelink and Social Security Benefits | ⇒ Charitable Trusts and Foundations |
| ⇒ Redundancy                              | ⇒ Taxation Matters                  |

We consider the following to be essential aspects of our client-adviser relationship:

- Service and advice delivered with honesty, transparency, and integrity.
- Active involvement in the financial planning process, regular updates on your big picture strategy and also specific updates on your investment and insurance portfolios.
- An adviser you trust to provide advice free from product influence and without conflict of interest.
- An adviser that provides a comprehensive array of advice and services.
- Appointing a professional fee based financial adviser.

Complete confidentiality at all times while understanding that during the initial and/or ongoing provision of financial advice it may be necessary to disclose information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners, superannuation or insurance providers, authorised AFS licensee or authorised representative, the Australian Taxation Office, Centrelink or other Government departments or offsite data storage systems. Our organisation is not responsible for any unauthorised use or disclosure of information by the third party after it has been released to them.

This Financial Services & Credit Guide (FSCG) is intended to inform you of matters relating to our relationship, prior to providing you with any financial service. The FSCG highlights who we are, our contact details, the services we are authorised to provide, how we (and any other relevant parties) are remunerated, details of potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FSCG by Mancell Investment and Financial Services Pty Ltd, trading as Mancell Financial Group, has been authorised by FYG Planners Pty Ltd as the authorising Licensee. This FSCG is provided to help you decide whether you wish to adopt any of the services we provide.

You are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice taking into account your objectives, financial situation and needs. The SOA contains the advice, the basis on which it is given, and information about fees and any matters which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA. Key information is set out below:

### Who will be providing the financial service to me?

Mancell Financial Group (MFG) ABN 29 009 541 253 is a corporate Authorised Representative (No. 226266) and Credit Representative (No. 403187) of FYG Planners Pty Ltd (FYG Planners) as the authorising Licensee. Mancell Financial Group's contact details are:

Level 1, 41 Mount Street, Burnie TAS 7320 & 16 Rutledge Street, Bungendore, NSW, 2621

Telephone: (03) 6440 3555

Fax: (03) 6440 3599

Email: [mfg@mfg.com.au](mailto:mfg@mfg.com.au)

FYG Planners Pty Ltd, ABN 55 094 972 540, holds an Australian Financial and Credit Services Licence No. 224543. FYG Planner's contact details are as follows:

Level 1, 41 Mount Street, Burnie TAS 7320

Telephone: (03) 6440 3555

Fax: (03) 6440 3599

Email: [mail@fygplanners.com.au](mailto:mail@fygplanners.com.au)

### Who is my adviser?

Mancell Financial Group: a Corporate Authorised Representative of FYG Planners Pty Ltd AFSL Number 224543.

### Who do you act for when you provide financial services to me?

Mancell Financial Group is an authorised representative of FYG Planners Pty Ltd and FYG is responsible for the provision of all financial advice given to you. FYG's Investment philosophy has been created in adherence with the obligations to you as a client outlined by *The Corporations Act 2001*, the Financial Planners and Advisers Code of Ethics 2019 and FYG's own Code of Conduct. Mancell Financial Group acts for you to deliver objective advice in your best interest in line with FYG's investment philosophy.

### What financial services are you authorised to provide and what products do they relate to?

Mancell Financial Group is authorised by FYG Planners to offer you the following services:

- Financial planning and investment advice
- Superannuation and rollover advice
- Self-managed superannuation fund advice
- Retirement planning advice
- Estate planning advice of a general nature
- Life insurance advice
- Ongoing monitoring of your portfolio
- Investment portfolio management
- Centrelink benefits planning
- Margin lending & gearing strategies

### How do you research products and service providers?

Our licensee FYG Planners undertakes thoroughly in-house analysis and sources qualitative research from several independent research houses. Only investments, insurance products and financial services that qualify for inclusion on our preferred product list are recommended.

### What type of advice do you offer me?

Mancell Financial Group will provide you with two distinct types of advice.

1. Strategic advice explains how best to structure your affairs relating to investment, retirement planning, superannuation planning, taxation, estate planning, borrowing, income and expenditure planning perspectives. We also assist clients to determine the suitability of new and existing loans/credit facilities. We do not arrange credit facilities, but may refer clients on to mortgage brokers or other credit providers. We can provide you with an assessment of your existing loan/credit facility and when assessing an existing loan/credit facility we will provide you with written advice of our recommendations.
2. Personal investment and/or insurance advice recommends specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.

After our strategic advice has been provided, we select the appropriate investment and/or insurance products to achieve your specific goals. We only recommend investment and or insurance products after considering their suitability for your individual investment objectives, financial situation and needs. To ensure you have the peace of mind of knowing that your finances are appropriately structured, we recommend you engage our ongoing review service. This provides you with an ongoing review of your portfolio, its performance, and the financial strategies implemented for you.

### What costs will I be required to pay for your advisory services?

**Agreed Costs:** Before commencing any work, yourself and MFG must agree on costs. Upon completion of our work, we will provide you with an invoice for the services we provide or arrange to debit your portfolio; that choice is yours.

or

**Insurance Commission or Brokerage:** Commission or brokerage payments come from commission brokerage paid to Mancell Financial Group by FYG Planners, who in turn receives them from the life insurance companies whose products we recommend to you.

## How will the costs you and I agree on be calculated?

### Strategic Financial Planning Advice

All strategic planning work undertaken is completed on an hourly time cost. Current hourly costs are:

Managing Partner	\$550.00 per hour including \$50.00 GST
Partner	\$374.00 per hour including \$34.00 GST
Financial Adviser	\$275.00 per hour including \$25.00 GST
Para Professional:	\$187.00 per hour including \$17.00 GST
Support Staff:	\$132.00 per hour including \$12.00 GST

Wherever possible, we will provide a cost estimate for strategic planning services before you agree to proceed. We keep a detailed record of work undertaken and this record is always available to you. We are committed to ensuring that the quality of our strategic planning advice always represents value to you. If you are ever dissatisfied with the quality of our advice, the actual cost to you would only be what you feel is fair.... this is our quality guarantee.

### Investment Portfolio Advice and Services

Investment portfolio construction and implementation will be undertaken on an hourly time cost basis as previously noted. Wherever possible, all administrative work undertaken will be completed by support staff to ensure the lowest possible cost for you.

### Investment Management and Monitoring Costs

Costs for overseeing your portfolio, in accordance with your investment strategy, are calculated depending on funds under management:

- (i) between 0.66% and 1.10% per annum including GST for amounts up to \$10,000,000
- (ii) between 0.275% to 0.33% per annum including GST for the excess above \$10,000,000

The asset-based costs noted above are subject to a minimum of \$300 per month including GST and this minimum cost will be indexed each year to the All Capitals CPI. **Please note, before you ask us to proceed and implement any investing on your behalf we will calculate and advise you of the exact Asset Based Cost you would be required to pay.**

### Annual Investment Portfolio Reviews

Investment portfolio reviews are provided at no additional cost. Our annual investment advice and portfolio admin costs cover review services unless extensive additional work is requested. If you make such a request, we will provide an estimate of any extra costs you may incur, before proceeding. If it becomes apparent during a meeting, that significant changes to your overall circumstances suggest the need for further strategic advice, we will advise you accordingly. If agreed to by you, our standard hourly fees will apply to the additional work required.

### Other Service Costs

We may assist you with arranging insurance applications, estate planning services or Centrelink applications & reviews. In these instances, we will always advise you of our estimated costs prior to commencement of our work.

### If you accept an insurance commission, how much is it & how is it calculated and deducted?

Commission paid by life insurance companies varies depending on product or company. Any commission payable to FYG Planners is paid by the life insurance company as a result of the premium you pay. It is not an additional cost to you. Initial commission can range from 0% to 66% of the first year's premium. An example being for a \$100 premium, initial commission can range from \$0 to \$66. Ongoing or trail commission brokerage can range from 0% to 33% of the annual premium. For a \$100 premium, the ongoing or trail commission can range from \$0 to \$33. We advise you of commission applicable to an insurance recommendation prior to any application.

### **Do you receive any other benefits in relation to providing financial services to me?**

Details of any benefit exceeding \$300 FYG Planners receive are detailed in a publicly available register and updated quarterly. Please ask Mancell Financial Group for a copy. FYG Planners also offers its authorised representatives the opportunity to become shareholders in FYG Planners.

### **What about the risks of the investments or financial strategies you recommend to me?**

We explain any and all risks associated with investments and strategies we recommend to you. Always ask us to clarify any risks that are not clear to you.

### **Can I provide you with instructions and to instruct you to buy or sell my investment?**

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax, or other means. If the execution is by telephone instruction, we require a letter of authorisation to serve as a record of your telephone instruction. This will be kept on your file for future reference.

### **What information do you maintain in my file and can I examine my file?**

We maintain your personal profile, including details of investment objectives, financial situation and needs. This includes recommendations made to you and any discussions of significance between us. If you wish to examine your file, please ask. We are committed to the privacy and security of your personal information through our privacy policy.

### **Disclosure of information to third parties.**

During the financial advice process it may be necessary to disclose your information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners; superannuation or insurance providers; authorised AFS licensee or authorised representative; the Australian Taxation Office; Centrelink or other Government departments; offsite data storage systems.

In accordance with the *Tax Agent Services Act 2009*, we will obtain your signed consent to release the information to the third party. However, we are not responsible for any unauthorised use or disclosure of your information by the third party after it has been released to them.

### **How do you deal with the Anti-Money Laundering / Counter-Terrorism Financing (AML/CTF) Act?**

FYG Planners adheres to all aspects of the AML/CTF Act. As such, we require clients and prospective clients to provide us with identification in accordance with the legislation.

### **How do you deal with ASIC's Professional Indemnity Insurance requirements?**

FYG Planners is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. FYG Planners has obtained professional indemnity cover to ensure it can meet the following circumstances:

Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001

- Breaches by both the licensee and its authorised representatives / representatives
- Fraud by the licensee and its authorised representatives / representatives, and
- Any award made against FYG Planners by an external dispute resolution scheme

Subject to its terms and conditions, this insurance provides ongoing coverage for the prior work of any previous authorised representative/representative who has since ceased working for FYG Planners.

## OUR PRIVACY POLICY

FYG Planners adheres to the Privacy Principles in the Privacy Act 1988. Our Privacy Policy covers:

- What – The kind of personal information we collect and hold
- How and Why – How we collect information and for what purpose
- Protecting the security of your information
- Access and Correction – How information can be accessed and/or corrected
- Overseas disclosure – Whether information is likely to be disclosed overseas. If so, where?

A full copy of the FYG Planners Pty Ltd Privacy Policy can be found at [www.fygplanners.com.au](http://www.fygplanners.com.au)

### If I have a complaint regarding my privacy, to whom do I direct my complaint?

We will endeavour to answer your question, correct any error, or resolve any complaint about our information handling practices. If you believe FYG Planners breaches this Privacy Policy Statement or the Australian Privacy Principles or does not respect your privacy, please refer to the contact us immediately. Any complaint will be acted upon promptly. If you are not satisfied with our response, you have the right to complain to the Office of the Australian Information Commissioner on 1300 363 992.

### FYG Planners Pty Ltd Contact Details

FYG Planners Pty Ltd is an Australian Financial Services Licensee No. 224543, ABN 55 094 972 540 based at Level 1, 41 Mount Street, Burnie, Tasmania. Telephone (03) 6440 3555.

FYG Planners Pty Ltd Privacy Officer

PO Box 389, Burnie Tasmania 7320

## IF YOU HAVE A COMPLAINT

We are members of the Australian Financial Complaints Authority. If you have a complaint about the service provided to you, you should first contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days, please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to The Compliance Manager, FYG Planners Pty Ltd, Level 1, 41 Mount Street, Burnie TAS 7320. We will try to resolve your complaint quickly and fairly.

If the complaint cannot be satisfied to your satisfaction, you have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678.

**Stage 1** sees AFCA facilitate discussions/negotiations between parties. Relevant documents are exchanged and the issues in dispute are identified. **Stage 2** is conciliation where parties come face to face with a conciliator from the AFCA national panel. The conciliator assists the parties explore dispute settlement options and help parties to agree on their own outcome. **Stage 3** is where an independent adjudicator is requested to rule based on the relevant facts, taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

You may wish to contact the Financial Advice Association Australia (FAAA). You can write to:

GPO Box 4285

SYDNEY NSW 2001

You can also phone the Australian Securities and Investments Commission (ASIC) on 1300 300 630. Consultants will discuss your rights and how to make a complaint if it is a suspected breach of the law.