



Financial Services Guide

ABN: 89 628 349 646

Corporate Authorised Representative of Insight Investment Partners

Australian Financial Services Licence Number: 368175

Version: 1

Date: 1 May 2021

Address: Level 1, 1260 Hay Street
PERTH WA 6000

Phone: 0411 033 988

Website: www.mavunowealth.com.au/

Email: Paul.hersey@mavuno.com.au

This Financial Services Guide has been authorized for distribution by the authorising licensee:

Insight Investment Partners
ABN: 35 136 879 484
Australian Financial Services Licence No. 368175 ('AFSL')
Level 10, 60 York Street
SYDNEY NSW 2000
Email: info@iip.net.au
Website: www.insightmp.com.au/iip

This FSG contains important information about:

- the financial services and types of products we are authorised to offer you;
- how we and our representatives are paid;
- any relationships that could influence the advice we give;
- our complaints handling procedures and how to access them;
- our privacy statement.

It is intended that this FSG should assist you to make an informed decision about whether to use our services.

Other documents you may receive

Should we provide you with personal financial product advice, and you are a retail client, you will receive a Statement of Advice (SOA). The SOA is a record of our recommendations; the basis on which it is given, and information about remuneration received as a result of our advice and any associations that may have influenced the provision of such advice.

Where further advice is provided we may not provide an SOA where the relevant circumstances and basis for advice have not significantly changed from when we prepared the original SOA. This will be determined having regard to your objectives, financial situation and needs at the time. However, we will provide upon request what is known as a Record of Advice (ROA). You can request this at any time from your adviser or by emailing or writing to us.

In the event we make a recommendation to you to acquire a particular financial product (other than listed securities) or offer to issue or arrange the issue of a financial product, we will also provide a Product Disclosure Statement (PDS). The PDS contains information about the risks, benefits, features and fees payable in respect of the product.

These documents will assist you to make an informed decision about whether to acquire a financial product.

Introduction to Mavuno Financial Planning Pty Ltd

Summary of the Corporate Authorised Representative

Name	Mavuno Financial Planning Pty Ltd
Australian Business Number	89 628 349 646

Contact Details

Address	Level 1, 1260 Hay Street PERTH WA 6000
Phone	0411 033 988
Email	Paul.hersey@mavuno.com.au
Website	www.mavunowealth.com.au/

Financial services and types of products available

What financial services are available?

Some of the services you are able to access through Mavuno Financial Planning Pty Ltd include:

- financial planning advice;
- wealth accumulation advice;
- superannuation advice;
- investment advice;
- redundancy advice;
- retirement advice;
- cash flow advice;
- social security benefits advice;
- life and disability insurance advice; and
- estate planning services (financial planning).

What financial products are available?

We are authorised to provide general and/or personal financial product advice and to deal (apply for, acquire, vary or dispose) (authorised services) in relation to:

- Deposit Products.
- Debentures, stocks or bonds issued or proposed to be issued by a government.
- Life products including investment life insurance and life risk insurance.
- Securities and Shares (Domestic and International).
- Managed Investment Schemes including Investor Directed Portfolio Services.
- Retirement Savings Accounts.
- Superannuation.

Who will be responsible for providing advice?

Mavuno Financial Planning Pty Ltd is the provider of advice to you.

As Mavuno Financial Planning Pty Ltd is a Corporate Authorised Representative of Insight Investment Partners, Insight Investment Partners is responsible to you for any authorised services your adviser provides under its licence.

By law we are required to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act. Insight Investment Partners has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

How we and our representatives are paid

We will discuss and agree our fee structure with you before we provide you with any authorised services. Generally, the types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

Fees for Advice:

We may charge fees for the preparation, presentation and/or implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

A flat dollar amount known as an advice fee may be charged, ranging from \$550 - \$11,000 (inclusive of GST).

Ongoing Advice Service Agreement (OASA):

We may charge a fee to provide ongoing advice services and/or portfolio reviews. If we provide you with personal financial advice, we will fully disclose all fees when we provide you with our SoA and before we implement any product recommendations.

This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice and/or the time involved in reviewing your portfolio and circumstances. For example, if you invest \$100,000 and our annual fee is 1.0% of funds under advice, our fee would be \$1,000. You may continue to be charged this fee until such time that you notify us that you no longer required the services.

Annual Advice Agreement (AAA):

We may charge a fee to provide advice services and/or portfolio reviews for a fixed term of up to 12 months. At the expiry of the fixed period, the fee will cease. You may wish to re-engage for a further fixed term, and a new agreement will be made. If we provide you with personal financial advice, we will fully disclose all fees when we provide you with our SoA and before we implement any product recommendations.

This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice and/or the time involved in reviewing your portfolio and circumstances. For example, if you invest \$100,000 and our annual fee is 1.0% of funds under advice, our fee would be \$1,000. You may continue to be charged this fee until such time that you notify us that you no longer required the services.

Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments it is normally referred to as the Adviser Service Fee (ASF).

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with any authorised financial services.

Commission & Brokerage

If you take out a financial product through us, Insight Investment Partners may receive payments in the form of initial commissions and/or ongoing commissions from the financial product providers. These commissions are included in the fees and premiums you pay for the product. We may agree to rebate some or all of these fees to you.

Initial commission is a one-off payment made by the product provider to the AFS licensee based on the percentage of the insurance premium you pay. Ongoing commission is an ongoing payment made by the product provider to the AFS licensee, generally paid on a monthly basis, for as long as you continue to maintain the product and during the period you are a client of Insight Investment Partners.

Life Insurance Products

The maximum commission that Mavuno Financial Planning Pty Ltd may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase incl. GST)	Ongoing commission pa (% of annual policy cost or increase incl. GST)
1 January 2019 - 31 December 2019*	0 - 77%	0 - 22%
From 1 January 2020*	0 - 66%	0 - 22%

* Mavuno Financial Planning Pty Ltd may receive from the product issuer, higher commission rates than those outlined in the above table if:

- your policy was issued before 1 January 2018 and you exercise an option or apply for additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

Other Commissions

We do not generally receive commissions for financial products other than life insurance products. Commissions on investment products may only be payable in certain circumstances where an arrangement was in place with the product provider prior to 1 July 2013.

Brokerage

Mavuno Financial Planning Pty Ltd may receive up to 100% of any brokerage fees charged for the execution of share trades. We may charge between 0% to 1.10% inclusive of GST (subject to a minimum of \$110 inclusive of GST), on any share transaction. For example: an investment of \$100,000 in direct shares, using a brokerage rate of 1.10% would equate to \$1,100 (inclusive of GST) received by Insight Investment Partners.

Please refer to Part 2 of this FSG (Adviser Profile) for further information on how your adviser is

remunerated.

How is my adviser paid?

Our employees and directors may be remunerated by way of salary and/or bonuses or commission and other employee benefits.

Further, as a shareholder/director of Mavuno Financial Planning Pty Ltd your adviser may receive director fees and shareholder profits.

If these benefits are reasonably ascertainable at the time we provide you with financial advice, the remuneration will be calculated and disclosed to you at the time in the SoA. If the remuneration is unable to be calculated at the time you receive our advice, we will disclose the method of calculation instead.

Please refer to Part 2 of this FSG (Adviser Profile) for further information on how your adviser is remunerated.

Do any relationships or associations exist that might influence my adviser in providing financial services to me?

Your adviser may receive non-cash benefits with a cash value of less than \$300. These may include, but not limited to, gifts, business lunches, sporting tickets or industry events (professional development or conference attendance).

Should an adviser receive any non-cash benefit, the benefit is recorded in our benefits register, which can be made available upon your request.

Our complaints handling procedures and how to access them

We are committed to meeting if not exceeding our clients' expectations whenever possible. Mavuno Financial Planning Pty Ltd endeavors to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily satisfied in three business days, please email or write your complaint to info@iip.net.au
3. If your complaint is not satisfactorily resolved within 45 business days, you have the right to contact the Australian Financial Complaints Authority (AFCA). AFCA independently and impartially resolves disputes between consumers, including some small businesses, and participating financial services providers.

The Australian Financial Complaints Authority can be contacted on:

Toll Free Telephone: 1800 931 678

GPO Box 3, Melbourne Vic 3001

Fax: (03) 9613 6399

Website: www.afca.org.au

Email: info@afca.org.au

4. The Australian Securities and Investment Commission (ASIC) is Australia's corporate, markets and financial service regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's economic markets are fair and transparent, and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

Toll Free Telephone: 1300 300 630

GPO Box 9827, Your Capital City or;

PO Box 4000, Gippsland Mail Centre Vic 3841

Website: www.asic.gov.au

Compensation Arrangements

Mavuno Financial Planning Pty Ltd holds a professional indemnity insurance policy, which satisfies the legislative requirements. Subject to the terms and conditions, the policy provides cover for claims concerning professional services provided by Insight Investment Partners.

The policy provides coverage regarding claims made against us as a result of conduct of our representatives/employees and those who no longer work for us (but who did at the time of the relevant conduct).

Privacy Statement

Why we collect your personal information

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

Collecting and disclosing your personal information

We may disclose your personal information to other members of Insight Management Partners Pty Ltd (including Insight Mortgages Pty Ltd, Insight Tax Partners Pty Ltd, Insight Sports Pty Ltd, Insight Legal Partners Pty Ltd). We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

Mavuno Financial Planning Pty Ltd is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

Other important information

Our privacy policy is available on our website at www.mavunowealth.com.au/. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.



Financial Services Guide

ABN: 89 628 349 646

Corporate Authorised Representative of Insight Investment Partners

Australian Financial Services Licence Number: 368175

Version: 1

Date: 1 May 2021

**Address: Level 1, 1260 Hay Street
PERTH WA 6000**

**Phone: 0411 033 988
Website: www.mavunowealth.com.au/
Email: Paul.hersey@mavuno.com.au**

PART 2 (Adviser Profile)

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services I Provide (Section 2);
- Fees and Charges (Section 3); and
- Contact and Acknowledgment (Section 4).

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSG) dated 2 December 2019 and should be read together with Part 1. Part 2 sets out specific details about me as an Corporate Authorised Representative, of Insight Investment Partners.

I am authorised by Insight Investment Partners to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by Insight Investment Partners to distribute this FSG.

Insight Investment Partners
ABN 35 136 879 484 holder of
Australian Financial Services Licence No. 368175 ('AFSL')
Level 10, 60 York Street
SYDNEY NSW 2000

Website: www.insightmp.com.au/iip

SECTION 1: ABOUT YOUR ADVISER

Who is your Financial Adviser

Your Financial Adviser is Paul Hersey. In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Paul Hersey and Mavuno Financial Planning Pty Ltd. The term 'Representatives' refers generally to Mavuno Financial Planning Pty Ltd as Corporate Authorised Representatives of Insight Investment Partners.

Mr Paul Hersey is an Authorised Representative of Mavuno Financial Planning Pty Ltd. The advice will be provided to you and the SoA issued by Mavuno Financial Planning Pty Ltd.

Paul Hersey's ASIC Authorised Representative number is 1258685.

What experience does your financial adviser have?

Paul is an experienced senior executive and CEO and has extensive experience as a Director within PwC's Advisory practice where he advised many clients across government, health, retail and resources in relation to governance, strategic planning, operational planning and process improvement.

What qualifications and professional memberships does your financial adviser have?

Diploma of Science & Genetics (1996)

Master of Business Administration (2017)

Diploma of Financial Planning (2017)

Does your financial adviser have any associations or relationships?

I am a member of the Financial Planners Association (FPA).

SECTION 2: THE SERVICES I PROVIDE

What products is your financial adviser authorised to provide advice on?

Insight Investment Partners AFSL authorises me to provide general and/or personal financial product advice and to deal (apply for, acquire, vary or dispose) in relation to:

- Deposit Products.
- Debentures, stocks or bonds issued or proposed to be issued by a government.
- Life products including investment life insurance and life risk insurance.
- Securities and Shares (Domestic and International).
- Managed Investment Schemes including Investor Directed Portfolio Services.
- Retirement Savings Accounts.
- Superannuation

Are there any products your financial adviser is not authorised to provide?

I am not authorised by Insight Investment Partners to provide advice or services in the following areas:

- Self Managed Super Funds (SMSF)
- Derivatives.
- Foreign Exchange Contracts.
- Margin Lending
- Managed Discretionary Accounts (Wholesale clients only) .

Please ask me if you would like me to refer you to a suitable professional for information about these services. If I receive a specific fee for this referral, it is disclosed below in Section 3 'Fees and Charges'. It may also be disclosed in an appropriate advice document, if I provide you with personal advice.

How can you provide your instructions to me?

You may provide instructions to me by using any of the contact details provided in Section 4 'Contact and Acknowledgment'.

Privacy Statement

In addition to the information provided in the Mavuno Financial Planning Pty Ltd FSG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at www.mavunowealth.com.au/ and/or by calling us on 0411 033 988.

SECTION 3: FEES AND CHARGES

How will your financial adviser be paid for the services provided?

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to Mavuno Financial Planning Pty Ltd.

Our employees and directors may be remunerated by way of salary and/or bonuses or commission and other employee benefits.

Further, as a shareholder/director of Mavuno Financial Planning Pty Ltd your adviser may receive director fees and shareholder profits.

What other benefits does your financial adviser receive?

I may receive non-cash benefits with a cash value of less than \$300. These may include, but not limited to, gifts, business lunches, sporting tickets or industry events (professional development or conference attendance).

Should I receive any non-cash benefit, the benefit is recorded in our benefits register, which can be made available upon your request.

Will your financial adviser be paid when making a referral?

I do not receive a payment for making a referral to any other specialist.

SECTION 4: CONTACT AND ACKNOWLEDGEMENT

How you can contact your financial adviser

Your Financial Adviser: Paul Hersey	Phone: 0411 033 988 Mobile: 0411 033 988 Email: Paul.hersey@mavuno.com.au Website: www.mavunowealth.com.au/
Practice details: Mavuno Financial Planning Pty Ltd Level 1, 1260 Hay Street PERTH WA 6000	Phone: 0411 033 988 Email: Paul.hersey@mavuno.com.au Website: www.mavunowealth.com.au/