

# SUPPLEMENTARY FINANCIAL SERVICES GUIDE



**Dated: 1 February 2016**

**Version: SFSG Version 3.1**

This Supplementary Financial Services Guide (SFSG) supplements the Matrix Planning Solutions Financial Service Guide (FSG) V3.0 dated 1 December 2014. This SFSG is to be read in conjunction with the FSG.

This SFSG has been authorised for distribution by:

Matrix Planning Solutions Limited (Matrix) ABN 45 087 470 200

Australian Financial Services and Credit Licence No. 238256

Matrix Planning Solutions Limited has changed the registered address of the licensee. The registered address has changed from Level 12 to Level 14, 20 Bond Street NSW 2000.

## **Replace on page 2 under heading 'Expertise':**

"Level 12" with "Level 14"

All other contact details remain unchanged.

The change of address does not affect the address of your Financial Adviser. If you have any questions regarding this SFSG, please do not hesitate to contact us or your Financial Adviser.



# COMBINED FINANCIAL SERVICES GUIDE AND CREDIT GUIDE

**(FSG/CG) - VERSION 3.0**

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# ABOUT US

## Who is Matrix?

To provide financial and credit advice in Australia you must be authorised through a licensee. Your Financial and Credit Adviser is authorised through Matrix Planning Solutions Limited ABN 45 087 470 200 (Matrix, Licensee, we, us). Matrix is an Australian Financial Services Licensee (AFSL) and Australian Credit Licensee (ACL), AFSL & ACL No. 238256.

Matrix is a Professional Partner of the Financial Planning Association of Australia (FPA). As a Professional Partner, our Authorised and Credit Representatives are committed to meeting the FPA Code of Professional Practice.

## Quality Advice

Your Matrix Financial and Credit Adviser has excellent support in terms of product research, software and technical advice. Every Matrix Adviser has access to these expert resources allowing them to either specialise or to offer the total spectrum of financial advice, from wealth creation, risk protection and retirement planning to lending and leasing.

We will always act in your best interests.

## Expertise

In today's dynamic and complex financial environment, getting sound advice regarding your finances is critical. To achieve maximum value, that advice should come from someone who offers client-focused solutions and a high degree of expertise. That's why a number of Australia's leading Financial Advisers came together to create Matrix.

Matrix Planning Solutions Limited address is  
Level 12  
20 Bond Street  
SYDNEY NSW 2000

## Contact Details



**Address**  
PO Box Q1493  
QVB NSW 1230



**Web and Email**  
[www.matrixplan.com.au](http://www.matrixplan.com.au)  
[contactus@matrixplan.com.au](mailto:contactus@matrixplan.com.au)

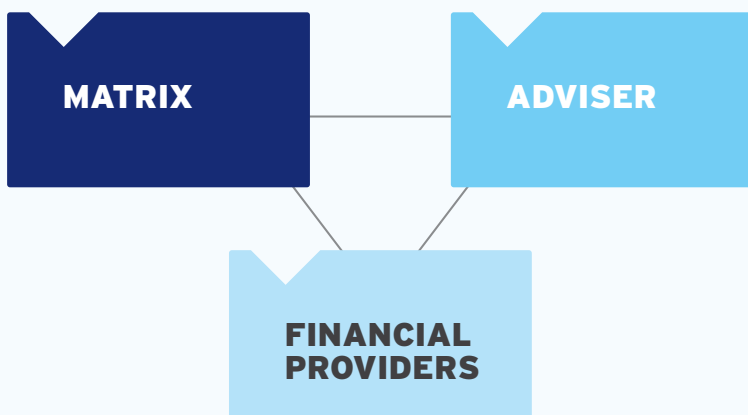


**Telephone**  
1300 663 334



**Fax**  
02 9233 1960

## Matrix and Your Adviser



### Matrix

Matrix Planning Solutions Limited holds the licence with which your Adviser is authorised to provide advice. Matrix is responsible for the advice and conduct of your Adviser.

### Adviser

Your Adviser is authorised by Matrix to provide advice to you.

### Financial Provider

Financial products are placed on your behalf through external providers.



# A GUIDE TO OUR RELATIONSHIP WITH YOU

The financial and credit services referred to within this document are offered by an Authorised Representative and/or Credit Representative of Matrix. This document must be read in conjunction with the **Financial Adviser Profile** and the **How We Charge For Our Services documents** which are both attached. One is incomplete without the others. Together, these three documents constitute our Combined Financial Services Guide and Credit Guide (Guide). The Guide is given to you on behalf of Matrix and your Authorised Representative.

Matrix is responsible for the financial and credit services provided to you, including the distribution of the Guide.

You should take the time to read the Guide so you can make an informed decision about whether to use our services. If you have any questions, please contact us.

## The Guide contains important information regarding

- The services offered to you
- The process we follow to provide financial and credit assistance services
- Matrix as the holder of an Australian Financial Services Licence and Credit Licence
- The lending institutions we deal with
- How Matrix Authorised Representatives and Credit Representatives are remunerated
- Any associations or potential conflicts of interests we may have
- Our internal and external dispute resolution procedures and how to access them and
- Matrix's Privacy Policy.

## When we provide you with initial financial or credit assistance advice

This will be documented in a 'Statement of Advice' (SOA) for you. This document will detail and take into account your current financial situation, requirements and future needs.

The SOA issued to you will also provide you with information regarding:

- The strategy and product recommendation we are making
- Advantages, risks and disadvantages of the advice

- Any other services we recommend
- Our fees and commissions, as well as the way they are determined
- Any associations we have with financial and credit product issuers or other parties that may influence the advice we provide to you.

## When we provide you with further financial or credit assistance advice

Depending on the complexity of the advice, your Adviser will prepare either a SOA or a Record of Advice (ROA) for you.

If the recommendation for a particular financial or credit product is made, we will provide you with the information relating to that product in the form of a Product Disclosure Statement (PDS) or other disclosure documents issued by the issuer of the recommended financial or credit product.

## Credit Assistance

Matrix, as a credit licensee, provides credit services in relation to the following:

- Strategic credit advice
- Assistance with mortgages, personal loans and credit cards
- Referral to a broker or credit provider and
- Other credit assistance as appropriate to your situation.

It is important to note that your Adviser is only authorised by Matrix to provide credit activities but not to be a credit provider or a lessor. Generally, Matrix Advisers will provide credit advice in conjunction with financial planning advice.

Where your Adviser is a Credit Representative of Matrix and where credit assistance is being provided to you, your Adviser has to adhere to a number of important obligations. Credit assistance means suggesting that you remain in, apply for, or increase the credit limit of a particular mortgage or other credit contract with a specific credit provider.

To ensure you are not provided with credit assistance where the recommended contract is unsuitable for you, we are required to complete a 'Preliminary Assessment' document. The Preliminary Assessment assists us in making the determination whether a



contract is 'unsuitable'. We must make reasonable enquiries or take actions to:

- Understand your requirements and objectives in relation to the credit contract or credit limit increase
- Understand your financial situation and
- Verify your information, for example, obtaining proof of income and expenditure.

Your Adviser needs to give you a written copy of the Preliminary Assessment free of charge, or upon request, any time within 7 years of the date your credit assistance quote was provided. If the request is made within 2 years of the credit assistance quote the Preliminary Assessment must be provided within 7 business days after the request is received, otherwise the Preliminary Assessment must be provided within 21 days at all other times.

It should be noted that your Adviser is prohibited from suggesting or assisting you to apply for an 'unsuitable' loan contract. If at any time the products on our approved list (see Approved Product and Investment List of this document) are deemed not suitable to your situation, your Adviser will refer you to a credit provider who will be able to recommend a suitable product.

### Collecting your personal information

You will be requested to provide us with your personal objectives, details of your current financial situation and any relevant information to enable us to provide appropriate advice to you. This will be recorded in one of two ways: for financial planning related advice, via a Financial Needs Analysis (FNA) booklet; for credit related services, via a Preliminary Assessment booklet. Both these booklets form part of the data collection process which ensures the advice provided to you is based on your personal situation and is in your best interest.

You have the right not to provide us with the above information. However, if you do not, the advice you receive may not be appropriate to your objectives, financial situation and needs.

You should carefully read the information and warnings contained in the SOA or other advice documents before making any decision relating to a financial product or advice.

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

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations presented to you.

If at any time you wish to examine your personal information, please let us know.

Please refer to Matrix Privacy Policy within this document on how we are committed to keeping your personal information secure.

### How can I give you instructions about my Financial Product/s?

You may tell us how you would like to give us instructions. For example by mail, telephone, fax or other means such as e-mail.

### Approved Product and Investment List

Matrix Advisers are required to recommend investments from a wide range of approved products. This list is compiled and researched by the Matrix Research Committee using the services of established Research Houses to ensure their suitability to the Client's needs. Your Adviser will assess whether particular investments on this list are suitable for you.

Where your Adviser is a Credit Representative of Matrix, your Adviser may provide credit assistance via a range of credit providers. The credit providers with whom Matrix has regular business relationships are:

- AMP
- ANZ
- Commonwealth Bank of Australia (including Colonial products)
- Homeside Lending
- St George
- Westpac.



# REMUNERATION AND OTHER BENEFITS

Any remuneration paid to Matrix or a Matrix Adviser for advice or by a product provider that relates to the acceptance of an individual financial or credit product recommendation will be disclosed in the SOA or ROA provided to you. Unless otherwise informed, all fees are inclusive of GST. A fee disclosure statement will be given to you each year if you choose to enter into an ongoing fee arrangement. It will outline the fees paid and the services you received in the preceding 12 months.

Matrix or a Matrix Adviser may receive the following:

**Initial Advice (SOA) Fee:** This is the fee paid by you for our research into your existing situation and inforce investments followed by the preparation and presentation of a SOA to you.

**Ongoing Advice Fee:** This is the fee paid by you for the provision of ongoing advice on your portfolio to ensure that it remains appropriate to your needs and circumstances.

Your Adviser will discuss these fees with you and obtain your agreement on the amount and the method of payment. The fees can be deducted from your product, invoiced directly to you or a combination of the two methods.

**Commissions:** The payments are made by the product providers in the form of initial and/or ongoing commissions. This is not an additional cost to you.

For further information, please refer to the document, **How We Charge for Our Services**, provided to you with details about your Adviser in the **Financial Adviser Profile** document.

## Licensee Fee from approved platforms

Matrix is a distributor of a wide range of approved platforms that may be recommended to help with the management and administration paperwork of client investments and superannuation funds. A number of these platforms were deemed to be 'preferred', after Matrix completed thorough research based on their services, features and benefits for clients.

A Licensee Fee will generally apply for clients who elect to use preferred platforms. The Licensee Fees are collected through the platform in consideration for Matrix services to you such as:

- Research on the investments and management of the Approved Product and Investment List available through preferred platforms
- Supervision and quality checking of preferred platforms
- Conducting due diligence on the investment and preferred platforms
- Providing feedback on behalf of clients to the product manufacturers on the enhancement and features of investment products available through preferred platforms
- Negotiating with product and/or preferred platform providers on client fee rebates
- Facilitating reduced administration fees from preferred platforms
- In some cases, assistance with issue resolution.

The Licensee Fee may be up to 0.25% p.a. of your total investment under the platform.

The exact amount of the Licensee Fee will be provided to you in a SOA or ROA. For example, if a Licensee Fee was 0.16% and your account balance was \$100,000 the fee would be \$160.

## Fee shares for other services provided by Matrix

Matrix provides consulting services to some managed funds and portfolio providers. Matrix Advisers may recommend the use of those managed funds and portfolios if they suit your needs and are in your best interests.

### • PartnerShip

You should be aware that if you wish to invest in the Russell PartnerShip series of managed funds an amount equal to 0.20% p.a. of your investment balance in that fund is paid to Matrix, to meet the cost of asset consultation services associated with these funds provided by Matrix. This forms part of the investment fees levied by Russell Investments and is not an additional cost to you. For example, if your investment balance is \$100,000, Matrix will receive \$200 p.a.



- **MX Passport**

If you invest in the MX Passport Portfolio Blends, 0.22% p.a. (including GST) of your investment balance collected by the platform or administration service will be passed on to Matrix, for the management and research expertise provided in managing and executing the portfolio of investments for you over time. For example, if your investment balance is \$100,000 Matrix will receive \$220 p.a.

### Other non monetary benefits

From time to time, Matrix Advisers may receive other benefits which may include:

- Educational conferences and seminars: these are arranged by Matrix and attendance may be fully or partially subsidised by Matrix.
- Non monetary benefits: these may include business lunches, tickets to sporting and cultural events, promotional merchandise or other minor benefits from Matrix or product providers.

These benefits are discretionary in nature and relate to future events. It is therefore not possible to provide an estimated dollar value on these benefits at this point in time. Any other benefits that Matrix or a Matrix Adviser may receive will only be accepted to a value of less than \$300 per provider per year.

Matrix maintains a public register of all other benefits they receive. Matrix also maintains a Conflicts of Interest Register for circumstances where some or all of your interests may be inconsistent or diverge from some or all of our interests or those of Matrix. If you would like to see a copy of these registers, you can contact Matrix. Any benefit that is material to our advice to you will be disclosed in your SOA or ROA.

### Associations and Interests

Matrix Planning Solutions Limited is wholly owned by ClearView Wealth Ltd (ClearView) (ACN 106 248 248) and is an ASX listed entity.

Matrix Advisers may receive shares in ClearView as a result of ClearView purchasing Matrix Planning Solutions Limited. Matrix Advisers may hold ClearView shares through this arrangement or by purchasing them separately through the ASX. Matrix Advisers, their associated companies and trusts may receive dividends in respect of these shares. Matrix

has an arrangement with ClearView under which it receives commission and other payments. These payments are not an additional cost to you and cannot be paid to Matrix Advisers. However, they contribute to Matrix's revenue. Details of any interest in ClearView will be disclosed in your SOA or ROA.

Matrix Advisers are able to recommend all products on Matrix's extensive Approved Product and Investment List and there is no requirement for an Adviser to place business with any particular product issuer. However, Matrix does have a number of preferred platforms.

Products on Matrix's Approved Product and Investment List may include products issued by companies within the ClearView Group, including ClearView Life Assurance Limited (ABN 12 000 021 581), ClearView Life Nominees Pty Limited (ABN 37 003 682 175) and ClearView Financial Management Limited (ABN 99 067 544 549). These ClearView Group companies may receive fees and/or premiums if you purchase a product issued by one of them.

Matrix Advisers are also authorised to advise on and deal in a range of products provided by external parties who are not related to Matrix. Matrix has arrangements with certain external parties under which it receives commission and other payments. These payments are not an additional cost to you and cannot be paid to Matrix Advisers. However, they contribute to Matrix's revenue.

### Will anyone be paid for referring you to Matrix?

If someone has referred you to us, we may pay a fee or commission in relation to that referral. The SOA or ROA you receive will indicate the amount they will receive.

If we are referring you to someone for a service not rendered by Matrix, we may be paid a fee or commission in relation to that outgoing referral. The SOA or ROA presented to you will indicate the amount that may be received.





# COMPLAINTS AND OTHER INFORMATION

## What should I do if I have a complaint?

If you have a complaint or concern regarding the financial planning or credit services provided to you by an Authorised or Credit Representative of Matrix, which has not been satisfactorily resolved by your Adviser within 5 days, we encourage you to take the following steps.

Contact our Complaints Manager on the contact details provided on page 2, or alternatively you can send an email detailing your concerns to **complaints@matrixplan.com.au**

Upon lodgement of a client complaint with Matrix, the client will receive an acknowledgment of receipt and an indication of the timeframe in which Matrix will respond to the complaint. For Financial Planning related complaints, Matrix has 45 days following the lodgement date to notify the client of its decision with relation to the complaint. For Credit advice related complaints, Matrix has 21-45 days (depending on the nature of the complaint) from the lodgement date to notify the client of its decision with relation to the complaint.

If the complaint is not resolved within the time frames set above following the lodgement of the initial complaint date, the Complaints Manager will inform the client the reasons for the delay.

If your complaint is not resolved to your satisfaction you have the right to refer the matter to the Financial Ombudsman Service (FOS). As a condition of licensing, Matrix is required to be a member of an external dispute resolution body.

FOS can be contacted via the following means:

### Writing

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001

### Email

info@fos.org.au

### Telephone

1300 780 808

## Professional Indemnity Insurance

Matrix currently has Professional Indemnity Insurance in line with legislative requirements. This includes coverage for claims in relation to the conduct of current Advisers and Advisers who are no longer authorised by Matrix (but who were at the time of any relevant claim). If you would like further information please contact Matrix.

## Matrix Privacy Policy

Matrix is committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information.

The purpose of the Privacy Policy is to ensure you understand the ways in which we protect and store your personal information and how we comply with the Australian Privacy Principles by which we are regulated.

You are entitled to obtain access to the information we hold about you including any preliminary assessment we conducted in relation to the suitability of the credit product by contacting your Adviser.

To view a current version of Matrix's Privacy Policy, please refer to our website: **www.matrixplan.com.au** You can also visit the Australian Information Commissioner's website at **www.oaic.gov.au** for more information about your privacy.



