



Financial Services Guide

Issue Date: 1st November 2016

Mark Thompson Advisory Service Pty Ltd
Trading as Mark Thompson Advisory Services

ABN: 18 657 580 084
Australian Financial Services Licence No: 424494

Address: 2/112-118 Rundle Street, Kent Town SA 5067
Telephone: 08 8362 4651
Email: mark@mtservices.com.au

Before seeking our advice, you probably have a number of questions you would like to ask about us. You have the right to ask about our charges, the type of advice we will give and what you can do if you have a complaint about our services. Key information is set out in answer to the questions below. If you need more information or clarification, please ask us.

This Financial Services Guide (FSG) is issued by Mark Thompson Advisory Service Pty Ltd, Australian Financial Services Licence No 424494. We are a Member of the Financial Planning Association of Australia (FPA) and must comply with the FPA's Code of Ethics and Rules of Professional Conduct.

You should also be aware that you are entitled to receive a Statement of Advice (SoA) whenever we provide you with any advice which takes into account your objectives, financial situations and or needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If further advice is furnished, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of a SoA. You have the right to request a copy of the RoA (if you have not previously received a copy) within 7 years of that further advice being given.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

BEFORE YOU GET OUR ADVICE

Who is my adviser?

Mark Thompson is the Dealer Principal of Mark Thompson Advisory Service Pty Ltd.

He has the following qualifications:

- Certified Financial Planner (CFP)[®]
- Diploma in Financial Planning (DFP)

Mark has had 30 years in the financial services industry.

Who does the adviser act for when providing financial services to me?

Mark Thompson will be acting on behalf of Mark Thompson Advisory Service Pty Ltd.

What advisory services are available to me?

- Personal Insurance Advice
- Superannuation & Rollover Advice
- Retirement Planning Advice
- Investment Planning Advice
- Wealth Creation
- Social Security Advice
- Estate Planning
- Consequences in relation to tax (financial) advice

In addition, we are able to offer you an on-going monitoring and review service for your superannuation, investment portfolio or life insurance program.

We provide financial product advice for the following financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection and total and permanent disability insurance
- Retirement Savings Accounts
- Securities
- Superannuation
- Managed Investments

We will only recommend a financial product to you after considering its suitability for your individual needs, objectives and financial situation. The products we recommend are selected from our approved list of products.

BEFORE YOU GET OUR ADVICE

What services and/or products are not available to me?

Mark Thompson Advisory Services is only able to provide those services set out in our Australian Financial Services Licence. Examples of the services we are NOT authorised to provide you with are:

- Finance Broking
- Consumer Credit Advice and Assistance
- Banking Services
- General Insurance Advice
- Legal Advice
- Accounting Advice

Please ask me if you would like a referral for these services. If I receive a specific fee for this referral, it will be disclosed in a Statement of Advice, if I provide you with personal advice.

How will I pay for the service?

Initial & Ongoing Fees & Commissions

There is no charge for an initial discussion which allows you to assess the merits of working together and to consider the range of services which will best meet your needs. If you decide to proceed with our services our fees are charged as follows:-

- A minimum fee of \$550 (inclusive of GST) applies for the preparation of a Statement of Advice (SOA). If our fee is expected to be greater than our minimum because of the complexity and time spent we will ask you to agree and sign off prior to engagement. Please note that my initial advice fees still apply where you choose not to implement my recommendations.
- A minimum fee of \$360 pa (inclusive of GST) applies to our ongoing service for investment products. This may differ by arrangement and we will ask you to sign off in this situation. This fee will not apply to funds that are invested using borrowed money whether margin lending or a line of credit.
- Our hourly rate is \$275 (inclusive of GST).

Initial or ongoing fees can be paid directly by you, or deducted from the funds you invest. In situations where we receive commission from an insurance product we may choose to waive our fee altogether.

Investment Commission

The initial or upfront commission for investment type financial products can range between 0% and up to 5% (10% for a tax effective product) while ongoing commissions may range between 0.25% and up to .60% per annum. For example, for an investment of \$10,000 in a managed investment paying 4% initial commission and 0.60% ongoing commission, the initial commission would be \$400 and the ongoing commission would be \$60 per annum. We do not charge initial commission on financial products.

Insurance Commission

We charge commissions on our risk insurance financial products.

The initial, upfront or 1st year commission for a risk insurance financial product can range between 27.5% and 132% depending on the product provider while the ongoing commission may range between 7% and 32%. For example, on an insurance premium of \$1,000 per annum paying a hybrid initial commission of 72.5% and ongoing commission of 22%, the initial commission would be \$725.00 and an on-going commission would be \$220.00 per annum.

How is my adviser paid for the financial services provided?

Fees and commissions paid by you and/or fund managers and life offices are paid to Mark Thompson Advisory Service Pty Ltd as Trustee of the Thompson Family Trust No 2. Mark Thompson receives a salary and share of profit from Mark Thompson Advisory Service Pty Ltd.

Consulting Fees

Mark Thompson Advisory Service Pty Ltd also provides a consulting service to Authorised Representatives linked to its own licence as well as Authorised Representatives of other Licensees. In this situation I am paid a fee for this consulting service.

Do I get detailed information about actual commissions and other benefits my adviser gets from making the recommendations?

Yes. You have the right to know details of commissions and or other benefits your adviser receives for recommending investments and/or insurance. We will provide this information to you when we make specific recommendations in the Statement of Advice or Record of Further Advice.

Do any relationships exist with product providers which may influence the advice being given?

Neither your adviser nor the licensee has any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

WHEN YOU GET OUR ADVICE

Will you give me advice that is suitable to my needs objectives and financial circumstances?

Yes. However, to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments and strategies that we recommend to you. If we do not do so, you should ask us for further clarification.

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

We maintain a record of your personal profile that includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

Can I tell you how I wish 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, email, fax or other means. But in all cases we must receive a written confirmation of these instructions.

Privacy Policy

At Mark Thompson Advisory Service Pty Ltd we are committed to the highest standards in relation to the collection, use, accuracy and storage of your private information. The *Privacy Act 1988* contains 13 principles known as the “Australian Privacy Principles”. Your rights, our obligations and how we deal with them are detailed in our Privacy Policy.

If you believe we have not acted appropriately in relation to your privacy rights, you are entitled to lodge a complaint with us, initially by contacting your Adviser. If you are not satisfied with the way in which we investigate and respond to your complaint, you are entitled to lodge a formal complaint with an External Dispute Resolution Scheme of which we are a member. We are a member of Credit & Investments Ombudsman (CIO) and you can contact them on 1800 138 422, or email info@cio.org.au.

You are entitled to a copy of our Privacy Policy free of charge on request or by visiting our website, www.mtservices.com.au.

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

In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF) and its corresponding rules and regulations we are required 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.

As a result of the reporting obligations placed on us by the AML/CTF Act information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

Professional Indemnity Insurance

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The limit of the indemnity is \$5,000,000 for any one claim and \$10,000,000 in the aggregate for all claims arising out of our AFS licence activities. The insurance will cover claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.

If you have any complaints

Who can I speak to if I have a complaint about the advisory service?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

Contact Janine Towill, Complaints Manager at Mark Thompson Advisory Service Pty Ltd on 08 8362 2155 or janine@mtservices.com.au about your complaint. We will try and resolve your complaint within 45 days. If we cannot reach a satisfactory resolution, you can raise your concerns with the:

Credit & Investments Ombudsman (CIO)
1800 138 422 or

By Post

Case Management Team
C/- Credit & Investments Ombudsman
PO Box A252,
South Sydney, NSW 1235

We are a member of CIO's complaints resolution service.

The Australian Securities & Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.