



# Lets Make Money Pty Ltd

## Financial Services Guide



You have the right to ask us about our charges, the type of advice we will give you and what you can do if you have a complaint about our services.

Key information is outlined in this Guide.  
If you require more information or clarification, please ask us.

**Lets Make Money Pty Ltd**  
ABN 13 092 771 581  
Australian Financial Service Number 233808  
390 Reserve Road, Cheltenham, Victoria, 3192  
Telephone: 03 9585 8007  
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Version 10.10

## ***What is a Financial Services Guide?***

This Financial Services Guide (FSG) is an important document and is intended to inform you of certain basic matters relating to our relationship, prior to our providing you with a financial service. The matters covered by the FSG include who we are, how we can be contacted, what services we are authorised to provide to you and how we (and any other relevant parties) are remunerated. It also contains details of any potential conflicts of interest and details of our internal and external dispute resolution procedures and how you can access them, as well as our privacy policy.

### ***Other documents you may receive from us***

Before we commence meeting with you, we will forward to you a Preparation Guide for Meeting with Your Financial Planner as well as a Financial Fact Find. The Preparation Guide (including financial objectives) is designed to assist you in preparing for the meeting with your adviser. It also explains some of the commonly used terms. The Financial Fact Find is designed to assist you with summarising your personal information, including your attitude towards risk, in a concise manner.

You should also be aware that in most instances you are entitled to receive a *Statement of Advice* when we provide you with advice which takes into account your objectives, financial situation and needs. *The Statement of Advice* is required to be given to a person who is a retail client when personal advice is provided. It will contain the advice, the basis on which it is given and information about fees, any commissions and associations which may have included the provision of the advice. Where, however advice is not required to be given in that form, we are generally required to retain a record of advice given and you are entitled to ask for a copy of this.

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

### ***Privacy Policy***

Lets Make Money Pty Ltd is committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. Our full Privacy Policy appears on pages 8, 9 and 10 of this Guide.

Key information is set out in the form of answers to the questions below. If you need more information or clarification, please contact us.

## ***Before you get our Advice***

### ***Who is responsible for the financial services provided?***

Lets Make Money Pty Ltd is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

Lets Make Money Pty Ltd, ABN 13 092 771 581  
Australian Financial Services Licence Number 233808  
390 Reserve Road, Cheltenham, Vic. 3192

### ***Who is my adviser?***

Your adviser will be Paul Goethel. His Australian Securities & Investment Commission (ASIC) number is 245417. Paul has over 20 years experience in the financial services industry and his formal qualifications include a Bachelor of Business (Economics & Marketing) and an MBA. Paul is an associate of the Financial Planning Association.

Paul Goethel is an Authorised Representative of Lets Make Money Pty Ltd.

### ***What information should I provide to receive personalised advice suitable for my investment needs and financial circumstances?***

You need to provide us with a list of your personal objectives, details of your current financial situation and any other relevant information, so that we can offer you the most appropriate advice possible.

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

If you do not wish to act upon our advice, we may still deal on your behalf by carrying out your specific instructions.

If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.

If we provide you with personal financial advice, then you are entitled to receive a 'Statement of Advice' on the first occasion that we provide you with personal advice, or a 'Record of Small Investment Advice' if the advice relates to amounts under certain thresholds. These documents will:

- Explain the advice and the basis of the advice;
- Provide information about our remuneration (including commissions), and
- Disclose any associations or relationships that could potentially influence us in providing the advice.

After providing you with our Statement of Advice, any ongoing personal advice that we may provide will be documented in a further 'Statement of Advice' or a 'Record of Advice' depending on the nature of the advice.

Copies of the Statement(s) of Advice, Records of Small Investment Advice, and/or Record(s) of Advice will be retained on your client file and if you have not already been provided with one you may ask for a copy of these documents at any time.

You should read the warnings contained in the *Statement of Advice* carefully before making any decision relating to the advice or the financial products.

If we provide you with execution related telephone advice, you may request a record of the execution related telephone advice at that time or up to 90 days after providing the advice.

***What should I know about any risks of the financial products or strategies that are recommended to me?***

We will explain any significant risks of the financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

***How can I give you instructions and tell you how I wish to instruct you?***

You may tell us how you would like to give us instructions. For example by telephone, fax or other means such as email. We would require your signature to carry out an instruction not already in place. When we provide advice to you, in most cases it will be provided in the format which the law requires, i.e. a "Statement of Advice". This is a document which is required to be given to a person who is a retail client when personal advice is provided. Where, however, it's not required to be given in that format, we are generally required to retain a record of advice given and you are entitled to ask for a copy of this.

If we advise you to invest in certain investment product types such as a wrap product or managed investment, we are required to provide a copy of the most recent Product Disclosure Statement to you before investing. This will give you the opportunity to understand in detail the product features, risks and costs, before acting on our recommendation.

***What kinds of financial services are you authorised to provide me and what kinds of Financial Product/s do those services relate to?***

Paul Goethel is authorised by Lets Make Money Pty Ltd to provide financial product advice on and deal in financial products on behalf of another person on the following products:

- deposit & payment products including basic deposit products and deposit products other than basic products;
- debentures, stocks or bonds issued or proposed to be issued by the Government;
- life products including investment life insurance products as well as any products issued by a Registered Life Insurance Company that is backed by one or more of its statutory funds and life risk insurance products issued by a Registered Life Insurance Company that are backed by one or ore of its statutory funds;

- Retirement Savings Accounts (RSA) products (within the meaning of the Retirement Savings Account Act 1997);
- securities;
- standard margin lending facilities;
- superannuation to retail and wholesale clients.

At Lets Make Money we provide advice and review existing or anticipated financial situations relating to various circumstances including wealth creation strategies, project planning (e.g. children's education), retirement planning, retrenchment, taxation planning, estate planning including the loss of a loved one, superannuation, financial issues on marriage dissolution, DIY superannuation strategies, gearing strategies, income generation in retirement strategies including pensions, social security strategies, budgeting, debt consolidation strategies etc.

We offer a portfolio review service as part of our ongoing relationship with you.

We can also provide you with Limited Advice should you only wish to discuss a particular issue. In such an instance, any advice would be limited to that particular matter.

### ***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 particulars as well as your needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. Our privacy policy appears on pages 8, 9 and 10 of this Guide.

If you wish to examine your file please ask us. We will make arrangements for you to do so.

### ***How will I pay for the service?***

#### ***a) Advice***

The initial consultation will be charged at \$220.00 including GST. This consultation usually lasts approximately 1 ½ to 2 hours and you will receive a Statement of Advice following that meeting that covers our discussions. If other work is required, such as design of a strategy, we will discuss and estimate the cost of such work, depending on the amount of work needed to be done and the complexity of the work.

Once agreed by you, we will undertake the work. The fee will be based on an hourly rate of \$242.00 including GST for advice and \$96.00 per hour including GST for administration and routine work on a project basis.

Lets Make Money charges an implementation fee of 0.7% including GST on the funds you invest and we do not normally receive upfront commissions from the organisation with whom the funds are placed. In the event that due to the structure of some products, the commission cannot be rebated, that commission will be disclosed and used to offset the implementation fee.

For example, you have agreed for Lets Make Money to design a strategy for you and as a result of that strategy you will invest \$100,000. Lets Make Money would not received any upfront commissions for placing that investment but will charge you 0.7% or \$700.00 including GST for the implementation of that investment.

### **b) *Ongoing Relationship***

A fee of \$242.00 including GST per hour for advice including meetings and discussions with your adviser is charged. Also \$96.00 including GST per hour is charged for administration or other routine work done for you.

Lets Make Money also provides an ongoing proactive review service to its clients, at the rate of up to 0.9% including GST of the value of the portfolio. By way of an example if \$100,000 is invested, then over a 12 month period the 0.9% would equate to \$900.00 including GST. An additional fee of \$85.00 including GST is charged for any switches done as a result of the recommendations made by us and agreed by you, resulting from the ongoing portfolio review.

A fee of \$85.00 including GST is charged for simple, standard rollovers and withdrawals.

Lets Make Money may also receive trailing commissions paid by some product providers. Any such trailing commissions, if paid, will be fully disclosed to you.

### **c) *Commissions***

It is our preference to charge you a fee for service for the work undertaken on your behalf as described above rather than to receive commissions from product providers. However, in some instances, where commissions are built into a product, e.g. insurance products, Lets Make Money may receive a commission calculated as a percentage of the funds invested and/or the premium paid by you.

In the case of insurance products, this can be generally between 0% and 125% of the first year's amount paid by you. Any such commissions will be fully disclosed to you. As a way of an example, if you paid a premium of \$500, Lets Make Money Pty Ltd could receive between \$0.00 and \$625.00. You should also be aware that in some cases commission arrangements would be in place for as long as you retain the policy. This can be generally between 0% and 35% of the amount paid. By way of example, if you paid a premium of \$500.00, Lets Make Money Pty Ltd could receive between \$0.00 and \$175.00. Any such commissions will always be fully disclosed to you.

The amount paid is a result of the way the pricing on insurance products is structured and the fact of the payment doesn't mean that you are entitled to, or will receive, advice about your insurance needs prior to insurance renewal dates, as these services are also separate and part of our ongoing service offering.

***How are any commissions, fees or other benefits calculated for providing the financial services?***

If you receive personal advice from us, we will always tell you about any fees and any other commissions or benefits in the *Statement of Advice*. You will receive such a *Statement of Advice*, before we proceed to act on your instructions.

- we may invoice you for a fee when you receive our written recommendations;
- we may charge you a fee, depending on the time we spend developing your plan or depending on the value of funds you invest;
- you may be required to pay us a review fee annually or in instalments;
- we may be paid by the Financial Product issuer at the time you invest or contract and during the life of your investment or contract;
- we may receive an ongoing payment from the Financial Product issuer.

Details of the payments we receive from Financial Product Issuers are contained in the *Product Disclosure Statements* issued by most Financial Product providers and these are available from your adviser.

Your adviser will tell you in writing in the *Statement of Advice* what fees we may charge you, when you will be required to pay and what payments we may receive from the Financial Product issuers. Our fee schedule appears on pages 4 & 5 of this document for your information.

***Where you have transferred to us from another adviser***

If you have previously been the client of another adviser firm and you are now proposing to transfer to Lets Make Money, the consequence is that in respect of your existing investments:

- if your previous adviser was receiving ongoing commission from product providers in relation to risk or investment products held by you, these payments will be received by us; and
- you may wish to review with us the remuneration arrangements in place in respect of those investments.

***Do you have any relationships or associations with Financial Product Issuers?***

Paul Goethel sits on the boards of Wealthtrac Pty Limited and Wealthtrac Nominees Pty Limited and holds minority equity in Wealthtrac Pty Limited. He may receive reimbursement for expenses that he may incur in fulfilling that role. This relationship or equity holding does not affect the advice or recommendations provided and in no way restricts or influences the adviser to offer any products.

From time to time fund managers and life companies provide financial support for training and conferences. They may also contribute to costs associated with providing client seminars and advertising.

However, this does not affect the advice or recommendations provided to you. Some dealers may be members of fund manager loyalty programs and where this is the case, your adviser will detail any benefit received in the *Statement of Advice* or *Statement of Additional Advice* provided to you.

## ***What does our advice mean to you?***

Elsewhere in this document we have told you what we are licensed to do. This is what it can mean to you:

### ***Initially***

When we first meet, we will ask you for as much information about you, your family, your needs and objectives to provide you with advice. We will assist you to define your financial objectives and goals so that we can agree on the content of your advice.

Following the examination and research into your objectives, we will prepare a written document called a Statement of Advice. Such initial advice is designed to examine your present situation and arrangements and advise you whether any changes are needed to ensure that your resources are used efficiently and you are on your way to achieving your goals and objectives. Following the agreement on that initial advice, we can implement any changes that are needed.

### ***Continuing Advice***

When you ask us to review your investments, we review your portfolio and advise you whether, in our opinion, you need to make any adjustments. We also assist you and review your financial strategy on an ongoing basis.

There are also other unforeseen events that occur such as changes to legislation that would need our input. As such, we develop and continue to grow an interactive relationship with you over time.

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

Lets Make Money Pty Ltd is a member of the Financial Ombudsman Service (FOS).

If you have any complaints about the provision of financial services provided to you, you should take the following steps:

1. Speak with your adviser about your concerns.
2. If your complaint is not satisfactorily resolved within 7 days, please contact The Client Liaison Manager on 03 9585 8007 or put your complaint in writing and send it to us at 390 Reserve Road, Cheltenham, Vic. 3192. We will respond and endeavour to resolve your complaint within 45 days.
3. Whilst every effort will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is dealt with, you can elect to refer the matter free of charge to the FOS. FOS can be contacted on 1300 78 08 08 or (03) 9613 6399, website: [www.fos.org.au](http://www.fos.org.au), email: [info@fos.org.au](mailto:info@fos.org.au) or you can write to them at: GPO Box 3, Melbourne, Victoria, 3001.
4. If your concerns involve your Adviser's conduct, you may wish to raise this with the Financial Planning Association of Australia (FPA). You can write to them at: PO Box 109, Collins Street West, Melbourne, Victoria, 8007.

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website [www.asic.gov.au](http://www.asic.gov.au).

In addition, the Australian Securities and Investment Commission (ASIC) provides guidelines on where and how to make complaints. The information can be accessed through the ASIC website [www.asic.gov.au](http://www.asic.gov.au) and following the link "Complaining About Companies and People".

## ***Professional Indemnity Insurance***

Lets Make Money Pty Ltd has Professional Indemnity Insurance in place to cover us and our representatives for liability arising from the financial services we provide. We understand it is adequate to meet our requirements as a financial services licensee.

## ***Privacy Policy***

1. Lets Make Money Pty Ltd abides by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001. A summary of the National Privacy Principles is available by contacting our office.
2. As a financial planning organisation we are subject to certain legislative and regulatory requirements which necessitate us obtaining and holding detailed information which personally identifies you and/or contains information or an opinion about you ("personal information"). In addition, our ability to provide you with a comprehensive financial

planning and advice service is dependent on us obtaining certain personal information about you, including:

- (a) employment details and employment history;
  - (b) details of your financial needs and objectives;
  - (c) details of your current financial circumstances including your assets and liabilities (both actual and potential), income, expenditure, insurance cover and superannuation;
  - (d) details of your investment preferences and aversion or tolerance to risk;
  - (e) information about your employment history, employment circumstances, family commitments and social security eligibility;
  - (f) other information as necessary to provide you with planning and advice services.
3. Failure to provide the personal information referred to above may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice we give to you.
4. We will not collect any personal information about you except where you have knowingly provided that information to us or authorised a third party to provide that information to us.
5. We will not use or disclose Personal Information collected by us for any purpose other than:
- (a) the purposes for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure; or
  - (b) where you have consented to such disclosure; or
  - (c) where the National Privacy Principles authorise use or disclosure where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.
6. We are required under the Rules of Professional Conduct of the Financial Planning Association of Australia to make certain information available for inspection by the Association on request to ensure ongoing compliance with mandatory professional standards. This may involve the disclosure of your personal information. We are also obliged pursuant to the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investments Commission.

7. We may disclose your Personal Information to superannuation fund trustees, insurance providers and product issuers for the purpose of giving effect to your financial plan and the recommendations made by us.
8. Your personal information is generally held in your client file. Information may also be held in a computer database.
9. You may at any time, by contacting us, request access to your personal information and we will provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held. We will, prior to providing access in accordance with this policy, require you to provide evidence of your identity.
10. We will endeavour to ensure that, at all times, the personal information about you which we hold is up-to-date and accurate. In the event that you become aware, or believe, that any personal information which we hold about you is inaccurate, incomplete or outdated, you may contact us and provide to us evidence of any inaccuracies, incomplete or outdated information and we will, if we agree that the information requires correcting, take all reasonable steps to correct the information.
11. If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact us and request that your complaint be directed to the Privacy Officer. Your complaint will be considered within 7 days and responded to. It is our intention to use our best endeavours to resolve any complaint to your satisfaction, however if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.
12. Our Website uses cookies which allow us to identify your browser while you are using our site. Cookies do not identify you, they simply allow us to track usage patterns so that we can measure the level of interest in various areas of our site. All browsers allow you to be notified when you receive a cookie and elect to either accept it or not. Your Internet service provider should be able to assist you to set your preferences.

## *Your Guarantee*

As a principal member of the Financial Planning Association of Australia and as a holder of Australian Financial Services Licence, we provide professional financial planning advice.

### *Contact Details*

Attention:	Privacy Officer
Address:	390 Reserve Road, Cheltenham, Victoria 3192
Telephone:	(03) 9585 8007
Facsimile:	(03) 9585 4007
Website:	<a href="http://www.letsmakemoney.com.au">www.letsmakemoney.com.au</a>
Email:	lmm@letsmakemoney.com.au