

Financial Services Guide

A guide to our services

Effective 01/09/2023



This document is issued by the Licensee, MFG Advice Pty Ltd and should be read in conjunction with your Adviser's profile:

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Ridgeback Investments Pty Ltd, trading as **Ridgeback Financial Planning**
ABN: 87 645 220 668, Corporate Authorised Representative No. 129159

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Ridgeback Investments Pty Ltd is a Corporate Authorised representative of the Licensee

MFG Advice Pty Ltd ACN 618 661 108 | AFSL 499010

The purpose of this Financial Services Guide:

This Financial Services Guide (FSG) aims to help you make an informed decision whether to use our services and explains information about:

- who we are;
- the services we are offer;
- how we are remunerated for our services; and
- how we handle any complaints you may have

About MFG Advice Pty Ltd

MFG Advice Pty Ltd (MFG Advice) ABN: 76 618 661 108 holds an Australian Financial Services Licence (499010). Your Adviser is an authorised representative of MFG Advice.



MFG Advice Pty Ltd
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MFG Advice is responsible for the financial services provided to you by its authorised representatives, and for ensuring you receive appropriate strategic advice services based on your needs, goals and objectives.

MFG Advice is privately owned and operated, and is not owned by a bank or any other product provider. Our authorised representatives are required to always act in your best interest.

Our associations and relationships

MFG Advice is a professional partner of the Financial Planning Association, the professional body representing qualified financial planners in Australia, and adheres to set standards of ethics, conduct and continued professional development.

MFG Advice provides financial planning services to clients of accounting firms and other professional services. MFG Advice maintains a conflicts of interest policy to manage and mitigate perceived, potential and actual conflicts of interest.

Lack of Independence

Ridgeback Investments Pty Ltd, Drew Partridge and MFG Advice Pty Ltd are not 'independent', 'impartial', or 'unbiased' as we accept commissions on the sale of Life risk insurance products.

Privacy

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information.

A copy of our privacy policy will be provided to you together with this FSG, and is also available on our website www.mfgadvice.com.au.

Other documents you may receive

In addition to this FSG, when we provide you with personal financial advice we will also present you with a written Statement of Advice (SOA). This will describe the strategies, products and services we recommend and outline any fees we will receive and any associations we have with financial product providers or other parties.

If you receive further advice from us, we will present you with either another SOA or a Record of Advice (ROA).

When financial product advice is given you will be provided with a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. If you choose to receive an ongoing service, we will provide you with an Ongoing Service Agreement and annual Fee Disclosure Statements.

What products will my Adviser recommend?

MFG Advice undertakes due diligence on product and service providers and use external research providers to select a range of offerings for our clients. MFG Advice maintains a list of approved products based on this research.

Our advisers will generally recommend financial products and services that are listed on our Approved Products List (APL). This list contains products that have been researched and are considered appropriate for our client's needs.

Depending on your objectives, financial situation and needs, your Adviser may need to recommend a financial product that is not on our APL. If this happens, any product that your Adviser may recommend needs to meet our selection criteria and approval process.

What financial services is my Adviser authorised to provide?

Your adviser can provide advice relating to the following services:

- Investment planning
- Wealth management
- Superannuation planning
- Retirement planning
- Cashflow planning
- Estate planning
- Redundancy
- Personal insurance planning
- Salary packaging

What product types do these services relate to?

Your adviser can arrange for the following financial products to be acquired, disposed of, or varied:

- Deposit products (basis & non-basic)
- Investment Life insurance products
- Life risk insurance products
- Managed investment schemes (including IDPS)
- Superannuation
- Retirement income streams
- Securities

What fees or charges do I pay?

When tailored personal financial advice is provided to you, a fee will be charged. All personal advice is provided in the form of a Statement of Advice. The amount of that fee will depend upon the nature of the financial services and the complexity of the advice required. We will agree with you the amount you pay based upon:

- a flat dollar fee;
- an hourly rate;
- the amount you invest; or
- a combination of the above.

This will be discussed in your initial meeting with your adviser and you will be provided with a quote. All amounts quoted include GST.

How are we paid?

We operate on a fee for service basis, based on the nature of the service, and the time and complexity of the advice provided.

Issuers of insurance products may pay ongoing brokerage or commission. This amount can vary depending on the product manager and may range from 0 -66% of the first year premium and 0 – 30% of the premiums thereafter.

Other benefits we may receive include non-monetary benefits like education, training and technology software or support. MFG Advice keep a register of non-monetary benefits valued between \$50 - \$300.

Ongoing service and review

Management of your finances is a continuous process. It is important that your strategy and portfolio are regularly reviewed to be sure they continue to match your needs. We provide ongoing service to clients based on their 'Ongoing Service Agreement'. This is a separate agreement to the provision of initial advice. Fees for this service are outlined in the Ongoing Service Agreement.

What information do we maintain in your file when you receive advice? Can you examine your file?

We need to know your objectives, financial situation and needs before recommending any financial services or products to you and will treat your personal information securely in line with the MFG Advice Privacy Policy.

You have the right not to share this information if you do not wish to. In that case, we are required to warn you that you risk receiving advice that is not appropriate to your situation and/ or needs. You should consider the warnings carefully.

We maintain a record of your personal profile, which 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, we ask that you make a request in writing and allow up to 14 working days for the information to be forwarded to you. We may charge a fee to recover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

Ongoing client contact

Customer service is very important to us and MFG Advice has a client satisfaction survey program. This is an opportunity for you to provide us directly with confidential feedback on your experience with us.

Participating in the survey is voluntary. All information we receive is treated in the strictest confidence and this is used only by us to assess and improve our services.

Compensation arrangements

We have professional indemnity insurance in place. This cover extends to the conduct of our representatives and employees who no longer work with MFG Advice but who did at the time of the conduct, which could give rise to a claim for compensation. These compensation arrangements satisfy the requirements under section 912B of the Corporations Act.

If you have a complaint about the financial services provided, who can you complain to?

We pride ourselves on providing quality financial services, but should you be unhappy with our service, our licensee MFG Advice, maintains a 'complaints handling policy' and is committed to an objective, reasonable and timely solution of a complaint.

The MFG Advice internal complaints handling process is as follows:

You should first contact your adviser and tell him/her about your complaint.

If you are unable to resolve the complaint, please contact:

The Complaints Manager

MFG Advice Pty Ltd

P O Box 2249

Ivanhoe East Vic 3079

After this, your complaint will be investigated, and a response will be prepared and sent to you within 10 business days (or longer if agreed by you).

We shall endeavour to resolve the complaint promptly and impartially with you.

If we are unable to satisfactorily resolve the complaint with you within 30 business days, then you have the right to refer it to the Australian Financial Complaints Authority (AFCA).

AFCA is an independent external complaints resolution scheme which is free of charge to you. MFG Advice is a member of this scheme, as required by law.

AFCA can be contacted on 1800 931 678 or at: www.afca.org.au.

You can also write to them at:

Australian Financial Complaints Authority

GPO Box 3

Melbourne, Vic 3001

ASIC also has an information line on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.



Adviser Profile

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Website: www.ridgebackfinancialplanning.com.au

Drew Partridge holds the following qualifications:

Bachelor of Business (Economics)

Graduate Diploma in Applied Finance

Advanced Diploma in Financial Planning

Certified Financial Planner® Designation - FPAA

Drew is a member of the Financial Advice Association Australia and has been a financial adviser since 2014.

