



# Financial Services Guide

Version 2

Preparation date: 1 July 2023

*This Financial Services Guide has been approved for distribution by DMG Licensee Services Pty Ltd*

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## What is the purpose of this Financial Services Guide?

This Financial Services Guide (“FSG”), which includes the Representative Profile presented with it, is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. This FSG contains important information about:

- documents you may receive;
- who we are and how we can be contacted;
- what services we are authorised to provide to you;
- who our Licensee is and how they can be contacted;
- how you can provide instructions to us;
- how we (and any other relevant parties) are remunerated;
- details of any potential conflicts of interest;
- details of our internal and external dispute resolution procedures, along with how you can access them; and
- how we protect your privacy and handle your personal information.

It’s designed to assist you in making an informed decision about whether or not to use our services.

### **Not Independent**

As DMG Licensee Services Pty Ltd and DMG Advice Albury Pty Ltd can receive commissions associated with the issue of life risk insurance products we are not independent, unbiased, or impartial.

## Documents you may receive

If we give you personal financial advice, we will provide you with a Statement of Advice. To make sure that advice is appropriate to you we must make reasonable enquiries about a range of matters including your financial situation, needs and objectives.

The Statement of Advice will include details about:

- advice and strategies we recommend, and the reasons why;
- the financial products and services we recommend and the reasons why;
- any fees or commissions we will receive; and
- any associations we have with financial product providers or other parties that may influence the advice we provide.

If we provide further personal advice to you after we have issued an initial Statement of Advice and your circumstances have not significantly changed, we may provide the advice to you orally. We will also tell you about any fees or commissions and any associations with Financial Product Issuers or others who may have influenced that advice. We will record these details in a Record of Advice and keep this for seven years after providing the advice to you and you can request a copy of that Record from your adviser. Where your circumstances have significantly changed after our initial advice, another Statement of Advice may be provided to you.

If we recommend to you a particular Financial Product (other than securities) we will give you information about the particular Financial Product via a *Product Disclosure Statement* to help you make an informed decision about the Financial Product.

## About us

DMG Advice Albury Pty Ltd, trading as DMG Advice ('DMG Advice') is a locally owned and operated financial planning business based in Albury. We have been operating since 2015 (originally under the name MLC Advice Albury), helping local individuals, families and businesses with their financial planning needs.

We are proud of our dedicated and professional team who have a diverse range of knowledge and skills across the fields of Financial Planning, Accounting and Tax Law and we work closely together to ensure you maximise your financial potential. Collectively our team at DMG Advice has over 20 years' experience in the financial services industry.

DMG Advice is a Corporate Authorised Representative of DMG Licensee Services Pty Ltd and can be contacted at:

**Office:** Suites 2 & 3, Level 1, 520 Swift Street  
Albury NSW 2640

**Telephone:** (02) 6021 0033

**Email:** [admin.albury@dmgadvicealbury.com.au](mailto:admin.albury@dmgadvicealbury.com.au)

**Website:** [www.dmgadvicealbury.com.au](http://www.dmgadvicealbury.com.au)

Our Corporate Authorised Representative Number is 1000978 and our ABN is 82 603 373 173.

Your adviser is from DMG Advice. Details of your adviser, including the financial services they are authorised to offer you, are provided in their Representative Profile (which forms part of this FSG).

**The financial services referred to in your adviser's Representative Profile are offered by your adviser on behalf of DMG Licensee Services Pty Ltd. DMG Licensee Services Pty Ltd is responsible for the financial services provided to you, including the distribution of this FSG.**

## Our Licensee

DMG Licensee Services Pty Ltd (ABN 55 663 776 485) is the holder of Australian Financial Services License ('AFSL') number 545863.

DMG Licensee Services Pty Ltd is licensed under the Corporations Act 2001 (Cth) to provide financial product advice and to deal in a range of financial products for retail and wholesale clients.

To provide financial advice in Australia, an adviser must be authorised through an AFSL. DMG Advice and your adviser are authorised by DMG Licensee Services Pty Ltd. DMG Licensee Services Pty Ltd provides support such as product research, software and other assistance to your adviser to help them provide quality advice to you.

DMG Licensee Services Pty Ltd operates from the same premises as DMG Advice and can be contacted at:

**Office:** Suites 2 & 3, Level 1, 520 Swift Street  
Albury NSW 2640

**Telephone:** (02) 6021 0033

## How you can provide instructions to us

If you want to make changes to your financial plan or provide other instructions, you will need to give us instructions in writing (for example, letter or e-mail) or another method as agreed by us.

## Payments and benefits we may receive

DMG Advice is remunerated for the services you receive by the following methods:

- fee for service (means: a fee for any of our services listed under the 'Our Fees' section of this FSG or any other fee that you pay for our services);
- receipt of commissions for certain life insurance products; or
- a combination of any of the above.

DMG Licensee Services Pty Ltd initially receives all fees received from clients and distributes them to DMG Advice. DMG Licensee Services Pty Ltd charges DMG Advice a License Fee for compliance, technology, research, technical, and other support. This Licensee fee is not an additional cost to you.

Your adviser from DMG Advice is remunerated by way of salary. Dean Greacen may also benefit from the profits of DMG Advice and DMG Licensee Services Pty Ltd due to ownership interests in these entities.

We have no formal referral arrangements with any third parties in place at the present and will amend this FSG if an arrangement is implemented. DMG Licensee Services Pty Ltd is not responsible for the advice and services provided by any such third parties.

## Our fees & commissions

Fees are calculated based on the level of service needed and the complexity of the advice given, to provide value to you. All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you (expressed in actual dollar amounts where possible). If we cannot provide this accurately, we will provide worked-dollar examples. Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

Fees may be paid directly by you via direct debit or collected through the product issuer.

<b>Initial consultation</b>	Obligation free and free of charge.
<b>Advice preparation</b>	<p>You will be provided with a quote that details the different types of advice to be provided and the fee for providing this advice. You may then choose whether or not to proceed with written advice. Up until this point, there will be no cost to you.</p> <p>Our initial advice fee is a flat dollar-based fee. This fee ranges from \$2,640 (including GST) to \$22,000 (including GST) and depends on the amount of time, complexity and adviser skill involved to complete the work.</p>

	<p>For example, complex advice that contains multiple goals, strategies and/or tax structures, including but not limited to, family trusts and companies, self-managed superannuation funds, businesses and international assets, are likely to be charged a higher fee. Less complex advice that addresses limited goals, strategies and tax structures are likely to be charged closer to the minimum.</p>
<b>Implementation</b>	<p>We do not charge a separate implementation fee.</p>
<b>Client Service Agreements</b>	<p>You can elect to enter into a 12 month Client Service Agreement as part of your financial planning engagement so you can receive advice services such as a review meeting to review your plan. Details of the services will be set out in your 12 month Client Service Agreement.</p> <p>The fee can range from a minimum of \$1,980 (including GST) to a maximum of \$22,000 (including GST). The fee applied will be based on the amount of time, complexity and adviser skill involved to manage your financial situation and will be outlined and agreed with you in the Agreement. Complex advice requirements include the use of trusts and company ownership structures, overseas assets or income streams, executive options, self-managed superannuation funds or multiple investment entities. The frequency of review meetings within the term of the Agreement will also impact on the fee charged.</p>
<b>Ad hoc advice</b>	<p>Where you do not wish to participate in a 12 month Client Service Agreement but require advice on an ad hoc basis, an hourly fee of between \$165 and \$330 may apply.</p>
<b>Execution only service</b>	<p>Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off minimum of \$165 and a maximum of \$330 fee may apply.</p>
<b>Insurance products</b>	<p>In the case of Life Insurance risk products, we receive a commission based on the amount of premium you pay each year, which is determined by, among other things, the amount of insurance you take out. We receive both initial and ongoing commissions from life insurance companies. The initial commission is a maximum of 66% of the first year's premium and a maximum of 22% of a renewal premium from years 2 onwards.</p> <p>For example, if the premium is \$1,000, the initial commission would be no more than \$660.00, and if the renewal premium in year 2 is \$1,200, the commission would be no more than \$264.</p> <p>Please note that the initial and ongoing commissions on life insurance products are paid to us by the product provider.</p>

## Our associations & relationships

DMG Licensee Services Pty Ltd and its authorised representatives have no current equity relationship or association with the issuers of financial products.

## Complaints process

### Step 1

If you're unhappy with the advice you receive, or other aspects of our service please contact your adviser in the first instance and tell them about your complaint.

### Step 2

If your adviser has not satisfactorily resolved your complaint within 5 business days, please contact the Responsible Manager:

**Phone:** (02) 6021 0033

#### In writing to:

The Responsible Manager  
DMG Licensee Services Pty Ltd  
PO Box 1368  
Albury NSW 2640

Please mark the envelope "Notice of Complaint". We will try and resolve your complaint quickly and fairly.

### Step 3

If your complaint isn't resolved within 30 days or to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA):

**Website:** <https://www.afca.org.au>

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678 (free call)

**In writing to:** Australian Financial Complaints Authority Limited  
GPO Box 3, Melbourne VIC 3001

AFCA provides fair and independent financial services complaint resolution which is free to consumers.

DMG Licensee Services Pty Ltd holds professional indemnity insurance that satisfies the requirements of section 912B of the Corporations Act 2001 (Cth). This insurance also covers the conduct of our advisers who were authorised by DMG Licensee Services Pty Ltd at the time of providing the advice, but are no longer authorised representatives of DMG Licensee Services Pty Ltd at the time of your complaint.

## Privacy Notification

Your personal information will be handled in accordance with our Privacy Policy, which is located at [www.dmgadvicealbury.com.au](http://www.dmgadvicealbury.com.au).

We will generally collect personal information directly from you. At times we may collect personal information from someone other than yourself and you may not be aware that we collect or have collected this information.

The authority/requirement to collect your personal information arises under various legislation including:

- Corporations Act 2001 (Cth);
- Australian Securities and Investment Commissions Act 2001 (Cth);
- Anti-Money Laundering and Counter Terrorism Financing Act (Cth);
- Taxation Administration Act 1953 (Cth);
- Superannuation Guarantee (Administration) Act 1992 (Cth); and
- Superannuation (Unclaimed Money and lost members) Act 1999 (Cth)

as amended and any associated regulations. From time to time, other acts may require, or authorise us to collect your personal information.

The main reason we collect, use and/or disclose your personal information, is to provide you with the services that you request. If the information you provide to us is incomplete or inaccurate this will impact on our analysis of your requirements. In these circumstances, we may not be able to provide you with advice or the advice may not be appropriate to your needs and circumstances. If this does occur, you will need to make your own assessment concerning the appropriateness of our advice.

As a financial service provider we are also obligated to verify your identify and the source of any funds.

We provide services under the Australian Financial Services License of DMG Licensee Services Pty Ltd who monitors our compliance with the law and provides us with a range of support services, including the financial planning software that we use. As a consequence, DMG Licensee Services Pty Ltd has access to your personal information and may use that information to facilitate the provision of financial services to you and to ensure we are complying with our obligations.

We may also disclose your information to external parties including your accountant, banks, insurers, and product providers.

We run our business in Australia. In order to provide you with our services, however, we may share your information with organisations outside Australia, in particular the Philippines. Any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient complies with Australian privacy laws.

Please refer to our Privacy Policy for more information about how we will handle your personal information, including how to access or correct your personal information. A fee may apply in respect of any costs incurred in providing you with copies of your personal information and advice documents.

## **Complaints**

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint and how we will deal these complaints, by reading our Privacy Policy, by contacting us, or by referring to the 'Complaints process' section above.

## **Further information**

If you have any questions or comments about our Privacy Policy and procedures, please contact us by using the contact details set out in the 'Complaints process' section of this FSG.

For more information about your privacy, you can also visit the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au)