

# Financial Services Guide

of Lindale Insurances Pty Ltd  
Version March 2014 – Issued 1<sup>st</sup> July 2016

This document must be accompanied by your advice providers 'Adviser Profile'



## The purpose of this guide

This guide is designed to assist you in understanding how we can help you achieve your financial and lifestyle goals by explaining:

- The advice and services we can provide to you either directly or in association with other professionals,
- Our fees and charges,
- The influences and arrangements that you need to consider when assessing our recommendations, and
- How best to raise any issues you may have with our advice or services.

This is a very important document and we recommend that you read it carefully. If you need further explanation or you are unsure about any part of this guide we encourage you to ask us any questions you may have.

## Who we are

Millennium3 Financial Services Pty Ltd (Millennium3) is one of Australia's largest financial services adviser groups with origins tracing back over 30 years and is part of the ANZ Banking Group. Millennium3's head office is located in Queensland with an extensive network of qualified financial advisers located in all states. Millennium3 holds an Australian Financial Services Licence no. 244252.

Millennium3 has authorised and approved this document. It must be accompanied by the Adviser Profile.

## What we do

Millennium3 is an advice business that believes that Australians need, and would significantly benefit from, receiving professional financial advice. Good advice can improve clients' retirement outcomes, help them protect their lifestyles and help them grow and secure their wealth.

Our corporate reputation, our values and our belief in the value of advice is central to how we do business.

Authorised Representatives of Millennium3 can provide you with financial advice and assist on a range of investments, personal, corporate and self-managed superannuation, personal risk insurances, key person insurances and shares. Specific information about your adviser, their experience and specialisations are provided in the section of this document titled 'Adviser Profile'. Authorised Representatives of Millennium3 are required to act in your best interest at all times.

We will conduct a review of your current situation to ascertain if scaled or comprehensive advice is required.

If an Authorised Representative of Millennium3 cannot provide advice to meet your needs and objectives they will refer you to another Millennium3 Authorised Representative or professional to provide advice and service.

## We can act on your instructions

After you engage your adviser they can act on your instructions whether you provide them by telephone, email, fax or other means of communications. We will confirm and document instructions to place, amend or cancel investments or insurance in an Execution/Instruction document. Should you prefer us to communicate with you via email please understand that you are responsible for monitoring the email account nominated for this purpose. We'll treat any communication to us from this address as instructions from you and we'll continue to use this account until you tell us otherwise.



### Contacting Millennium3:

Millennium3 Financial Services Pty Ltd  
PO Box 377,  
CANNON HILL QLD 4170

P: 07 3902 9800  
F: 07 3902 9801



### Approved Products List

Only products that have been examined by our experienced research team are placed on our Approved Products List. Your adviser is only authorised to recommend products on this list. They will only recommend a product after considering its suitability in relation to your individual objectives financial situation & needs.



Millennium3 has a controlling interest in some of its corporate authorised representatives.

**Millennium Master Trust (or any successor fund)**

If your adviser recommends the Millennium Master Trust (or any successor fund) you should be aware that Millennium3 and the adviser may be entitled to an additional financial benefit if the Millennium Master Trust is later sold. You should recognise their beneficial interest as a potential conflict when you assess their recommendation. Their potential entitlement will be disclosed in their advice documentation where they recommend the fund to you.

**EmPlus Superannuation Fund**

Millennium3 Financial Services Pty Ltd is the Administrator of the EmPlus Superannuation Fund and is entitled to remuneration in relation to its administration role. EmPlus Superannuation Administration Pty Ltd is the Promoter of EmPlus Superannuation Fund. Millennium3 Financial Services Pty Ltd is a shareholder in EmPlus Superannuation Administration Pty Ltd and may receive dividend and other distributions as a shareholder of that company.



## Important documents you can expect to receive

If we provide you with personal financial planning advice, we will confirm our recommendations in writing so that you can make an informed decision about the appropriateness and suitability of our advice. Our recommendations can be documented in a **Statement of Advice (SoA)**. A **Record of Advice (RoA)** may be used to record our advice to you where we have provided you with subsequent advice and your personal circumstances have not changed. The **ROA** may be provided to you or added to your file and if you would like a copy of this document, or our initial SoA, we will make it available to you on request.

Where we recommend specific financial products to you, we will provide you with a **Product Disclosure Statement (PDS)** which contains specific and important information on the financial product. It is very important for you to read and understand the **PDS** which must be provided to you before you can take any action in relation to a financial product recommended.

If you enter into an ongoing fee arrangement we will provide you with an Annual Fee Disclosure Statement which will outline the fees paid and services you were entitled to and received in the preceding 12 months.

## How you pay for our services

Operating a financial services business involves substantial costs. Fees and commission assists us to afford the infrastructure, personnel and systems required to provide you the professional services our clients have come to expect. In many cases you are able to negotiate how you pay for the professional services we provide to you. You may choose to pay our fees directly or have our professional costs paid to us by the product provider or from the products we've recommended to you. Our advisers may receive a salary, fees, commission payments and may also be eligible for an annual performance payment for meeting service and sales targets. Where it is necessary to refer you to another specialist we may also receive a referral payment from them. If you are referred to us by a third party we may pay a referral fee, commission or a non-monetary benefit as a consequence of products or services you purchase. The remuneration we receive will be clearly disclosed in the advice documents we provide to you.

Commissions and fees which are paid from the product costs, vary according to the nature of the specific financial product. Our advisers can receive a portion or all of fees and commissions received from the product provider. They also may pay Millennium3 a fee for our services.

**Product**

Life Insurance products including Risk Insurance and Life Investment

Superannuation and Investment products

**Commission Range**

Up front 0% to 140% of the premium paid or amount invested.  
Ongoing 0% to 45% of the premium paid or amount invested.

Up front 0% to 15% of the amount or contribution invested.  
Ongoing 0% to 6% of the amount or contribution invested.

## About Millennium3

**Millennium3 Financial Services Pty Ltd (Millennium3) AFSL No. 244252.  
ABN 61 094 529 987**

Millennium3 is ultimately owned by the ANZ Banking Group. As a result, Millennium3 is related to all companies within this group including ANZ Wealth Australia Limited, which offers financial products and platforms to retail clients. As a result of this relationship, actual and potential conflicts of interest may arise when our Authorised Representatives provide services to you and recommend OnePath products.

However, where this relationship might reasonably be capable of influencing our advice or creating a conflict of interest, we will clearly disclose our interest or the nature of the conflict to allow you to make an informed decision about our advice. We will manage, and will clearly disclose, any conflicts that we think may influence our advice. A register of these additional benefits can be made available to you, upon request.

Because of our scale and size, Millennium3 also receives payments and/or sponsorship from product issuers. These contributions, which range between \$0 and \$40,000 per product issuer, are used for our operational, development and promotional purposes and are not provided to our Authorised Representatives.

In addition, Millennium3 may receive payments from superannuation and investment product providers based on new inflows for general administrative and training purposes. A proportion of these payments may be passed onto your adviser. The amount your adviser may receive is not able to be quantified at this time.

### If you have a complaint

If your adviser can't respond to your feedback or effectively resolve your issues within three (3) business days, or if you don't feel comfortable talking with them about your issues - you should contact Millennium3 directly.

If Millennium3 doesn't provide you with a satisfactory response within 45 days, you have the right to refer your concerns to the Financial Ombudsman Service Limited ("FOS"). FOS is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. FOS can be contacted at GPO Box 3, Melbourne Vic 3001 or by phone on 1300 78 0808.

The Australian Securities and Investment Commission (ASIC) also has a Freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

The law requires Millennium3 to maintain a level of Professional Indemnity Insurance appropriate for our size and the scale and complexity of their operations. Millennium3's insurance covers claims made against Millennium3 and both its current Authorised Representatives and former Authorised Representatives. Our policy is annually reviewed for currency and suitability and is a key element of Millennium3's licence obligations.



For more information about your adviser including;

Authorisation  
Education  
Products and Services  
Relationships  
Fees & Charges

please see the Adviser Profile which accompanies this document.

If you have not received the adviser profile please request one from your adviser provider or alternatively contact Millennium3

## Privacy

Millennium3 collects your personal information in order for one of its authorised representatives (that is, your adviser and/or the practice where he/she works) to provide you with financial products and services. In order to undertake the management and administration of products and services, it may be necessary for us to disclose your personal information to certain third parties.

We and your adviser will collect and use information about you during the course of your relationship with each of us.

It is important that the information we hold about you is up to date. You must let your adviser know when information you have provided has changed.

## Collection, use and disclosure of information

We may use and disclose the information your adviser collects about you for the following purposes:

- to assist in providing you with products and services;
- to consider your request for a product or service;
- to enable Millennium3 or another member of the ANZ Group to provide you with a product or service that was recommended to you by your adviser;
- to tell you about other products or services that may be of interest to you;
- to assist in arrangements with other organisations (for example product issuers) in relation to the promotion or provision of a product or service;
- to manage the relationship between you and your adviser and any accounts or policies which you hold, and perform other administrative and operational tasks (including but not limited to risk management, systems development and testing, credit scoring, staff training and market, customer satisfaction or investment research);
- to consider any concerns or complaints you raise against Millennium3 and/or your adviser and to manage any legal action involving Millennium3;
- to identify, prevent or investigate any fraud, unlawful activity or misconduct (or suspected fraud, unlawful activity or misconduct);
- to identify you or establish your tax status under any Australian or foreign legislation, regulation or treaty or pursuant to an agreement with any tax authority; or
- as required by relevant laws, regulations, codes of practice and external payment systems.

We may disclose your information to another licensee in order to enable you to continue to receive financial products and services in the following circumstances:

- where your adviser dies or their arrangements with us terminate;
- where our authorised representative becomes an authorised representative of another licensee; or
- where our authorised representative sells all or part of its business to another licensee.

## Absence of relevant information

If you do not provide some or all of the information requested, Millennium3 may be unable to provide you with products or services.

## Information required by law

We may be required by relevant laws to collect certain information from you. Details of laws that require us to collect information about individuals (personal information) and why these laws require us to collect personal information are contained in the Privacy Policy which can be found at <http://www.millennium3.com.au>.

## Providing your information to others

We may provide your information to:

- an authorised representative of ours (including your adviser) for the purposes outlined in this document;
- ANZ and any related entity of ANZ which may use the information to: carry out ANZ's functions and activities; promote its own products and services when recommended by your adviser; assess your application for one of its products or services; manage your product or service; perform administrative and operational tasks ; or comply with regulatory requirements and prudential standards;
- an organisation that has an arrangement with Millennium3 to jointly offer products and/or has an alliance with Millennium3 to share information for marketing purposes (and any of its outsourced service providers or agents), to enable them or Millennium3 to: provide you with products or services; and/or promote a product or service;

- any agent, contractor or service provider of Millennium3 or its authorised representative, engaged to carry out or assist with its functions and activities (for example, office support or paraplanning services, IT support providers and mailing houses);
- an organisation that assists Millennium3 to identify, prevent or investigate fraud, unlawful activity or misconduct;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- other parties Millennium3 is authorised or required by law or court/tribunal order to disclose information to;
- any person who introduces you to Millennium3;
- your referee(s);
- your employer;
- your partner or spouse where they have sought advice jointly with you; or
- your authorised agents; your executor, administrator or trustee in bankruptcy; your legal representative; your attorney; or anyone else acting for you.

If you do not want us to tell you about products or services, please phone or email your adviser to withdraw your consent or contact Millennium3 on 07 3902 9800 or [admin@millennium3.com.au](mailto:admin@millennium3.com.au).

Millennium3 may disclose information to recipients (including service providers and our related entities) which are (1) located outside Australia and/or (2) either not established in or do not carry on business in Australia. You can find details about the location of these recipients in the Privacy Policy which can be found at <http://www.millennium3.com.au>. In addition to the countries listed in the Privacy Policy, Millennium3 also obtains services from an organisation which offshores personal information to Singapore.

Where your adviser discloses your personal information to recipients located in countries which are not listed in the Privacy Policy, he/she will inform you of those countries in the Adviser Profile of our FSG.

#### **Credit Reporting**

If you obtain credit services from us or our authorised representative, your personal information, including information about your other credit liabilities, repayments and defaults, may be disclosed to credit reporting bodies. We may also collect this information from credit reporting bodies. Information about credit reporting, including the name and contact details of these credit reporting bodies, when we may disclose your personal information to them to include in a report about your credit worthiness, and how you can request credit reporting bodies not use your information in certain circumstances, is available at <http://www.millennium3.com.au>.

If you would like a hard copy of this information, please call 13 13 14 for a copy of the Privacy Policy.

#### **Privacy Policy**

The Privacy Policy (<http://www.millennium3.com.au>) contains information about:

- the circumstances in which we or one of our related entities may collect personal information from other sources (including from a third party);
- how to access personal information and seek correction of personal information; and
- how you can raise concerns that we or one of our related entities has breached the Privacy Act or an applicable code and how we or our related entity will deal with those matters.

#### **Collecting sensitive information**

We will not collect sensitive information about you, such as information about your health, without your consent.

If applicable, we may collect health information with your consent. Your health information will only be disclosed to a service provider or organisation where this is necessary in order to provide you with financial products and services.

#### **Personal information you provide about someone else**

If you give us personal information about someone else, please show them a copy of this notice so that they may understand the manner in which their personal information may be used or disclosed in connection with your dealings with us.

## Adviser Profile: Mark Felton

ASIC Authorised Representative No. 290331

This document must be accompanied by Millennium3 Financial Services Pty Ltd's Financial Services Guide

### Who is your adviser

Your adviser is Mark Felton. He is providing financial services to you as an authorised representative of Millennium3 Financial Services Pty Ltd AFSL No. 244252. Mark Felton is an employee of Lindale Insurances Pty Ltd, ATF Lindale Insurances Trust, ABN 27 027 421 832, ASIC Authorised Representative No. 245745.

### What are my other benefits & interests

I manage, and will clearly disclose to you anything that might reasonably be capable of influencing my advice or creating a conflict of interest; I will clearly disclose our interest or the nature of the conflict to allow you to make an informed decision about my advice. I may also receive other benefits such as awards; invitations to training conferences, social or sporting events; receive marketing support and gifts from product providers. In the interest of transparency I would like to highlight the following relationships;

- None

### Personal Profile

Mark holds an Advanced Diploma of Financial Services (Financial Planning), and has over 12 years experience providing Financial Planning advice to clients in a variety of areas, including superannuation, geared and non-geared investments, employment redundancies, risk insurances, retirement planning and wealth creation. Mark is able to utilise his well honed people skills to ensure a thorough understanding of his clients' needs and wants and an ability to implement effective strategies to help clients achieve the goals and objectives identified.

Mark joined Roy A McDonald's Financial Planning Practise in April 2005. Here Mark has been able to develop his expertise further in the areas of financial structures including Family Trusts and Self Managed Superannuation Funds.

### Services I can provide

Mark Felton is authorised to provide advice and deal in the following range of products and services;

#### Services

Wealth Creation	Tax Effective Investments
Retirement Planning	Managed Investments
Personal Superannuation	Centrelink Planning
Corporate Superannuation	Debt Reduction
	Personal Risk Insurance

#### Products

Personal Risk Insurance Products	Deposit Products
Life Insurance Investment Products	Superannuation
Managed Investments	SMSF's
Retirement Savings Accounts	Pension Accounts

### How am I paid

Mark Felton may be paid by one or more of the following methods outlined below. A combination of fee for service and commission from a product or service provider may be payable. This will be disclosed to you at the time I provide you with advice.

Mark Felton receives a salary from the business.

### What fees will you pay for the services I provide

Fees that may be applicable for the preparation of your advice are:

Ongoing Adviser Service Fee: Range from 0% – 1%

Review Fees: Range from \$0 - \$2,500 (inclusive of GST)

Hourly Rate: \$297 per hour (inclusive of GST)

My minimum fee for the preparation of a Statement of Advice containing insurance recommendations only is \$750, inclusive of GST. If you take action in accordance with the recommendations contained in the Statement of Advice, and purchase the relevant insurance products pertaining to your needs, no fee will be payable, as I will be paid commission by the relevant insurance company,

If however, you decide not to proceed with the recommendations outlined in the Statement of Advice or if you cancel your policies within the first 12 months, depending on the complexity of the recommendations provided to you, an invoice for fees of between \$250 and an amount equivalent to your total first years premium, inclusive of GST, will be issued to you by our Australian Financial Services Licensee, Millennium3 Financial Services Pty Ltd and payment will be required within 28 days of the date of the invoice. This is necessary to cover the cost of the service we have provided. If you do not implement our advice the product provider does not pay us, also if you do not retain the recommended cover for a minimum period of 12 months the payments made to us for our services are written back by the product provider.