

Financial Services and Credit Guide

INSPIRED MONEY

This Financial Services and Credit Guide (FSCG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee Inspired Financial Group Pty Ltd
- our fees and how we, your adviser and Inspired Financial Group Pty Ltd, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Inspired Financial Group Pty Ltd

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

When we provide credit assistance we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a Record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal for at least seven years from the date our relationship ends. You may request a copy by contacting our office. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to manage that product. You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Not Independent

Generally, we provide personal advice in line with our Approved Product and Services List (APSL) which may include financial products and services associated with the licensee. We may receive commissions from life insurance products we recommend and non-monetary benefits such as training and educational seminars from product providers. For these reasons, we are not considered independent, impartial, or unbiased.

About our practice

Summary of the business

Name	FML Financial Solutions Pty Ltd ATF FML Trading Trust trading as Inspired Money
Australian Business Number	98 354 038 802
Authorised representative number	428553

Our office contact details

Address	Suite 4, Level 1, 610 Murray Street, West Perth, WA 6005
Phone	(08) 6222 7909
Fax	(08) 6222 7999
Email	admin@inspiredmoney.com.au
Website	www.inspiredmoney.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

Our advice and services

The below table sets out the types of financial products we are authorised to provide advice on and deal in. We can provide you with personal and general advice on the financial products listed in the table below. We also may be able to arrange for these financial products to be distributed to you without advice from us. In some cases, we may not be able to distribute a financial product to you under non-personal advice if your circumstances do not fit within a product's target market.

In addition to the areas listed in the below table, we may also be authorised to advise in other specialist areas. These are listed in our adviser profiles. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

Any additional advice or services we can offer you, will be outlined in **Our financial advisers and credit advisers** on page 11.

We are authorised to provide financial advice in relation to:	We are authorised to provide financial advice and deal in the following products:
<ul style="list-style-type: none">— Wealth Accumulation— Personal insurance— Superannuation strategies and retirement planning— Retirement income streams, including pensions and annuities— Budget and cash flow management— Centrelink and other government benefits	<ul style="list-style-type: none">— Superannuation— Retirement savings accounts— Managed investment schemes including Investor Directed Portfolio Services (IDPS)— Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products— Life Products – Investment life insurance— Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

Inspired Financial Group Pty Ltd maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to Inspired Financial Group. These have been researched by external research houses as well as our in-house research team

Inspired Financial Group Pty Ltd periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Inspired Financial Group Pty Ltd's approval, recommend other products.

If we recommend a new platform or portfolio administration service, we use those approved by Inspired Financial Group Pty Ltd.

A copy of the approved products and services list can be supplied to you upon request.

Transaction services

We can arrange financial product transactions for you on your instruction without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years after the end of our relationship. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice;
- Ongoing advice and services
- Annual advice and services

Please note that for services in relation to insurance and some credit products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the loan, or on renewal of insurance products.

We may also receive commissions for deposit bonds. Details are in the schedule of fees.

Payment methods

We offer you the following payment options for payment of our advice and service fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment (subject to the advice and service provided).

All permissible fees and commissions will be paid directly to Inspired Financial Group Pty Ltd as the licensee. It will then pass on the amounts due to us through its payment system. Inspired Financial Group Pty Ltd charges our practice a Licensee Fee each year. The Licensee Fee is determined as an annual amount based on a number of factors, including our business revenue, the number of advisers and/or accredited mortgage consultants in the practice and a practice fee.

For more information on our services, please see our **Schedule of fees** attached or available on request.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Other benefits we may receive

The following are monetary and non-monetary benefits we may receive other than those explained above. These are not additional costs to you.

Tiered Servicing Arrangements

Through your accredited mortgage consultant's (AMC) relationships with lenders, they may have access to tiered servicing arrangements. The benefits can include faster processing, better information or greater levels of assistance provided for obtaining loan approval. Your AMC will advise you of any tiered service arrangements that are in place with a particular lender that they have proposed at the time recommendations are made.

Access to these programs is not based solely on the volume of new or existing lending your AMC's customers have with each respective lender and does not entitle them to any additional commissions

outside of what they have disclosed to you, any additional payments or preferential customer discounts.

Relationships and associations

It is important that you are aware of the relationships that Inspired Financial Group Pty Ltd has with providers of financial services and products as they could be seen to influence the advice you receive.

About our licensee

Inspired Financial Group Pty Ltd

ABN 52 615 953 618

Australian Financial Services Licensee No: 494196

Inspired Financial Group Pty Ltd has:

- Approved the distribution of this FSCG
- Authorised us to provide advice and other services as described in this FSCG
- Authorised us to provide credit assistance services to you

Inspired Financial Group Pty Ltd registered office is located at Suite 4, Level 1, 610 Murray Street, West Perth WA 6005.

Our referral arrangements

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
John Russie	Mortgage and Finance	Nil
City View Partners	Accounting	Nil
The Will Professionals	Estate Planning	Nil
Reliance Partners	General Insurance services	Nil
The Finance Establishment	Mortgage and Finance	Nil

Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
John Russie (The Russie Family Trust trading as Wisdom Brokers)	30% of any upfront revenue and 15% of any ongoing revenue received from referrals received from John Russie
The Finance Establishment	30% of any upfront revenue and 15% of any ongoing revenue received from referrals received from Darrel Roberts
City View Partners	20% of any upfront revenue and 10% of an ongoing revenue generated from referrals by City View Partners
Pro Finance Australia	30% of any initial revenue and 15% of any ongoing revenue generated by referral from Pro Finance Australia.

Our joint venture referral arrangements

We control a percentage of the equity interests in the joint venture providing the services listed below. As a result we will benefit from fees, dividends or income received from the profits or value of the joint venture that may result from any payments or other benefits received in respect of the services provided to you.

Provider and relationship	Services	Payment arrangement
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Peard Financial Planning	Peard Finance refer Inspired Money clients for the provision of financial planning advice through the business Peard Financial Planning 30% of all revenue	30% of all revenue (inclusive of initial revenue and ongoing revenue)
Peard Finance Shane Mitchell and Conrad Francis are directors of Peard Financial Planning		

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser or accredited mortgage consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, alternatively you can contact Inspired Financial Group Pty Ltd at:
- Phone 08 6222 7909
- Email support@inspiredmoney.com.au
- In writing:
- **Inspired Money, Advice Complaints**
Suite 4, Level 1, 610 Murray Street
West Perth WA 6005

They will try to resolve your complaint quickly and fairly. They will provide you with a decision in respect to your complaint within 30 days of us receiving it.

We note that in some circumstances, it may not be possible for us to completely resolve a complaint within this timeframe. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters, financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Inspired Financial Group Pty Ltd is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Inspired Financial Group Pty Ltd, even where subsequent to these actions they have ceased to be employed by or act for Inspired Financial Group Pty Ltd.

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy collection statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Inspired Financial Group Pty Ltd may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Inspired Financial Group Pty Ltd to review customers' needs and circumstances from time to time, including other companies within the AMP group (the Group);
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Inspired Financial Group Pty Ltd Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Inspired Financial Group Pty Ltd Privacy Policy); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Inspired Financial Group Pty Ltd will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Inspired Financial Group Pty Ltd holds about you at any time to correct or update it as set out in the Inspired Financial Group Pty Ltd Privacy Policy. The Inspired Financial Group Pty Ltd Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

For a copy of Inspired Financial Group Pty Ltd's Privacy Policy visit <https://inspiredmoney.com.au/privacy-policy/> or you can contact us.

Our financial advisers and credit advisers

About Shane Mitchell

Experience	Shane has been providing advice since January 2002, establishing Inspired Money in Feb 2011 with 2 other local advisers focusing on quality advice & implementation for his clients.
Phone	(08) 6222 7909
Email	shane@inspiredmoney.com.au
Authorised representative number	000275038

Qualifications (Finance related)

Bachelor of Business (Accounting & Finance)

Diploma of Financial Services

Advanced Diploma of Financial Planning

Professional memberships

FAAA - Financial Advice Association Australia

The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an accredited mortgage consultant.

How I am paid

I receive the following from our practice:

- salary
- equity in the practice
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

- Shane Mitchell is a director and shareholder of FML Financial Solutions Pty Ltd, the trustee for FML Trading Trust trading as Inspired Money and receives salary plus dividends from the practice.

About Patrick Sullivan

Phone	(08) 6222 7909
Email	pat@inspiredmoney.com.au
Authorised representative number	00293647

Qualifications (Finance related)

Industry Standard Education - RG146 specialist knowledge

Professional memberships

FAAA - Financial Advice Association Australia

The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section.

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an accredited mortgage consultant.

How I am paid

I receive the following from our practice:

- salary
- bonus

Based on the above, the following contains my remuneration details:

- As an employee of FML Financial Solutions Pty Ltd, I receive a salary package which includes bonuses based on my performance and contribution to the business.

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Initial advice, Research and Preparation	Starting from \$3,300
Advice implementation	Starting from \$825 for single strategies and \$1,375 for multiple and complex strategies
Insurance Implementation fees	\$1,650 will be invoiced where you do not proceed with advice following an underwriting assessment or you decide not to proceed after commencement of insurance advice.
Margin Loans	Starting from \$1,1000 for single strategies and \$2,200 for multiple and complex strategies
Budgeting and Cashflow	Starting from \$1,250

Annual advice and service fees

We also offer the following services for a fixed period of 12 months.

Service	Fee amount
Annual advice review	Starting from \$3,300 per annum to \$8,800 for a 12 month period.
Annual advice review	Dollar-based fee: between \$0 and \$8,800. Annual review Percentage-based fee: 0% to 1.10% of fund under management. For example if your investment balance was \$100,000 your annual fee would be \$1,100
Inspired Money Wealth Portal & Knowledge Base centre	Starting from \$649 per annum

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Commissions

We may receive commissions when implementing certain products for you, in line with the below. Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented from 1 January 2020. We may receive commissions on increases or additions to existing policies of up to 66%.	Up to 33% of the insurance premium each following year.	On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would receive an ongoing commission of up to \$330.00 pa.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.