



Financial Services Guide (FSG)

Date of this FSG:	19 March 2020
The entity that will provide you with financial services	MASU Financial Management Pty Ltd ABN 78 069 358 498
Contact details of providing entity	MASU Financial Management Pty Ltd Level 8, 55 Clarence Street, Sydney NSW 2000 GPO Box 4192, Sydney NSW 2001 Tel 02-8297-6666 Fax 02-8297-6688 www.masu.com.au
Australian Financial Services Number of Providing Entity	MASU holds its own Australian Financial Services Licensee No. 231140 Level 8, 55 Clarence Street, Sydney NSW 2000 GPO Box 4192, Sydney NSW 2001 Tel 02-8297-6666 Fax 02-8297-6688 www.masu.com.au
Name and Authorised Representative number of the Financial Adviser you will be dealing with	Your financial adviser will be Grant Levitas. Grant is an Authorised Representative of MASU Financial Management Pty Ltd. Grant's Authorised Representative Number is 1001667
Additional information about the Financial Adviser/Authorised Representative you will be dealing with	Grant has been providing financial advice since 1998 in Australia, London and South Africa. He has completed the Advanced Diploma of Financial Planning (ADFP) and the newly required FASEA government authorised exam. Currently studying a Graduate Diploma in Financial Planning.
Purpose of this FSG	<p>The purpose of this FSG is to give you general information about and relating to the Financial Services that you may be given so as to assist you to make an informed decision as to whether you wish to take up the services that are offered to you.</p> <p>This FSG also contains other information that is relevant to the financial services that may be given to you.</p> <p>This FSG does not contain all the information that you are entitled to or that you will be given if financial services are given to you.</p> <p>If financial services are given to you additional information will be provided in other disclosures documents such as a</p>

	<p>Statement of Advice (SoA) or Product Disclosure Document (PDS).</p> <p>If you at any time have any questions about the matters contained in this FSG or any financial services that may be provided to you please raise those questions directly with the Authorised/Representative/Sub-Authorised Representative you are dealing with or you can raise with MASU Financial Management Pty Ltd's Compliance Manager any questions you may have.</p>
<p>The services that the providing entity is authorised to provide to you and is likely to be providing to you</p>	<p>In terms of its Australian Financial Services License MASU Financial Management Pty Ltd is licensed to undertake the following activities:</p> <ul style="list-style-type: none"> A. Provide Financial Product Advice <ul style="list-style-type: none"> a) Deposit and Payment Products – Basic and Non Basic Deposit b) Government Debentures, Stocks or Bonds c) Investment Life Insurance Products d) Life Risk Insurance Products e) Managed Investment Schemes, including IDPS f) Retirement Savings Account Products g) Securities h) Superannuation i) Standard Margin Lending Facilities B. Deal in a Financial Product <ul style="list-style-type: none"> a) Deposit and Payment Products – Basic and Non Basic Deposit b) Government Debentures, Stocks or Bonds c) Investment Life Insurance Products d) Life Risk Insurance Products e) Managed Investment Schemes, including IDPS f) Retirement Savings Account Products g) Securities h) Superannuation i) Standard Margin Lending Facilities
<p>Remuneration and commission that MASU Financial Management Pty Ltd will receive or that is attributable to the advice that will be provided.</p>	<p>Because it has not yet been established what advice will be provided to you it is not possible to provide precise details of the remuneration that will be earned in respect of the advice that will be given to you but such details will be provided when the actual advice is given.</p> <p>When we provide financial services to you, certain fees may be charged for providing these financial services, however, please note the following:</p> <ul style="list-style-type: none"> • The amount of the fees charged depends on the nature of those financial services. Your SoA will set out the exact amount of fees, payments and other benefits that we will receive. If you have been referred to us by a third party, the SoA will also set out any applicable amount paid to that third party.

- We may receive a share of fees and in some instances payments may be paid from MASU Financial Management for the financial services we provide to you.

The amount of fees charged will depend on the financial products you acquire and the issuer of those financial products. These fees charged will depend on the services you require and what is agreed between us and may include the following:

- contribution fee: based on the amount invested
- administration fee: based on the balance of your investment, depending upon the type of financial product. The amounts will generally be calculated monthly and payable quarterly
- switching/transfer fee: based on the switch amount or transfer amount between investments in a financial product(s), and
- all other fees identified by a product issuer in the relevant PDS for the financial product.

Fee for services on an hourly rate

You may also be charged a fee for service based on an hourly rate which will be discussed in either an Engagement letter or SoA

Fixed fee for service

A fixed fee is normally charged for services such as preparation of a comprehensive financial plan or for advice on particular areas such as wealth creation, risk management, retirement planning, estate planning etc.

Prior to undertaking any work, a formal quote will be provided to you. You will then be required to authorize us to proceed on that basis.

The fees charged for financial plan preparation include doing all things necessary to implement the financial plan.

Commission may however also be earned if you take up any Insurances that are recommended to you.

Commissions

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. For investments before the 01 July 2013 this is calculated at various percentage rates ranging from 0% to 5% in the case of initial commissions, and 0% to 1% in the case of trailing commissions all based on the amount you invested.

From 01 July 2013 commissions are no longer paid to advisers on new investment products that are implemented from that date. Legislation has changed the remuneration basis to fee for service only

Commissions on life insurance products

There are various types of commissions that are paid by life insurance companies. These are both upfront and ongoing.

The commission calculations are often quite complex and will depend on the insurer itself, the type and structure of policy and the amount of the premium amongst other things.

The exact commissions that will be earned if you take up any life insurance recommendations that are made to you will be disclosed in the Statement of Advice that will be given to you at the time that the recommendation is made.

Upfront commissions on life insurance products

In general terms an upfront commission of between 0% and 66% of the annual premium is usually paid by the life insurance companies to the entity that recommends its products.

So by way of example, if you take out a life insurance policy where you have to pay an annual premium of say \$5,000, and if the commission payable in respect of that policy is calculated at the rate of 66% the commission that will be paid to the recommending entity is \$3,300.

Ongoing commissions on life insurance products

Life insurance companies pay the recommending entity an ongoing commission ranging from 0% to 22% of the annual premium that they receive in respect of the insurance policy.

(Once again, different life companies and even the same life companies have different ongoing commission rates for different types of policies.)

By way of example, if the annual premium payable in respect of the policy were to be \$5,000 and if the ongoing

	<p>commission rate were to be 22% then the recommending entity would receive an ongoing commission of \$1,100 for every year that the policy is in force.</p> <p><u>Referral to third parties</u></p> <p>You may be referred to accountants, tax agents, lawyers or other financial services providers for any work that is outside the area of expertise or authority of your advice providing entity.</p> <p>Where such a referral is made you must enter into separate arrangements with any such third party service provider.</p> <p>Your advice providing entity does not ask for or accept any fees or commissions for any referrals that it makes to third party service providers.</p> <p><u>Disclosure</u></p> <p>These fees and/or brokerage arrangements will be fully discussed with you before you implement any services, advice and/or plans. We will detail fee for service arrangements in a Service Agreement before starting the advice process. All fee and/or brokerage arrangements relating to the advice that you receive will be detailed in the Statement of Advice that will be given to you before you decide whether to proceed with the recommended advice. It will include specific details and dollar amounts of what fees the adviser may charge you; when you have to pay those fees; any payments made to us by a Financial Product issuer/s and what payments we make to the adviser, together with any other benefits that the adviser may receive.</p>
<p>Other benefits and fees and commissions that the advice providing entity may receive in respect of the financial services that will be rendered to you</p>	<p>Since it has not yet been ascertained what kind of financial services may be given to you it is not possible at this stage to provide any precise information in this regard.</p> <p>Full details of any such benefits will be provided in the written Statement of Advice that will be provided to you at the time that specific recommendations are given to you.</p> <p>MASU Financial Management and all if its representatives however keep a register of all non-cash, indirect, or 'soft-dollar' benefits that that may influence any advice or that might reasonably be expected to influence the advice that they provide.</p> <p>You are entitled to inspect these registers at any time and you should ask the financial adviser who you are dealing with for a copy of these registers if you wish to see them.</p>

<p>Details of any associations or relationships that might reasonably be expected to be capable of influencing the providing entity in providing advice to you</p>	<p>Precise information in this regard cannot be given to you at this stage because it is not presently known what advice exactly will be given to you in the future.</p> <p>MASU Financial Management Pty Ltd and its representatives however maintain 'conflicts of interests' registers which record details of all/any associations or relationships that might reasonably be expected to be capable of influencing the advice they provide.</p> <p>You are entitled to inspect these registers at any time and you should ask the financial adviser who you are dealing with for a copy of these registers if you wish to see them.</p>
<p>Details of the procedures that are in place should you have a complaint about any aspect of your dealings with MASU Financial Management Pty Ltd, and its Authorised Representative</p>	<p>MASU Financial Management Pty Ltd's complaint resolution procedures are documented in its Compliance Manual and if you want to know more about what these procedures entail you should contact MASU's Complaints Manager who will provide such information and a full extract of this portion of the Manual if you so wish.</p> <p>In summary the procedures are as follows.</p> <p>You should bring your complaint to the attention of MASU's Complaints Manager as soon as possible. You may do so either in person, by phone, or in writing.</p> <p>The Complaints Manager will formally log your complaint in MASU's Complaints Register and will within 7 days of receipt of your complaint send you a letter acknowledging receipt of your complaint and providing other important information relating to how your complaint will be managed.</p> <p>The Complaints Manager will endeavour to resolve the matter as soon as practicable or in any case within 45 days of your giving notice of your complaint/raising the dispute.</p> <p>All complaints are dealt with according to the priority and urgency that they require. This may require that the handling of your complaint be elevated above or relegated below earlier or later complaints made.</p> <p>Where there are special circumstances relating to your complaint such that it is not reasonable for it to be resolved in 45 days you will be informed of the reasons for the delay and will be informed what options and rights are available to you.</p> <p>To be able to resolve the complaint the Complaints Manager may seek further information from you. Any such request for additional information or clarification from you will indicate that your response is required within 14 calendar days from date of the request to enable compliance with MASU's stipulated response times.</p>

You may be asked to sign file notes of relevant conversations to confirm that they contain a complete and accurate record of the factual matters giving rise to the complaint and of any subsequent discussions.

Until your complaint is finalised MASU's Complaints Manager will be responsible for:

- maintaining contact with you to ensure that you are kept informed of the progress of your complaint;
- ensuring that your complaint is properly managed until either a final decision is made or you withdraw the complaint;
- maintaining all files, including copies of all enquiries, information, documentation, investigations and decisions in regard to your complaint.

Subject to what is set out above you will be provided with MASU Financial Management Pty Ltd's final written response within 45 days of receiving your complaint.

When determining the response the Complaints Manager must consider your complaint in an objective and fair manner.

When considering the appropriate remedy the Complaints Manager must consider:

- relevant legal principles;
- relevant codes of conduct;
- principles of fairness;
- relevant industry best practice.

You will be given written reasons for the decision on the complaint which adequately addresses the issues that were raised in the initial complaint. The written reasons will refer to the applicable provisions in relevant legislation, codes, standards or procedures.

The response may be either that the complaint is dismissed and no further action will be taken or that the complaint has been accepted and that you will be provided with one or more of the following:

- an apology;
- a refund;
- compensation;
- an indication of what actions will be taken to ensure that no other clients have been or will not be affected by the same or similar facts giving rise to your complaint.

	<p>The final written response will state clearly:</p> <ul style="list-style-type: none"> • that the internal dispute resolution process has concluded; • that a final decision about the complaint has been made; • what the final decision is; • that if you are not satisfied with the response you have the right to refer the complaint to the Australian Financial Complaints Authority (AFCA) an external dispute resolution body of which MASU Financial Management Pty Ltd is a member (membership number 10648). • that if you wish to lodge your complaint with AFCA you must do so within 2 years of the date of the final written response. <p>You will not be given a final written response if your complaint is resolved to your complete satisfaction by the end of the fifth business day after the complaint was received and you have not requested a response in writing.</p> <p>If you do refer the matter to AFCA MASU Financial Management Pty Ltd will provide AFCA with all relevant information in a timely manner.</p> <p>If you have any further questions about the process please immediately contact either the financial adviser that you are dealing with or MASU Financial Management Pty Ltd's Complaints Manager by phone, email or in writing to discuss the matter further.</p>
<p>The Compensation arrangements in place to comply with s 912B of the Corporations Act</p> <p>Does MASU and/or the Authorised Representative have a Privacy Policy</p>	<p>MASU Financial Management Pty Ltd has Professional Indemnity Insurance in place to cover itself and all its representatives for the financial services it and all its representatives provide. It reasonably believe that the cover is adequate to meet its requirements as an Australian Financial Services Licensee and that these arrangements enable it to comply with its obligations under s 912B of the Corporations Act</p> <p>MASU Financial Management Pty Ltd (and if applicable your providing entity) are bound by the Privacy Act 1988 ('Privacy Act'), including the Australian Privacy Principles ('APPs') and recognises the importance of ensuring the confidentiality and security of your personal information.</p> <p>All third parties (including customers, suppliers, sub-contractors, or agents) that have access to or use personal information collected must abide by this policy.</p> <p>A copy of the policy is attached.</p>

MASU's Privacy Collection Statement is as follows.

Privacy Collection Statement

MASU Financial Management Pty Ltd is committed to ensuring the confidentiality and security of your personal information. MASU's Privacy Policy, which provides further information about how we handle your information, is available upon request or by accessing MASU's website www.masu.com.au

1. How do we collect personal information?

We generally collect personal information directly from you. For example, personal information will be collected through MASU's application processes, forms and other interactions with you in the course of providing you with MASU's products and services, including when you visit MASU's website, call us or send us correspondence, completing a financial Fact Find etc.

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We may also collect personal information about you from a third party, such as identity verification services, referrers or marketing agencies. If so, we will take reasonable steps to ensure that you are made aware of this Policy. We may also use third parties to analyse traffic at MASU's website, which may involve the use of cookies. Information collected through such analysis is anonymous.

We will not collect sensitive information about you without your consent unless an exemption in the APPs applies. These exceptions include if the collection is required or authorised by law or necessary to take appropriate action in relation to suspected unlawful activity or serious misconduct.

If you do not provide us with the personal information we request, we may not be able to provide you with MASU's products or services, or meet your needs appropriately.

We do not give you the option of dealing with us anonymously, or using a pseudonym. This is because it is illegal or impractical for us to deal with individuals who are not identified

2. Why do we collect personal information?

We collect and hold personal information about you so that we may:

- *provide you with MASU's products and services;*
- *let you know about other products or services we offer, send you information about special offers or invite you to events;*
- *protect MASU's business and other customers from fraudulent or unlawful activity;*
- *consider any concerns or complaints you may have;*
- *comply with relevant laws, regulations and other legal obligations;*
- *help us improve the products and services offered to MASU's customers; and*

3. What if you don't provide your personal information?

If you do not provide us with the personal information we request, we may not be able to provide you with MASU's products or services, or meet your needs appropriately.

4. Disclosure of your personal information

We may disclose personal information to:

- *an entity related to us;*
- *third parties with whom we deal including but not limited to an agent, professional advisor, service provider lawyers, accountants, mortgage brokers, property managers, IT Contractors, marketing Company etc.*
- *organisations involved in a transfer or sale of MASU's assets or business;*
- *financial institutions involved in managing MASU's payments, such as banks;*
- *regulatory bodies, government agencies, law enforcement bodies and courts;*
- *anyone whom you authorise us to disclose it.*

If we disclose your personal information to service providers that perform business activities for us, they may only use your personal information for the specific purpose for which we supply it. We will ensure that all contractual arrangements with third parties adequately address privacy issues and will make third parties aware of this Policy.

5. Sending information overseas

We may disclose your personal information to overseas third parties.

We will not disclose your personal information to overseas recipients without your consent unless:

- *we have taken reasonable steps to ensure that the recipient does not breach the Privacy Act, or the APPs; or*
- *the recipient is subject to a similar information privacy regime.*

6. Your rights

MASU's Privacy Policy contains information about how:

- *you may access the personal information we hold about you;*
- *you may seek the correction of your personal information; and*
- *you may complain about a breach of the Privacy Act, including the APPs; and*
- *we will deal with a privacy complaint.*