



FINANCIAL SERVICES GUIDE

Authorised for distribution by MBA Wealth Solutions Pty Ltd ABN 61 003 185 742 AFSL 240689

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This Financial Services Guide ('**FSG**') tells you about MBA Wealth Solutions Pty Ltd ('**MBA**') and our Representatives, who will provide you with financial services described within this FSG. Our FSG provides information on:

- who we are
- what services we are authorised to provide to you
- how we are paid
- what we can do and what we expect from you
- details of any potential conflicts of interest
- how we protect your personal information
- details of our internal and external dispute resolution procedures and how you can access them.

Please read through the whole FSG, it is designed to assist you make an informed decision about whether to use the financial services offered, our Privacy Policy (click [here](#)), gives you further clarity on how we handle your personal information. And of course, if you ever have any questions, please contact us.



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MBA Wealth Solutions Pty Ltd

AFSL 240689 | **ABN** 61 003 185 742

NOT INDEPENDENT

Disclosure of Lack of Independence required under Section 923A of the Corporations Act.

MBA Wealth Solutions Pty Ltd (MBA) receives commissions in respect to insurance policies placed with various insurance companies. For this reason, we cannot refer to ourselves as independent, impartial or unbiased (which are restricted words or expressions under the Corporations Act).

For further information regarding how MBA is remunerated, please refer to the section titled Remuneration.

It's important to understand that disclosing our lack of independence and detailing our remuneration structure does not reduce our obligation to act in your best interests. If you are a retail client and we give personal advice, we have a duty to act in your best interests when providing personal advice and are obliged to provide you with appropriate advice.

OUR RELATIONSHIP

MBA Wealth Solutions Pty Ltd holds an AFSL issued by the Australian Securities and Investments Commission (ASIC). Your adviser is a Representative of MBA and is authorised to carry out the financial advice activities allowed under the licence held by MBA. MBA is ultimately responsible for the services which are provided to you where the Representative acts within the scope of their authority.

The licence which MBA holds permits it to appoint Representatives to provide advice and related services from amongst the following classes of products:

- superannuation and retirement savings account products
- securities
- managed investments (including an IDPS)
- government debentures, stocks or bonds
- deposit and payment products
- standard margin lending
- derivatives, old law securities options contracts and warrants
- life insurance (investment and risk) products

OUR ADVISERS

Your financial advisers are Representatives of and offer the above products and services (except where indicated) including tax (financial) advice on behalf of MBA. Further information, including each Advisers qualifications may be found by clicking on their name.

[Andrew Travis;](#)

ASIC Financial Adviser No. 1003684

[Ron McCumstie;](#)

ASIC Financial Adviser No. 1000516

[Dustin Bartholomew;](#)

ASIC Financial Adviser No. 1000517

[Greg Meale;](#)

ASIC Financial Adviser No. 1002591

Andrew Travis, Ron McCumstie and Dustin Bartholomew are directors and shareholders of MBA Wealth Solutions Pty Ltd, they receive director fees and profit share as determined by the company as appropriate from time to time.

Greg Meale is a salaried employee of MBA Wealth Solutions Pty Ltd.

WHAT PRODUCTS ARE AVAILABLE?

The products recommended to you will be sourced and researched from a wide range of investment managers, life insurance companies and securities on our recommended list of products.

Where you come to MBA with financial products that are not currently on our recommended list and for which we do not have approved research, we will be unable to provide you with advice on those products. Under these circumstances and depending on your instructions to us, we will either include those products in your portfolio for valuation purposes or provide you with advice on alternative products that meet your needs and objectives.

If your adviser can only provide you with a more limited range of services or products than shown above, they will disclose this to you at the earliest and most convenient time.

Our advisers are members of the [Financial Advice Association Australia](http://www.faaa.au), the largest professional body representing financial planners in Australia. As a business we have adopted their professional standards, codes of conduct, ethics and rules. For more information about the FAAA you can visit their website at www.faaa.au

THE ADVICE PROCESS

Gathering Information	It is critical that our advice is tailored to meet your particular needs and circumstances. This process involves you completing our Client Needs Analysis document and providing all relevant details regarding your circumstances
Identifying Goals	We need to understand what you are seeking to achieve so that we can provide advice that is appropriate to your needs and objectives
Written Advice	We provide a written Statement of Advice or Record of Advice outlining all of the key issues and our recommendations – including all fees and charges
Agreement	It is essential that you read and understand the advice, ask any questions and 'own' the financial plan.
Implementation	We implement the recommendations
Review	We regularly review your financial plan to ensure it stays up-to-date and relevant to the current economic climate and your changing requirements

DOCUMENTS YOU ARE ENTITLED TO RECEIVE

If you receive personal financial advice this will be documented in a Statement of Advice (SOA), or in specific circumstances a Record of Advice (ROA), that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a Product Disclosure Statement (PDS) or other disclosure document issued by the product provider. Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

RISK

All investments carry some level of risk, including the risks associated with not acting on our recommendations. Your adviser will help you to understand the level of risk associated with the different investment options so that you can make choices you are comfortable with. Within the context of achieving your financial goals, risk management is an important part of our planning process.

HOW TO INSTRUCT US

You may specify how you would like to give us instructions, for example, by phone or email using any of the contact details set out in this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

YOUR PRIVACY

MBA is committed to ensuring the privacy and security of your personal information in accordance with Privacy Legislation. We will request that you sign a Privacy Consent form when we initiate our relationship with you.

We will maintain a record of your personal profile, including details of your investment objectives, financial situation and needs and any other information relating to your specific financial situation. We also maintain records of any recommendations made to you.

Under the Anti Money Laundering/Counter-Terrorism Finance (AML/CTF) Act, as a financial service provider, we are obligated to verify your identity. Accordingly, we will ask you to present identification documents, such as your passport, drivers licence or photo ID card. The copies of the identification documents will be held on file for compliance purposes.

We are committed to ensuring the privacy and security of your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

You have a general right to examine the relevant contents of your file and you should have been provided with our privacy statement, which details our approach to privacy. Should you wish to examine your file, please ask your adviser.

If you are dissatisfied about the way we handle your personal information, or wish to express your concerns about the accuracy and completeness of the information we hold, you may contact:

The Privacy Officer
MBA Wealth Solutions
PO Box 1496
Bathurst NSW 2795

ASSOCIATIONS AND RELATIONSHIPS

MBA is privately owned. MBA does have an approved product list which includes financial products from product providers that are not associated with MBA. MBA does not require it's Representatives to recommend only certain products.

We do not have any referral arrangements in place, meaning we do not pay or receive referral fees from anyone to who we refer or receive a referral from.

REMUNERATION

The cost of providing our service to you will depend upon the nature of the service provided, the amount you are investing and the complexity of the work. The amount of our fee is agreed upon by you and your adviser in writing prior to the work commencing. Your Statement of Advice will document all fees associated with our advice and recommended investments. An explanation of the fees and charges of the product provider will also be outlined with further disclosure within the relevant Product Disclosure Statement.

We should be in a position to provide you with a reasonable estimate of the likely fee after our initial discussion with you and encourage you to discuss it with your adviser during the first meeting. There is no charge for our initial consultation.

All fees and commissions are received by MBA Wealth Solutions Pty Ltd.

Initial Advice

The fee which we charge may be consist of:

- Our standard fee for a Statement of Advice, which is \$4,400 (inc GST). We reserve the right to increase or decrease this fee dependent on the complexity and other matters as they relate to your individual circumstances.
and/or
- An implementation (or lodgement) fee. This fee may be calculated as a flat rate of between \$0 and \$15,000 (inc GST)

Alternatively, any one-off provision of financial services may be billed at an hourly rate for the service performed. The hourly rate may be up to \$440 (inc GST) per hour depending upon the complexity of the service required and will also be discussed with you during our first meeting.

Ongoing Service

We encourage clients to take up an ongoing review service, to ensure that your financial strategy continues to meet changing personal lifestyles and financial goals.

For example, you can receive a regular review of the performance of your strategy, in the context of the performance of local and international markets, current superannuation and taxation laws, as well as your own personal circumstances.

Your adviser will explain the available levels of service together with the associated fee options to enable you to decide the type of ongoing service (if any) you require. Based on your circumstances, your adviser will also recommend an appropriate level of service.

To ensure the ongoing success of your financial goals and objectives, we recommend reviews should be undertaken at least every 12 months. We offer a number of ongoing review service packages starting from \$5,500 per annum (inc GST) through to comprehensive, fully inclusive service packages.

As with the initial fee, you can choose to pay the fee directly by invoice, or as an ongoing service fee deducted from a cash account or any managed funds into which you invest.

If you enter into an ongoing service arrangement with MBA, we will provide you with a Fee Consent form annually which will set out the services that we have been contracted to provide, together with the amount of our fee and the frequency in which this will be paid. By signing the fee consent you are agreeing that you would like to renew the terms of our agreement to provide you with ongoing financial advice services with payment via your nominated account.

Advice in respect of insurance products

Any initial advice fee and /or upfront and ongoing commission payments in relation to insurance cover that you take up will be discussed with you by your adviser and fully disclosed in your Statement of Advice.

An implementation (or lodgement) fee is not charged for transactions in relation to insurance cover. For placing your insurance we usually receive a commission paid by the insurer as a percentage of the premium you pay. The amount can be up to 66% of the first year's premium paid, depending upon the type of insurance and the life insurance company it is placed with. For example, on an initial annual premium of \$2,000 we would receive \$1,320 in the first year.

You should be aware that as long as you retain any policy we will usually receive an ongoing commission. The ongoing commission rate will usually be up to 22% of the annual premium paid by you on renewal. On an annual premium of \$2,000, we would receive ongoing commission of up to \$440 per annum.

The amount paid to us as commission is a result of the way the pricing on insurance products is structured, and the fact of the payment doesn't mean that you are entitled to, or will receive, advice about your insurance needs prior to insurance renewal dates, as these services are also separate, and part of our ongoing service offering.

Any commission amounts we receive are paid to us directly by the insurance provider.

Shares

Should you wish to trade in direct equities the fee is a combination of an administration fee of \$330 to establish a trading account, payable to MBA Wealth Solutions, and a share brokerage fee of up to 1.50% (or a minimum of \$150, whichever is the greater). MBA Wealth Solutions also receives 0.55% of any share brokerage fee.

Other Benefits or Payments

The financial products which we may recommend to you can produce both direct and indirect benefits which the firm may benefit from.

The precise details of any such benefits arising from our advice to you will be set out in your Statement of Advice. In all cases we are required by law to ensure that you have full details, in advance, of the benefits we anticipate receiving because of a financial product recommended to you.

Products could also be recommended to you that may indirectly benefit the person giving you advice. In all cases we are required by law to ensure that you have full details, in advance of any transaction, in relation to the relevant product recommended.

If you are not confident that you fully understand the effect of any payments or benefits generated as a result of your investments, or how these impact upon the impartiality of our advice, please let us know.

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain an alternative remuneration register detailing any benefit we receive which is valued at between \$100 and \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

If you wish to inspect the Alternative Remuneration Register or have any questions, please ask your adviser.

PROFESSIONAL INDEMNITY INSURANCE

We maintain professional indemnity insurance in accordance with the law. Our professional indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for us and our representatives/employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any representative/employee who has ceased working for us, but for work done while engaged with us.

WHAT WE EXPECT FROM YOU

We will expect that you will do the following:

- Give us complete, up-to-date and accurate details of your personal objectives, financial situation and needs;
- Keep us informed of any changes in your personal situation, and
- Use our advice to make your investment decisions

You can give us instructions by using the contact details set out in this FSG. Generally, you need to give us instructions in writing (via email or letter) or another method as agreed by us.

COMPLAINTS

As a professional Financial Services business, we are committed to acting efficiently, honestly and fairly. Your satisfaction is very important to us and we have procedures in place to resolve any concerns you may have promptly and fairly.

If you are unhappy with the services provided, please follow the steps outlined below:

1. You should first contact your financial adviser who provided the service to you.
2. If your complaint is not satisfactorily resolved by your adviser within five business days, or you prefer not to contact them directly, please contact the Complaints Officer of MBA Wealth Solutions or put your complaint in writing and send it to us addressed to:

Complaints Officer
MBA Wealth Solutions
PO Box 1496
BATHURST NSW 2795

We will try to resolve your complaint quickly and fairly.

- 3 If our Complaints Officer is unable to reach a satisfactory resolution of the complaint within 30 days or you are not satisfied with our handling of your complaint or our decision, you may contact the Australian Financial Complaints Authority (AFCA). AFCA is an independent body established to provide free advice and assistance to consumers to help them to resolve certain types of complaints against financial services businesses.

AFCA may be able to assist you to resolve your complaint, but only if you are not satisfied with the response received from our handling of your complaint. If AFCA accepts your complaint, it will attempt to resolve the matter through conciliation, which involves assisting you and us to come to a mutual agreement. If conciliation is unsuccessful, the complaint is referred to an independent adjudicator for a determination that is binding on the financial services provider, should the investor accept.

AFCA can be contacted on 1300 56 55 62, at info@afca.org.au or via their website www.afca.org.au
You can also write to them at:

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001

4. You can also make a complaint to the industry regulator, the Australian Securities & Investments Commission (ASIC) on their Free call Infoline, 1300 300 630 or visit the website www.asic.gov.au

There is no charge to you for accessing the services offered by the above organisations.

We value your support and appreciate any feedback that will help us meet your expectations and needs, even if it is not in the form of a complaint.