

**Personal advice  
and a genuine desire to  
help you with all  
aspects of your finances**

# Financial Services & Credit Guide



**money  
options**

**Money Options Pty Ltd**  
544 Goodwood Road, Daw Park SA 5041  
PO Box 204, Daw Park SA 5041  
Phone: 08 8277-2233  
[www.moneyoptions.com.au](http://www.moneyoptions.com.au)  
[admin@moneyoptions.com.au](mailto:admin@moneyoptions.com.au)

ABN: 29 089 499 776  
AFS License No: 244575

## Who are we?

Money Options Pty Ltd (Money Options) is an Australian Financial Services & Credit Licensee under the Corporations Act. We are authorised to initiate and advise on a range of financial services and products. Money Options prides itself on providing an intimate service to its clients. We see our small size as an enormous advantage particularly with regard to knowing our clients on a personal level.

Money Options was established under its own licence in February 2004 after having been licensed prior to that through Financial Wisdom which was ultimately owned by the Commonwealth Bank. Money Options Pty Ltd is owned by David Harrison.

Money Options is a principal member of the Association of Financial Advisers (AFA) and a member of the Mortgage & Finance Association of Australia (MFAA).

## Purpose of this Document

This Guide is an important document designed to assist you in deciding whether or not to use Money Options for any of the services listed. It is a legal requirement that you be provided with a copy of this prior to dealing with Money Options on a personal level.

This guide contains information about:

- the services we offer you
- payments and costs in relation to services provided
- What to do if you have a complaint about our services
- Our internal and external dispute resolution procedures and how you can access them.
- The Guide also contains information on David Harrison.

Should you proceed further than initial discussions with Money Options, you may also be provided with other information including a Statement of Advice (SoA), Product Disclosure Statement (PDS) or other regulated documents. Any recommendations made within a SoA should take into account your own circumstances, objectives and financial needs. These recommendations will be based on the information given by you and will also include any fees and associations that may have influenced this advice.

## Before you get our Advice

---

### Who is your adviser?

Money Options Pty Ltd has two Authorised Representatives able to provide you with financial advice –David Harrison and Nicholas (Nick) Habgood.

---

### David Harrison – Authorised Representative #235959

David is the Director and owner of Money Options and has been a Financial Planner since leaving the Police Force in August 1997. David has completed a Diploma in Financial Planning and various other associated studies that includes ongoing training to ensure he is well qualified to assist you with your financial planning needs.

---

### Nick Habgood – Authorised Representative #454889

Nick Habgood joined Money Options in April 2014 and is an experienced Financial Planner who has been providing financial advice since 1987. He is also the former Principal of a financial planning practice - Eastern Wealth Management. Nick is a Senior Associate of the Financial Services Institute of Australasia, a member of the Association of Financial Advisers and holds a Diploma in Financial Services.

---

**Dearne (De) Woolman – Credit Representative #482785** De Woolman joined Money Options as our Loan Consultant in December 2015. De has been working in the finance industry for over 25 years. Initially De worked for a major financial institution, working her way up to the position of Lending Manager writing consumer loans, and then worked with other financiers over the years with short breaks to raise her family. De has a broad range of experience and knowledge in the real estate market.

---

### Who is responsible for the advice you receive?

Money Options is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG). Money Options Pty Ltd (ABN: 29 089 499 776) holds an Australian Financial Services License (AFSL) and an Australian Credit License (ACL): AFSL & ACL Licence. No.244575, 544 Goodwood Road, Daw Park, South Australia, 5041. When a member of our team provides financial services to you, they will be acting for you on behalf of Money Options.

### What services and advice is available?

---

**What Advisory Services are offered to you?** Under the Money Options' Australian Financial Services License, we are authorised to deal in and provide advice on a large range of products and services. Some of these are listed below:

- Superannuation
  - Personal
  - Employer
  - Retail
  - Industry funds
- Self-Managed Super Funds
  - establishment and ongoing compliance
- Retirement Planning
- Investment Structures
- Managed Investments
  - such as managed funds
- Direct Investments
  - such as shares and property
- Savings Plans
- Transition to Retirement & other pre-retirement planning
- Deposit Investments
  - such as bank accounts and term deposits
- Allocated Pensions (also known as account based pensions)
- Taxation Implications and some structure advice
- Gearing
  - using borrowed money to invest
- Life & Disability Insurance
  - including Trauma Cover
- Income Protection Insurance
- Home Loans and other Investment Loan Structures
- Budgeting and Cash Flow Management
- Business Planning
- Estate Planning
- Centrelink assessments & paperwork
- Annuities
- Age Care Facility assessments and ongoing cost planning

Money Options will only provide recommendations after considering suitability for your personal needs, objectives and financial situation. In some circumstances external advice (e.g. solicitor services or legal or accounting advice) may also be sought to assist in delivering these services.

If we provide you with ongoing advice with respect to financial products you may be provided with a Record of Advice (RoA). You have the right to request a copy of the RoA (if you have not previously received a copy) within 7 years of that further advice being given.

Ongoing reviews should be done periodically. Our standard ongoing review process is to offer for you to meet with us, at least annually for financial advice, however you are able to tell us how often you would like to undertake a review of your financial situation.

---

**Do we have any  
associations with any  
Financial Product issuers?**

No. Money Options has its own AFSL and is not owned by any bank, insurance company or product provider. David Harrison is the Director/Owner of Money Options.

---

## Fees & Charges

### How will you pay for the services?

Money Options has a transparent fee structure. Initially you may pay a fee for service, which is based on the size and complexity of the advice needed, however this is not standard practise for Money Options. Initial appointments are at the expense of Money Options.

Money Options Pty Ltd may charge a fee up to prepare a financial plan/SoA (see below). Our service fees are based on the time taken to prepare and implement a SoA and therefore may vary depending on the complexity of advice sought.

If the fee relates to a loan enquiry this will be disclosed in the credit quote provided prior to proceeding.

Any fees for advice preparation will be discussed with you prior to any work being undertaken.

### What payments / fees does Money Options receive and how is it calculated?

Depending on recommendations in a SoA, Money Options Pty Ltd may receive payments, fees or benefits in the following ranges (inclusive of GST):

|  |   |
|--|---|
| Plan Preparation Fee (SoA preparation) | We may charge between to \$0 - \$2,000.<br><i>- This is generally done free of charge once a course of action is agreed.</i>  |
| Hourly Rate                            | We may charge \$200 per hour for David, Nick or De's time and under \$100 per hour for time of other staff within Money Options.<br>Any advice prepared on this basis will be clarified prior to proceeding.  |
| Superannuation & Managed Investments   | When using a product recommended by Money Options for your superannuation or other managed investments we may charge by way of a percentage of the money being invested.<br>The initial fees for placement of super or investment money may range from 0.0% - 4.0%, depending on the amount in invested.<br><i>For example: For an investment of \$10,000 in a managed investment where we charge 2.0%, Money Options will receive \$200.</i><br>Our standard fee for ongoing advice is between 0.0% - 1.1% per annum.<br><i>For example: For an investment of \$10,000 in a managed investment, with an ongoing payment of 0.50%, Money Options will receive \$50 per annum.</i><br>We may offer an active management service which is 0.5% per annum in addition to our standard ongoing advice fee.<br><i>For example: For an investment of \$10,000 in a managed investment, we charge an ongoing 0.50%, Money Options will receive \$50 per annum.</i> |
| Self-Managed Super Funds               | Fees for a self-managed fund vary depending on the complexity of the structure and the investment intent of the fund. Money Options outsource the set up and ongoing maintenance of the fund so costs will be discussed prior to proceeding.  |
| Margin Lending                         | This fee can be up to 0.0% - 0.25% per annum of the loan amount.<br><i>For example: For a loan with an amount borrowed of \$10,000, where the issuer pays Money Options an ongoing payment of 0.25%, Money Options will receive \$25 per annum.</i>   |
| Personal Insurance                     | This fee can vary between 0.0% - 115.0% of the first year's premium, plus ongoing payments of between 0.0% - 35.0% p.a. of the premium.<br><i>For example: For an insurance product with an annual premium of \$1,000, where the issuer pays Money Options an upfront payment of 60.0%, Money Options will receive \$600. The issuer will pay Money Options 25.0% of the annual premium as ongoing payment for as long as you hold the product. Assuming an annual premium of \$1,000, this equates to \$250 per year and will generally commence from year two of the policy.</i>  |
| Loan Products                          | This fee can vary but can be up to 0.5% of the loan size, plus ongoing payments can be up to 0.25% per annum.<br><i>For a loan product with an amount borrowed of \$100,000, where the issuer pays Money Options an upfront payment of 0.50%, Money Options will receive \$500. The issuer may pay Money Options 0.15% of the annual premium as ongoing payment for as long as you hold the product. Assuming an amount borrowed of \$100,000, this equates to \$150 per year.</i>  |

---

|   |   |
|---|---|
| <b>Fees payable by you to a third party</b> | When a credit/loan application is submitted you may need to pay an application fee, valuation fees or other fees that are associated with the loan application process, even if the loan is ultimately unsuccessful. These fees will be disclosed to you prior to proceeding. |
|---|---|

---

The basis and amount of all fees and payments to Money Options will be detailed in your SoA or Credit Quote/Proposal and discussed with your Financial Planner or Loan Consultant prior to proceeding. The above estimates are only a guide, we will inform you of the precise amount that Money Options Pty Ltd will receive when presenting your SoA or Credit Proposal to you.

---

|   |   |
|---|---|
| <b>How is your adviser remunerated?</b> | All our Financial Planners are paid a salary and are not influenced by any payments or fees made to Money Options Pty Ltd. David is the owner of Money Options so has an interest in its profitability. De Woolman is paid on a commission split basis depending on which lender has been used for the client's loan. |
|---|---|

---

## When You Get Our Advice

---

|  |   |
|--|---|
| <b>Do I receive information associated with the receipt of advice from my advisor?</b> | Yes, you may receive either or both a SoA and an accompanying PDS for financial advice sought. A SoA sets out important information relating to the recommendations your advisor is making to you in relation to the provision of financial services. Where a particular product recommendation is made, you should also receive a PDS or equivalent. |
|--|---|

A PDS contains important information about the financial products being recommended. If you have not been provided with a SoA or a PDS please contact us on 08 8277-2233 and we shall make arrangements to send the documents out to you.

It is important to receive either or both of a SoA and a PDS before you commit to any recommendations made to you.

---

|   |  |
|---|--|
| <b>Do I receive information about payments and other benefits my advisor gets for making recommendations?</b> | Yes, you have the right to know the details of payments and other benefits your advisor receives from making recommendations on the SoA presented to you. Your adviser will also notify you of any conflicts of interest, or if there is anything that may influence their recommendation to you. Detailed information regarding the remuneration and how it is calculated will be contained in the SoA and/or the relevant PDS. |
|---|--|

---

|  |   |
|--|---|
| <b>Will the advice I receive be appropriate for my personal circumstances?</b> | Yes, but to do so you need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible given the information supplied and available at the time. |
|--|---|

You are not obligated to provide all your financial information to us. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation. You should read the warnings carefully as the scope of the advice we are able to provide to you will be limited as a consequence of you exercising your right not to disclose all the information sought by the adviser.

---

|  |   |
|--|---|
| <b>Suitability of loans to your financial objectives</b> | By law before entering into a specific credit contract, we are obliged to conduct a preliminary credit assessment to determine what kind of loan would be suitable to you. In consultation with you, we will find out and discuss your financial situation, objectives and borrowing needs before we determine which loan product may suit your situation/requirements. |
|--|---|

---

---

**Lenders Available**

We aim to provide you with information from a range of lenders and products/loans. Once you have chosen a loan that is suitable to you we will help you to obtain approval. The list below documents our 9 most commonly used lenders. This does not necessarily reflect all the financial institutions that we are able to conduct business through.

- 1 Loan Avenue
- 2 Adelaide Bank
- 3 CBA
- 4 Bank SA
- 5 Liberty
- 6 Plan Lending
- 7 BankWest
- 8 Homestart
- 9 Pepper Home Loans
- 10 ANZ
- 11 Homeloans Ltd
- 12 ING

---

**What should I know about any risks associated with the solutions recommended?**

Solutions recommended are based on your risk profile and our discussions. Your adviser will explain any significant risks associated with the recommendations made, as well as the risks associated with not acting on the recommendations. If we do not do so, you should ask us for further clarification

---

**What documentation will I need to complete?**

To be able to take in to account your objectives and constraints in delivering advice unique to your circumstances, you will need to provide key facts which will be recorded on a Client Data Collection form (Fact Find) during your first appointment with us. You may request for this form prior to your first meeting with us.

Keeping this in mind, protecting your privacy is essential to our business. Your file, containing your profile, personal objectives and constraints, financial circumstances and our recommendations, is kept securely.

---

**What information is maintained in my file, and can I examine it?**

We maintain a record of your personal profile that includes details of your objectives, financial situation and needs which we need to obtain prior to recommending any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information.

We maintain records of any recommendations made to you, which may include details of your investment, objectives, financial situation and particular needs. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

Money Options Pty Ltd is committed to ensuring the privacy of your personal information in accordance with the principles of the Privacy Amendment (Private Sector) Act 2001 (Privacy Act).

A copy of our Privacy Policy can be found on our website [www.moneyoptions.com.au](http://www.moneyoptions.com.au).

---

**Can I/we instruct you to buy or sell my investment?**

Yes, you may specify how you would like your correspondence with your adviser to be sent. For example you may be able to give your advisor instructions via the telephone, fax or email as well. But in all cases we must receive a written confirmation of these instructions.

---

**Who can you talk to if you have a complaint?**

If you have any complaints about the service provided to you, you should take the following steps:-

1. Contact us on (08) 8277-2233 and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within forty five days, please put your complaint in writing and send it to the Complaints Manager, Money Options, PO Box 204, Daw Park SA 5041. We will attempt to resolve your complaint as quickly and fairly as possible.
3. If the complaint is not resolved to your satisfaction, you have the right to refer the matter to either ASIC or Financial Ombudsman Services (FOS)

We are a member of FOS, which provides accessible, fair and independent resolutions services that are free to consumers.

You can contact FOS on 1300 78 08 08, at [www.fos.org.au](http://www.fos.org.au) by email on: [info@fos.org.au](mailto:info@fos.org.au) or in writing to:

The Manager  
Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001

**Professional Indemnity Insurance**

Money Options Pty Ltd hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The limit of the indemnity is \$2.5 million for any one claim. The insurance will cover claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.

If you have any further questions about the financial or credit services Money Options provides or any of the information in this guide, please contact (08) 8277-2233 or go to our website [www.moneyoptions.com.au](http://www.moneyoptions.com.au) .  
Please retain this document for your reference and any future dealings with Money Options.

## THE MONEY OPTIONS FINANCIAL ADVICE PROCESS

Our aim is to ensure that you have a quality experience and achieve your overall goals. To achieve this, a 6-step process is followed:

**1. Gather your Financial Information**

**2. Identify your Goals**

**3. Identify Financial Issues**

**4. Prepare your Financial Plan (called  
a Statement of Advice - SoA)**

**5. Implement the Recommendations  
based on your Financial Plan**

**6. Review and Revise the Plan at  
Regular Intervals, or when  
circumstances change.**