



Financial Services Guide

This guide contains important information about:

- The services we offer you
- How we, our licensee and our associates are paid
- What associations or relationships we have with financial product issuers
- Our internal and external dispute resolution procedures and how you access them



**MACKAY
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Adviser profile



Principal advisers, Sam Mackay and Will Mackay, share over 20 years' industry experience. Loyal clients value their genuine approach to financial advice, offering them a breadth of technical knowledge and skill that has been developed through years of working within wealth management and private banking.

Their current clients include small business owners, self-funded retirees, medical specialists and beneficiaries of generational wealth.

Sam and Will are advocates for higher education and ethical standards within the industry. All Advisers at Mackay Private have completed the Ethical and Professionalism certification and have either achieved or are in the process of achieving the CERTIFIED FINANCIAL PLANNER® designation. This is the highest designation in financial planning, coupled with a commitment to the highest ethical standards, setting CFP® professionals apart from the rest.

Sam Mackay

Director and Principal Adviser of Mackay Private

Authorised Representative No. 1003645 of Hunter Green Pty Ltd AFSL No. 225962

Education: CERTIFIED FINANCIAL PLANNER®, Bachelor of Business (Finance, Funds Management extension), Advanced Diploma of Fin Planning, Accredited Derivatives Adviser Level 1, Accredited Margin Lending Adviser

Background: Sam has extensive experience working with clients and families that require a high standard of service and technical knowledge. His years working within Australia's leading Private Banks, has helped him develop renowned skills, knowledge and frameworks to successfully manage clients with complex financial situations. Sam specialises in structuring, strategic planning for retirement and investment management across multiple entities. Sam is known for his clear and transparent communication style that assists clients in understanding strategies and considerations.

Will Mackay

Director and Principal Adviser of Mackay Private

Authorised Representative No. 1005189 of Hunter Green Pty Ltd AFSL No. 225962

Education: Bachelor of Business (Finance, Funds Management extension), Advanced Diploma of Fin Planning, Accredited Derivatives Adviser Level 1 & 2, Certificate IV in Mortgage Broking

Background: Will began his career during the GFC, witnessing firsthand the mistakes investors and advisers made. This exposure has benefited Will across a successful career in Funds Management and Private Wealth. Will specialises in portfolio management, advocating modern portfolio theory to ensure clients achieve the highest return for their tolerated level of risk. Clients often comment on Will's proactive, diligent and trustworthy Advice. He takes a global perspective on direct and managed investments to ensure clients are well positioned for protecting and growing their wealth. Will also specialises in superannuation, risk management and lending services.



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What services do we offer?

Cashflow and debt management

- Setting budgets and monitoring cash flow
- Accelerated debt repayment & restructuring strategies
- Salary packaging advice

Tax effective investing

- Shares and managed investments
- Portfolio construction and management
- Strategic property advice
- Trust and company structures
- Wealth creation strategies for high income earners
- Gearing / home equity strategies

Superannuation

- Strategic advice regarding superannuation legislation
- Contribution (getting money into super) strategies
- Superannuation specific investment advice
- Self-managed superannuation; structural, investment and legislative advice (only accredited advisers)

Retirement Planning

- Retirement lifestyle planning
- Strategies to minimise or eliminate tax in retirement
- Superannuation pensions / lifetime income streams
- Investment strategies specific to funding retirement
- Maximising Centrelink entitlements

Wealth protection and Estate planning

- Life insurance, TPD, trauma and income protection
- Buy/Sell and Key person insurance
- Adviser facilitated Wills and attorney service

Strategies for business owners

- Financial planning strategies for business owners
- Business consulting
- Business succession planning
- Exit strategy: preparing for sale and tax concessions

Other areas

- Redundancy packages
- Disability and compensation payouts
- Inheritances
- Philanthropy and charitable giving



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Who is our licensee?

To provide financial advice requires the adviser to either hold an Australian Financial Services Licence (AFSL) or be authorised to provide advice by an AFSL holder. We have chosen to be licensed by Hunter Green Pty Ltd. Hunter Green is 100% privately owned and holds its own AFSL. Hunter Green is responsible for ensuring the advice we provide meets the various legal and regulatory requirements and provides us with Professional Indemnity insurance and dispute resolution systems. For Hunter Green's services, systems and insurances we pay a monthly fee and may also pay an amount equivalent to up to 2.75% of any remuneration or commissions they, or we, receive for providing you with our advice or services.

HUNTER GREEN PTY LTD

Level 5, 320 Adelaide Street, Brisbane, QLD 4000

Telephone: (07) 3532 4051

www.huntergreen.com.au

Email: invest@huntergreen.com.au

Australian Financial Services License No. 225962



Do we have any relationships or associations with Financial Product issuers?

Associations

We at Mackay Private and Hunter Green Pty Ltd are privately owned and are not part of any company which issues financial products. There are no ownership ties or other relationships with any financial service product provider which might unduly influence which financial products we are authorized by Hunter Green to recommend.

Commissions

Hunter Green and its advisers are in receipt of commissions paid by investment and superannuation product providers in relation to Some investment and insurance products held by clients that were in place prior to 1 July 2013.

Alternative Forms of Remuneration Register

Licensees and their representatives are required to maintain a register of any form of alternative remuneration paid or received with a value between \$100 and \$300. This register is available for your inspection on request.

What kinds of financial products are we authorised to provide?

I am authorised provide financial product advice and deal in a financial product, to retail and wholesale clients, in relation to the following financial products:

- securities – meaning shares listed on the Australian Stock Exchange;
- superannuation, whether self-managed, personal super or corporate super;
- interests in managed investment schemes including investor directed portfolio services – these are managed funds, master trusts and “wrap” accounts;
- standard margin lending facilities (accredited advisers only);
- retirement savings accounts (“RSA”) products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- deposit and payment products; and
- life products including investment life insurance products and life risk insurance products;

I am also authorised to provide financial product advice on, and arrange, Managed Discretionary Account services not operated by Hunter Green, to retail and wholesale clients. If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions. If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.



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How do I pay for Mackay Private advice?

Mackay Private does not charge a fee for initial meetings with prospective clients. A 'Terms of Engagement' letter will be presented to and accepted by a client before any fees are payable.

Mackay Private has a flexible fee structure for clients, offering a fixed dollar fee or percentage asset-based fee for the costs of initial/one-off Advice and ongoing Advice.

Below are some other fees that may be payable should you engage with Mackay Private. All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Initial consultation	This meeting provides you with an opportunity to view our service offering and decide as to whether you would like to initiate the financial planning process. This meeting generally takes 20 minutes and there is no charge.
Advice preparation	An Advice preparation fee will vary depending on individual circumstances and the complexity of the Advice provided. This fee, percentage based or fixed dollar value, will be agreed with your Adviser through a terms of engagement letter and be no greater than 5% of the initial value of the funds under advice.
Implementation	<p>If you proceed with the Advice, you may be charged an implementation fee. This covers the time spent implementing the financial plan and/or transactions. This fee, percentage based or fixed dollar value, will be agreed with your Adviser through a terms of engagement letter and be no greater than 5% of the funds under advice.</p> <p>If we recommend you acquire investments using borrowed funds, then your implementation fee will be no greater than a fixed dollar amount of \$27,500.</p>
Ongoing fee for advice	If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing fee is based on the complexity of ongoing advice and the services provided, including frequency of reviews. This fee, percentage based or fixed dollar value, will be agreed with your Adviser through a terms of engagement letter and be no greater than 5% of the ongoing value of your funds under advice each year.
Ad hoc advice	If you don't have an ongoing service arrangement and require ongoing advice on an ad hoc basis, a fee based on time charged at \$330 per hour may apply.
Execution only service	Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off fee may apply.
Stamping fees	We may receive stamping fees from issuer companies for raising capital or debt on behalf of that company. If so, the amount will be disclosed to you at the time of making the investment.



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Life insurance products

On insurance products that were in force *prior to 1 January 2018* the relevant insurer will pay initial commission between 0% and 130% and ongoing commission between 0% and 33% of the annual premium for as long as you hold the product.

On new insurance policies that came into force *from 1 January 2018* the relevant insurer will pay initial commission between 0% and 88% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

On new insurance policies that come into force *from 1 January 2019* the relevant insurer will pay initial commission between 0% and 77% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

On new insurance policies that come into force *from 1 January 2020* the relevant insurer will pay initial commission between 0% and 66% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

Commissions are paid to us by the product provider and are not an additional cost to you.

Pre-existing arrangements

For existing clients already in an established commission arrangement that existed prior to 1 July 2013, we may receive commission on investment products, superannuation products or margin lending products held.

For investment products the relevant product issuer will pay initial commission between 0% and 5.5% and ongoing commission between 0% and 0.88% of the value of your investments for as long as you hold the product. For margin loans the relevant product issuer will pay an ongoing commission between 0% and 0.88% of the outstanding loan balance. Commissions are paid to us by the product provider and are not an additional cost to you.

The basis and amount of all commissions and fees for service will be set out in the SoA and explained by your Adviser.

How can you give us instructions?

You may tell us how you would like to give us instructions. For example, telephone or other means such as e-mail.

What information should you provide to receive personalised advice?

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.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

We are also legally required to verify your identity, so we will ask to see your passport, driver's license or other identity documents. You should read the warnings contained in the Statement of Advice carefully before making any decision relating to Financial products.

Other documents you will be given if you receive advice from us

When we give you financial advice you will be provided with a Statement of Advice (SoA) which will contain details about:

- the advice provided, including the basis on which it was given
- fees, commissions and other benefits
- any associations we have with Financial Product Issuers or parties which may have influenced the advice we give you.

After receiving our initial advice, a Record of Advice (RoA) may be produced & retained by us instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice since the last SoA was provided. You can request a copy of any RoA at any time.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product—a Product Disclosure Statement—to help you make an informed decision about the Financial Product.

What information do we maintain in your file and can you examine it?

We will retain copies of your identity documents and we will maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, including the initial Statement of Advice, and any subsequent Statements of Additional Advice and Records of Advice provided to clients receiving our ongoing service. Copies of these can be requested either verbally or in writing.

We are committed to ensuring the privacy and security of your personal information. A copy of the relevant privacy policy is available on our licensee's website or by contacting us. If you wish to examine your file, please ask us. We will make arrangements for you to do so.



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What should you do if you have a complaint?

1. Contact us and explain the nature of your complaint.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Complaints Officer Greg Hunter on (07) 3532 4051 or put your complaint in writing and send it to him at the Hunter Green Pty Ltd address. We will try and resolve your complaint quickly and fairly.

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3. Hunter Green Pty Ltd is a member of the Australian Financial Complaints Authority (formerly the Financial Ombudsman Service (FOS)). If the complaint can't be resolved to your satisfaction you have the right to lodge a complaint with the Australian Financial Complaints Authority.

Online: www.afca.org.au Email: info@afca.org.au Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

4. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

Compensation arrangements

Our licensee, Hunter Green, holds Professional Indemnity Insurance which includes cover for the work done for Hunter Green by its representatives and employees even though they may have ceased employment with Hunter Green. Hunter Green believes its PI insurance complies with the requirements of the section 912B of the Corporations Act and the relevant Regulations.

If you have any further questions about the financial services Mackay Private provides, please contact us on 07 3229 8322 or at info@mackayprivate.com. Retain this document for your reference and any further dealings with Mackay Private.