



**MACKAY  
PRIVATE**

## Financial Services Guide

**Version:** 1 December 2023

### **Licensee:**

Mackay Private Partners Pty Ltd  
(AFSL# 534073 ACN 651 893 935)

This Financial Services Guide (FSG) is authorised for distribution by Mackay Private Partners.

### **Authorised Representatives:**

Mackay Private Pty Ltd  
(ASIC# 1279853 ABN 32 636 659 580)  
Samuel Mackay (ASIC# 1003645)  
Will Mackay (ASIC# 1005189)

Authorised Representatives act on behalf of Mackay Private Partners who is responsible for the services that they provide.

### **Contact Details**

Level 6, 167 Eagle St, Brisbane QLD 4000  
[www.mackayprivate.com](http://www.mackayprivate.com)

### **Purpose of this FSG**

This FSG will help you decide whether to use the services that we\* offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

\* In this document 'we' refers to the Mackay Private, Samuel Mackay and Will Mackay.

#### **Not Independent**

We are not independent, impartial, or unbiased as we receive stamping fees on new listed investments, commissions on previously implemented personal risk insurance policies and portfolio management fees for our managed account service with OpenInvest. We will not receive risk insurance commissions on any future policies.

## **Our services**

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation including SMSF
- Retirement planning
- Portfolio management
- Managed investments
- Securities (direct shares)
- Margin lending facilities
- Personal risk insurance

Except that Will is not authorised to provide advice on margin lending facilities.

## **The financial advice process**

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We will provide you with a Product Disclosure Statement (PDS) where we recommend a financial product other than securities. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.



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You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice, it will be documented in a Record of Advice (RoA) which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

## **Fees**

### **Initial Advice Fees**

Our initial advice fees include meeting with you, the time we take to determine our advice and the production of the SoA. They will be based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

If you decide to proceed with our advice, we may charge an implementation fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

### **Annual Advice Fees**

Our annual fees depend on the services that we provide to you. They may be a percentage of your account balance or an agreed fixed fee. They are paid monthly. Our services and fees will be set out in an agreement with you.

We may also charge additional fees on each share trade that we advise you on. These will be explained when we provide you with the advice.

### **Stamping Fees**

We may receive one-off stamping fees where you invest in some listed investments (e.g. bank issued hybrids and IPO's). These will be paid by the issuer of the investment and will typically be a set % of the investment amount.

## **Insurance Commissions**

We receive a recurring commission payment on personal risk insurance policies that have been previously implemented. We will not receive commissions on any future policies.

## **Managed Account Fees**

We charge an annual fee of 0.66% of your account balance where you invest in the OpenInvest. This fee is calculated and paid to us monthly. It is for our investment management services. For example, on a \$10,000 investment, the annual investment management fee that you pay to us will be \$66. Additional fees will apply to the managed account however these are not paid to us.

## **Other Benefits**

We may receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

## **Adviser Remuneration**

Samuel and Will are the owners of the practice and are remunerated through the profits of the practice.

## **Making a Complaint**

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us, send us an email or put your complaint in writing to our office.

If you are not satisfied with our response, you can lodge a complaint with the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website [www.afca.org.au](http://www.afca.org.au). AFCA provides fair and independent financial services complaint resolution which is free to consumers.

Mackay Private Partners is required to hold adequate Professional Indemnity insurance for the financial services that it and its current and past representatives provide.

## **Your Privacy**

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.