

FINANCIAL SERVICES GUIDE

VERSION 2.0 – JULY 2020

METRISCOPE Financial Pty Ltd

ABN 27 609 374 254

Australian Financial Services Licence Number: 485160

All future references to METRISCOPE refer to METRISCOPE Financial Pty Ltd.

WHAT IS A FINANCIAL SERVICES GUIDE?

The Financial Services Guide (FSG) is an important document. It is designed to provide information about the financial services provided by METRISCOPE and its authorised representatives. It aims to assist you in deciding whether to use the services we offer. It also provides you with an understanding of what to expect from your interactions with METRISCOPE. Distribution of this FSG is approved by Metriscope Financial Pty Ltd.

This guide contains information about:

- Who we are and who your adviser is
- How we and your adviser can be contacted
- The financial planning process and what types of documents you can expect to receive from your adviser
- The financial services that METRISCOPE and its authorised representatives are authorised to provide you
- The remuneration METRISCOPE, its authorised representatives and/or any other party may receive in connection with the financial services provided
- Our internal and external dispute resolution procedures and how you can access them
- The compensation arrangements we have in place

We, through our authorised representatives, will provide you with an FSG when we provide you with any financial service including the provision of advice and/or the placement of an investment or insurance on your behalf.

WHO IS RESPONSIBLE FOR THE SERVICES YOU RECEIVE?

METRISCOPE is a boutique financial planning company who is the holder of an Australian Financial Services Licence (Number 485160). As your adviser is an authorised representative of METRISCOPE, it is METRISCOPE who is responsible for the services that he/she provides to you. Your adviser will be acting on behalf of METRISCOPE when recommending both strategic solutions and specific products. Your adviser does not act as a representative of any other licensee in providing financial services to you.

WHO IS MY ADVISER?

Your adviser will be **Mark Plaskitt**, who operates under the business name **Barnett Financial Planning Pty Ltd**. Both Mark and Barnett Financial Planning Pty Ltd are authorised representatives of METRISCOPE Financial Pty Ltd (with the latter being a Corporate Authorised Representative). Their Authorised Representative numbers as issued by the Australian Securities and Investments Commission (ASIC) are 465170 and 297815 respectively.



YOUR ADVISER'S AUTHORITY

Mark is authorised to provide you with advice and deal in the following areas:

1. Basic deposit products
2. Debentures, stocks or bonds issued by a government
3. Life products – Risk and Investment
4. Interests in managed investment schemes including IDPS
5. Superannuation
6. Retirement Savings Accounts
7. Securities – Tier 1

YOUR ADVISER'S EXPERIENCE & QUALIFICATIONS

Mark joined the financial planning industry in 2004. Mark is a Certified Financial Planner CFP®, he also holds an Advanced Diploma (Financial Services) in Financial Planning. He is also a member of the Financial Planning Association. Mark's role at Barnett Financial Planning Pty Ltd is to provide specialist advice on Insurance, Superannuation and other approved financial products to new and existing clients. Mark's focus is to assist people gain clarity around their financial affairs and also help them get on track to achieve their personal insurance, superannuation, retirement planning and investment goals.

Mark's qualifications include the following:

- o **Advanced Diploma of Financial Services** (Financial Planning).

CONTACTING METRISCOPE AND/OR YOUR ADVISER

	METRISCOPE	YOUR ADVISER
IN PERSON	Suite 15 / 15 Terminus Street, CASTLE HILL NSW 2154	Suite 15 / 15 Terminus Street, CASTLE HILL NSW 2154
MAIL	PO Box 2036 CASTLE HILL NSW 1765	PO Box 2036 CASTLE HILL NSW 1765
PHONE	02 9659 3955	02 9659 3955
FAX	02 9659 4912	02 9659 4912
EMAIL	contact@metriscope.com.au	markp@bfpwealth.com.au
WEBSITE	N/A	www.barnettwealthadvisors.com.au

AN OUTLINE OF THE FINANCIAL ADVICE PROCESS

Our role is to understand your financial needs and objectives, and to recommend solutions that help you satisfy those requirements. We may, in our marketing materials and general communications, provide you with general advice that is not designed to address your specific needs and circumstances. We will alert you of this when such advice is provided. Otherwise, our advisory services will be tailored to meet your specific needs and circumstances, that is, we will provide personal advice that is appropriate to you.

The process we follow in providing personal advice to you will usually include the following steps:

NEW CLIENTS

1. **Providing this FSG** and obtaining your agreement on the basis upon which we will be providing services.
2. **Obtaining relevant information** about your attitude to risk, your financial needs and objectives and your current financial affairs so that we can provide the most appropriate advice.
3. **Researching solutions** with the aim of assisting you to satisfy those needs and objectives. Please note that our authorised representatives are only permitted to source solutions from a wide range of products approved by METRISCOPE. The METRISCOPE approved product list includes a large range of products on which appropriate research and analysis has been undertaken.
4. **Providing you with a written Statement of Advice (SoA)** which sets out our recommendations and the basis for them, the key issues involved and remuneration received as a result of the provision of professional services to you.

5. **Providing you with a Product Disclosure Statement (PDS)** for each product recommendation made within the SoA. The PDS contains further specific information about the product recommended which you should consider prior to accepting our advice.
6. **Obtaining your instructions** to implement recommendations and/or receiving your alternative instructions after ensuring that you fully understand the advice contained in the SoA.
7. **Implementing** your instructions to proceed with recommendations made or otherwise.
8. **Agreeing** on a basis for the provision of ongoing review services.

Additional documents that you may receive include a Terms of Engagement, Record of Advice (RoA), Client Benefit Statement (also known as a Fee Disclosure Statement), Service Renewal Notice (also known as an Opt-In Form).

If, at any time, you do not understand any of the advice we provide or the actions we are taking, you should seek clarification from us or your adviser.

HOW CAN I GIVE YOU INSTRUCTIONS ABOUT SERVICES PROVIDED TO ME?

You can generally provide instructions to us either face to face, in writing, by telephone, video conferencing, fax or email. At the time, we will advise you which instructions must be provided in writing.

EXISTING CLIENTS

If you are an existing client of METRISCOPE, you will receive ongoing services as agreed with you. Typically this will involve at least an offer for an annual review of your financial circumstances, needs and objectives. Any advice that you receive further to the initial advice will be confirmed in writing in the form of either a (RoA) or another SoA. Generally, the only time a new SoA will be provided is when your circumstances have changed significantly or you are receiving advice in relation to a different type of product.

If we do not provide you with a copy of the RoA you may request a copy of it by asking your adviser. We will hold those records for a minimum of seven (7) years from the date the advice was given.

PRODUCTS & SERVICES METRISCOPE IS LICENCED TO PROVIDE

METRISCOPE is authorised under its AFSL to advise and deal in a broad range of financial products including:

1. Basic deposit products
2. Debentures, stocks or bonds issued by a government
3. Life products – Risk and Investment
4. Interests in managed investment schemes including IDPS
5. Securities
6. Superannuation
7. Self-Managed Superannuation Funds
8. Standard Margin Lending
9. Retirement Savings Accounts

Your adviser may only be authorised by METRISCOPE to provide some of these services and act only in respect of some products. Information on their authorisations as well as their qualifications and experience has been detailed earlier in the 'Who is my adviser?' section of this FSG.

IMPORTANT - As we are not permitted to provide legal nor specialist taxation or mortgage broking advice, we may guide you to seek external advice to meet those needs and objectives. We may have referral arrangements in place with external parties (e.g. general insurance brokers or solicitors) whereby when we may remunerate them as a result of receiving referrals from them. Any such arrangements will be disclosed to you in the SoA provided to you or RoA retained on file in support of our advice.

YOUR OBLIGATIONS IN SEEKING ADVICE

To help us provide you with appropriate advice that is based on current and accurate information, and to protect you, we ask you to do the following:

- Provide accurate information about your personal circumstances.
- Keep us updated as to any changes to your circumstances.
- Do not make any payments for investments or insurance contracts 'payable to' your adviser – they should always be made payable to the investment or insurance company.
- Do not sign blank forms.

REMUNERATION RECEIVED BY METRISCOPE & YOUR ADVISER

WHAT REMUNERATION WILL BE PAID TO METRISCOPE & YOUR ADVISER?

The cost of providing our service to you will be determined by the types of services you seek assistance with. In all circumstances, your SoA will set out the exact amount of fees, commissions and other benefits that we and your adviser will receive.

While there are several methods for METRISCOPE and your adviser to be remunerated, your adviser has the ability to elect the most appropriate method. The actual method your adviser utilises is detailed below in the 'your specific adviser's fees and charges' heading on page 5.

METRISCOPE initially receives all remuneration once the financial advice has been provided and/or the product has been lodged. After METRISCOPE deducts fees, the balance is payable to the Corporate Authorised Representative, Barnett Financial Planning Pty Ltd. Your Adviser is remunerated by an annual salary from Barnett Financial Planning Pty Ltd.

Generally speaking, however, METRISCOPE may receive some or all of the following types of remuneration:

1. Fee for Service

Your adviser may charge you an upfront Fee for Service based on either:

- the time he/she spends developing your SoA (i.e. an hourly rate);
- a fixed dollar amount;
- the value of funds invested; or
- a combination of these methods.

If you are charged a Fee for Service, your adviser may rebate to you part or all of the commission that METRISCOPE and your adviser would otherwise receive. Your adviser will invoice you for the relevant fee when your SoA is prepared. Alternatively, your adviser may invoice you for an ongoing service which may be calculated as a percentage of your total funds under advice. Your adviser will provide you with further details where relevant.

2. Upfront Insurance Commission

This is paid by the issuer of the financial product/s recommended when the product is issued to you. This may be deducted from the initial amount you have invested or it may be payable from the product provider's own resources. The actual rate of upfront commission will depend on the type of product, the services provided and the amount invested or premium paid. As detailed earlier, the rate is always agreed with your adviser and confirmed in the SoA.

3. Ongoing Commission

This is paid by the issuer of the financial product/s recommended and is payable on an ongoing basis while the investment/insurance is still in place. This income remunerates METRISCOPE and your adviser for all of the administration, licensing costs, data storage, ongoing support and client reviews in respect to these financial products. The actual rate of ongoing commission will once again depend on the type of product, but is usually calculated as a percentage of the investment balance or a percentage of the premium paid for insurance products. It should also be noted that this payment is usually included in either the administration cost for investments or the premium for insurances.

4. Adviser Service Fees

For investments, an adviser service fee is paid by the issuer of the financial products recommended (or paid directly by you) and like ongoing commission, is payable on an ongoing basis while the investment is still in place. The difference between the adviser service fee and ongoing commission is the fact that the former is not included in the administration costs of the investment. That is, it is an additional cost clearly outlining the fee associated with the provision of ongoing

services and advice relating to that product and/or other ongoing services. Adviser Service Fees includes charges for ongoing administration, data storage, adviser licensing, ongoing support and advice. Part of these fees may be rebated to you.

WILL ANYONE BE PAID FOR REFERRING ME TO YOU?

Should you be referred to your adviser by a third party, (e.g. an Accountant), the third party may receive a fee, commission or other benefit for the referral. This fee comes out of the fees received by METRISCOPE and your adviser and does not represent an additional cost to you. The referral fees payable ranges from 0-25% of the fees generated. You will receive more detailed information concerning any referral fee or commission in your SoA.

YOUR SPECIFIC ADVISER FEES AND CHARGES

TYPE OF ADVICE	FEE or REMUNERATION
<i>Initial Advice</i>	<p>INVESTMENTS / SUPERANNUATION / OTHER STRATEGIC ADVICE</p> <ul style="list-style-type: none"> ○ Fee for service for the analysis of your situation, research into appropriate solutions and the preparation of your SoA. This fee is based on the complexity of your situation; ○ Establishment or Implementation fee based on an hourly rate of \$245.00 + GST. <p>PERSONAL INSURANCES</p> <ul style="list-style-type: none"> ○ Initial commission - This is payable to us by the product provider when the product is issued to you and is included in the cost of the insurance product. This may be up to 66% of the first year's premium (e.g. if you paid the first-year premium of \$400, METRISCOPE could receive up to \$264).
<i>Ongoing/Review Advice</i>	<p>INVESTMENTS / SUPERANNUATION / OTHER STRATEGIC ADVICE</p> <ul style="list-style-type: none"> ○ Fee for service based on the complexity of the review and maintenance of your portfolio <p>OR</p> <p>Adviser service fee of up to 1.25% of funds under management. (e.g. if your investment amount is \$100,000, then METRISCOPE may receive up to \$1,250 pa).</p> <p>PERSONAL INSURANCES</p> <ul style="list-style-type: none"> ○ Ongoing commission - This is payable to us by the product provider when the product is issued to you and is included in the cost of the insurance product. This may be up to 30% of the annual premium (e.g. if the annual premium is \$400, METRISCOPE could receive up to \$120 pa).
<i>Other fees</i>	<p>Where strategic advice is provided and no product placement is involved or allows an adviser service fee, an hourly rate of \$245.00 + GST per hour is applicable. This rate is dependent on the complexity and/or estimated time associated with the research and analysis.</p>

As detailed, fees will be fully set out in your SoA and explained by your adviser prior to the implementation of the recommendations.

OTHER BENEFITS THAT MAY BE RECEIVED

Other benefits may be received by METRISCOPE from product providers including sponsorship for training events and/or conference attendance and/or research. We will keep details of any such benefits on a gifts and benefits register which you can ask to sight if you require further information.

YOUR INFORMATION AND RIGHTS TO PRIVACY

Your adviser will maintain a record of your personal profile, including details of your objectives, financial situation, financial needs and any other information relating to your specific financial position. They will also maintain records of any recommendations they make.

METRISCOPE is committed to ensuring the privacy and security of your personal information in accordance with the principals of the Privacy Amendment (Private Sector) Act 2001 (Privacy Act).

We will let you know what documentation you will need to present to us to provide you with appropriate advice and to meet the relevant customer identification requirements under the AML/CTF Act.

We are also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financial Act (AML/CTF) and its corresponding rules and regulations to implement certain customer identification processes. Before providing any financial

products and/or services to you, we will need to verify your identify and may be required to obtain information about you from time to time, in order to meet our legal obligations. We have certain reporting obligations pursuant to the AML/CTF Act, and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

If you wish to obtain a copy of our Privacy Statement, please ask your adviser or alternatively this is available on our website which is www.barnettwealthadvisors.com.au. If you would like to examine your file at any time, please ask your adviser. They will then make all necessary arrangements to provide you with the relevant information.

RESOLUTION OF COMPLAINTS

It is important that you are satisfied with our services. If we have failed to meet your expectations, you should take the following steps:

1. Contact your financial adviser and discuss your areas of concern. It is preferred that you put your concerns in writing.
2. If your concerns are not satisfactorily resolved by your financial adviser, you should contact the Compliance Manager via one of the following means:

MAIL PO BOX 2036, Castle Hill NSW 1765 **PHONE** 02 9659 3955 **FAX** 02 9659 4912

The manager will investigate your complaint and attempt to fairly resolve your complaint as soon as possible.

3. If our Compliance Manager is unable to reach a satisfactory resolution of the complaint within forty-five (45) business days of receipt (or 90 days where we inform you more time is required), you can refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA is an independent body set up to assist investors to resolve certain types of complaints with authorised representative of Australian Financial Service Licensees.

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

AFCA can be contacted via one of the following means:

PHONE 1800 931 678 **EMAIL** info@afca.org.au **INTERNET** www.afca.org.au
MAIL GPO Box 3, Melbourne VIC 3001

Alternatively, the Australian Securities and Investments Commission's (ASIC) website contains information on complaining about companies and people and describes the types of complaints handled by ASIC. To obtain further information, you can contact ASIC via one of the following means:

PHONE 1300 300 630 **EMAIL** infoline@asic.gov.au **INTERNET** www.asic.gov.au

COMPENSATION ARRANGEMENTS

METRISCOPE Financial Pty Ltd is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. This cover is designed to compensate retail clients for losses they suffer as a result of a breach by METRISCOPE or your adviser in the obligations outlined in the Corporations Act.

It should be noted that the insurance continues to cover the actions of former employees or representatives of METRISCOPE where subsequent to these actions they have ceased to be employed by or act for METRISCOPE.