



FINANCIAL SERVICES GUIDE (FSG)

A guide to the services we can provide and
how we will work with you to achieve your goals

Financial Services Guide: Version 3.2
Issue date: 1 December 2021

Licensee:

Multiply Wealth Advisory Pty Ltd (AFSL 521786)

Authorised Representatives:

Multiply Wealth Management Pty Ltd atf The SM Romeo Family Trust (ASIC# 432531 ACN 161496331)
Samuel Romeo (ASIC# 432532)

The Authorised Representatives act on behalf of Multiply Wealth Advisory who is responsible for the services that they provide.

181A Glenferrie Road,
Malvern VIC 3144

Tel: (03) 9509 1881
Email: info@multiplywm.com.au
Web: www.multiplywm.com.au

Financial Services Guide

Version: 3.2

Issue date: 1 December 2021

This Financial Services Guide (FSG) is authorised for distribution by Multiply Wealth Advisory Pty Ltd.

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 Multiply Wealth Management and Samuel Romeo.

Multiply Wealth Advisory Pty Ltd

Multiply Wealth Advisory Pty Ltd holds an Australian Financial Services Licence. It is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its current and past representatives provide.

Our services

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

- Deposit and Payment products
- Debentures, stocks or bonds
- Superannuation and SMSF
- Retirement planning
- Portfolio Management
- Managed investments
- Life products including life risk insurance
- Securities (direct shares)
- 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 which you can take away and read.

The Statement of Advice 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.

For financial products other than securities, we will provide you with a Product Disclosure Statement. 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.

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 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

All fees are payable to the SM Romeo Family Trust.

Advice preparation fee

The Advice Preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA.

The Advice Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice. Our minimum Advice Preparation fee is \$1,980.

Advice implementation fee

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

Ongoing services fees

Our ongoing service fees depend on the ongoing service that we provide to you. They are typically a percentage of your portfolio value or an agreed fixed fee which is paid monthly. We may also charge a transaction fee which is based on the transaction value.

The services and fees will be set out in the SoA or RoA that we provide to you. Our minimum Ongoing Service fee is \$2,750pa.

Commissions

We receive commissions and other benefits from some product providers. The commission or benefit will vary depending on the recommended product and will be documented in the SoA or RoA.

Insurance commissions

Multiply Wealth Management receives a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy.

Investment commissions

Multiply Wealth Management may receive a monthly commission payment from some investment providers. This will be based on your account balance and will continue to be paid for as long as you hold the investment.

Placement fees

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

Other benefits

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Referral fees and commissions

In some situations, we receive fees or commissions where we refer you to external parties. We will disclose the referral arrangements to you whenever we refer you to an external party.

In some situations, we pay fees or commissions to external parties who have referred you to us. We will disclose the referral arrangements to you when we provide you with a SoA.

Adviser remuneration

Samuel Romeo is remunerated as a beneficiary of the SM Romeo Family Trust.

Conflicts of interest

Samuel Romeo may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

Disputes handling & our complaints policy

We treat any complaint we receive seriously. If you are dissatisfied with your experience as our client we ask that you communicate with us (e.g. by phone, email or in person) so we can try to resolve the issue for you. We'll do our best to help figure out the background of the matter with you.

We have adopted best practice complaints handling processes to ensure:

1. Acknowledgement of your concerns within 24 hours of receipt;
2. Speedy assessment and investigation;
3. Timely provision of a response (known as an IDR response) no more than 30 days after we receive your complaint.

If we cannot resolve the issue to your satisfaction within that time frame we will refer you to the free industry complaints handling body known as Australian Financial Complaints Authority Limited (AFCA).

We are a financial member of AFCA, the Government approved External Disputes Resolution scheme.

AFCA can be reached at 1800 931 678

AFCA's mail address is GPO Box 3, Melbourne Vic 3001

AFAC's website is www.afca.org.au

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.

Lack of independence disclosure notice:

We can't call ourselves independent. Here's why.

The law makes it very difficult for most advisers to say they are independent, unbiased or impartial, even if they are not in any way linked to a financial product provider (like a bank).

If, for example, an adviser gets paid a commission to help a client arrange some insurance they are automatically prohibited from calling themselves independent. Most advisers who receive those commissions charge their clients very little (if anything) for the advice or the help they provide putting a policy into place. From time to time we receive these commissions.

So although we always put your interests before ours when giving advice we cannot (by law) call ourselves independent, unbiased or impartial.