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maison financial group pty ltd

# **financial services guide**

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**VERSION**

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FSG DATE

**01.09.2023**

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# maison financial group pty ltd

## ABOUT US

MAISON Financial Group PTY LTD

**ABN** 30 663 690 006 | **AFSL** 545212

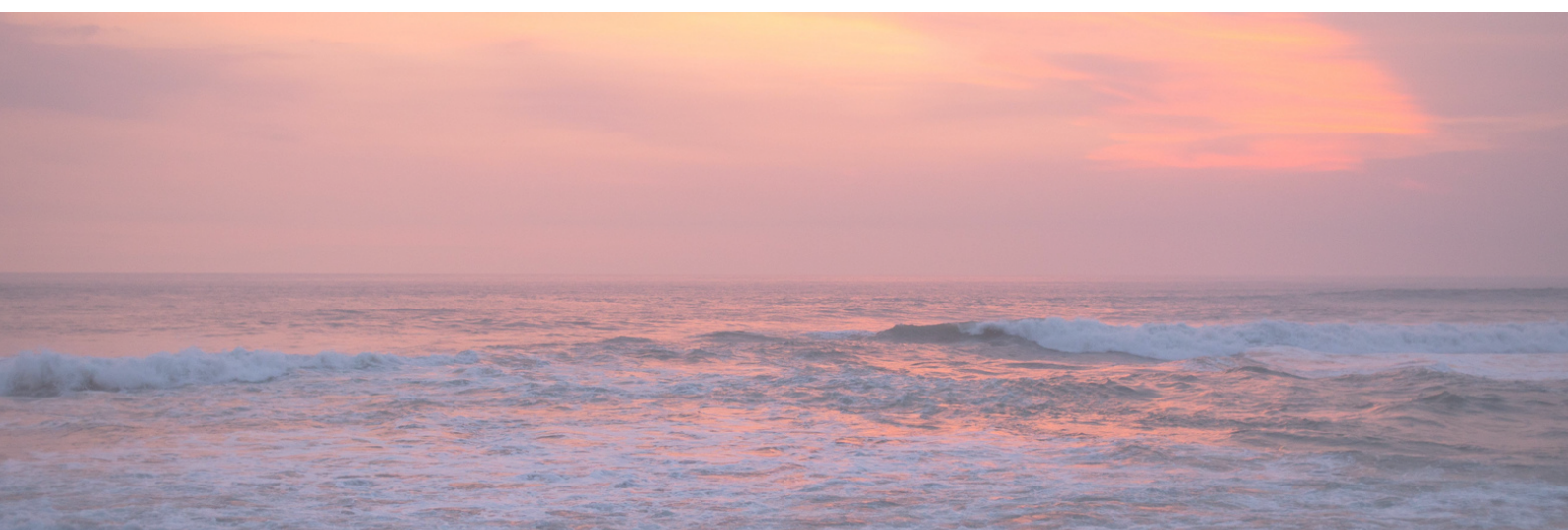
**Address** 128 Shore Street North

CLEVELAND, QLD, 4163

**Postal** PO Box 896, CLEVELAND, QLD, 4163

Phone: 07 3496 9504

Email: [hello@maisonfinancialgroup.com.au](mailto:hello@maisonfinancialgroup.com.au)



Maison Financial Group Pty Ltd has authorised your adviser  
to distribute this Financial Services Guide to you.



## Purpose of this document

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The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about our services and whether they are appropriate for you to use.

The FSG covers the following:

- Information about Maison Financial Group Pty Ltd and our services
- Who we are and how you can contact us
- The services and products we are authorised to provide advice on and deal with
- Documents you will receive when given advice
- How we handle your personal information
- How we are remunerated
- Our complaints procedure
- Our compensation arrangements
- Information about the person providing your advice

If you have any questions, please contact our office before making any decisions to engage us.

## The Financial Services we can provide

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Maison Financial Group Pty Ltd can provide the following financial services:

- Wealth creation strategies
- Debt reduction strategies
- Cashflow management
- Claims handling services
- Risk management advice (including life and disability insurance)
- Business succession planning
- Pre-retirement and retirement planning
- Social Security Advice
- Aged Care strategies
- Estate Planning
- Taxation (financial) advice



## The Financial Products we can advise and deal in

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- Basic Deposit Products
- Deposit Products other than Basic Deposit Products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Insurance – Risk
- Life Insurance – Investments
- Managed Investment Schemes (including Investor Directed Portfolio Services)
- Retirement Savings Accounts
- Securities
- Superannuation

Your adviser is authorised by Maison Financial Group Pty Ltd to provide you with the types of financial advice and product detailed in their 'Adviser Profile'. Maison Financial Group Pty Ltd is responsible for any of the financial services provided to you.

### **Lack of Independence**

Maison Financial Group Pty Ltd, Hub Private Wealth Pty Ltd ATF Hub Unit Trust T/A Hub Financial Advice and its advisers are not independent, impartial or unbiased as we receive commissions for the advice we provide on life risk insurance products and charge asset based fees in certain circumstances.



## Documents you will receive when given advice

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You may specify how you would like to give us instructions, for example by telephone, email or other means.

If you decide to obtain personal advice (that considers your objectives, financial situation and needs) you are entitled to receive a Statement of Advice (SOA). The SOA contains the advice, the basis on which it is given and information about any benefits/remuneration payable. If you receive further advice you may receive a record of advice. You can request the record of the advice by contacting your adviser.

If you are provided with general advice, you will not receive a Statement or Record of Advice. In these situations, your Adviser will provide a warning that the advice does not take into account your personal objectives, financial situation or needs.

A Product Disclosure Statement (PDS) will be provided if a product recommendation is made. It includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

Should you engage us to provide ongoing services to you we will ask you to sign an agreement and tell you the fees applicable. If your fees are payable for more than twelve months you will receive a fee disclosure statement outlining the fees you have paid under the arrangement and fees for the coming year. Each year we will ask for your consent if you want to pay our fees from accounts you hold (such as your superfund).

You have the right to ask us about our charges, the type of advice we will provide you (whether general or personal), and what you can do if you have a complaint about our services.

Your Adviser has an overriding obligation to act in your best interests.



## Your Privacy

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Your Adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you. We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

You have the right to not provide personal information to your Adviser. In this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

These records are required to be retained for at least seven years. If you want to access or update your personal information at any time, please let us know. Note there may be a charge for accessing your file.

Throughout the advice process, your personal information may be disclosed to other service providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers
- IT service providers
- Third-parties engaged by us to assist in providing products or services including licensing obligations.

Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services by Maison Financial Group Pty Ltd and its Advisers.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

Maison Financial Group Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy which can be viewed at [www.hubfinancial.com.au/maison](http://www.hubfinancial.com.au/maison)



## **Licensee compensation including remuneration, other benefits, and potential conflicts of interest**

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Maison Financial Group Pty Ltd charges your adviser/s a fee for the provision of services under its Australian Financial Services Licence.

Any benefits payable to your adviser or their business will be disclosed to you in writing in advice documents, these are also detailed in your adviser/s profile.

Maison Financial Group Pty Ltd and/or its Advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis
- The benefit has a genuine education or training purpose (including attendance at conferences) and is relevant to providing financial product advice
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

These benefits are disclosed in a register which is available upon request.

Maison Financial Group Pty Ltd and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days. Maison Financial Group Pty Ltd may use these payments to pay for costs associated with such conferences, training or professional development days.



## If you have a complaint

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Maison Financial Group Pty Ltd is a member of the Australian Financial Complaints Authority. If you have a complaint about the service provided to you, you should take the following steps:

1. Firstly, contact your adviser and discuss your complaint. If you are unable to resolve the issue within three working days, please contact Maison Financial Group Pty Ltd using the details at the beginning of this FSG.
2. We will acknowledge receipt of a complaint as soon as practicable and within 24 hours.
3. We will investigate your complaint and seek to resolve it quickly and fairly within 30 days. Some complex matters may take longer than this, this will be discussed with you.
4. If you are not satisfied with our response, you have the right to complain to the Australian Financial Complaints Authority (AFCA). This service is provided free of charge to consumers. They can be contacted on 1800 931 678 or [info@afca.org.au](mailto:info@afca.org.au).

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

### **Professional Indemnity**

Maison Financial Group Pty Ltd holds Professional Indemnity Insurance that is required under section 912B of the Corporations Act (2001). This insurance policy meets ASIC requirements and covers the conduct of present and past representatives.

# questions?

Please ask us to explain anything you do not understand in this FSG.





# adviser profile

Version: 3.0 | Adviser Profile Date: 01.09.2023

This adviser profile is a summary about me and should be read in conjunction with my Licensee Financial Services Guide. My profile sets out my contact details, professional details, the services and products I provide and how I am paid.



## Christopher Reid

Authorised Representative Number: 383460

**Hub Private Wealth Pty Ltd ATF Hub Unit Trust  
T/A Hub Financial Advice**

Corporate Authorised Representative Number:  
1262070

ABN: 40 985 656 805

Address: 128 Shore Street North, CLEVELAND, QLD, 4163

Postal: PO Box 896, CLEVELAND, QLD, 4163

Phone: 07 3496 9504

Mobile: 0433 775 300

Email: [chris@hubadvice.com.au](mailto:chris@hubadvice.com.au)

Website: [www.hubfinancial.com.au](http://www.hubfinancial.com.au)

Your advisers are authorised representatives of  
Maison Financial Group Pty Ltd.

### My qualifications

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Planning
- Master of Financial Planning
- Fellow Chartered Financial Practitioner

### Specialist Training Courses

- SMSF: I have completed self-managed superannuation fund training through Kaplan Professional
- Aged Care: I have completed aged care training with Aged Care Steps Pty Ltd



## Products I can offer you

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I am authorised to provide personal and/or general advice on and deal in the following financial products:

- Basic and non – basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Insurance Risk
- Life Insurance Investment
- Managed Investments, including Investor Directed Portfolio Service (IDPS)
- Retirement Savings Accounts
- Superannuation, including Self-Managed Superannuation Funds
- Securities

## How you are charged for services and adviser remuneration

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The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever I provide a recommendation for a financial product or service, I will be remunerated through either:

- An initial fee for service
- An ongoing fee for service
- A contribution fee or implementation fee
- Commission payments from product providers where applicable
- A combination of any of the above.

Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.



My Services	Fee inclusive of GST
Hourly rate (or part thereof)	\$330.00
Advice preparation Fees	Fees for the preparation of your advice may range from \$0 to \$20,000  Alternatively, our Advice Preparation Fees can be calculated as a percentage of your total portfolio ranging between 0.0% and 1.1%
Advice Implementation Fees	Fees for the implementation of your advice may range from \$0 to \$20,000  Alternatively, our Advice Implementation Fees can be calculated as a percentage of your total portfolio ranging between 0.0% and 1.1%
Ongoing retainer (Fixed fee based on service package)  (Percentage charge of funds under management)	Up to Retainer \$20,000 p.a.  1.0% p.a. up to \$500,000 0.50% over \$500,000
<i>For example, if your portfolio is for \$100,000 you will be charged \$1,000 p.a. Capped for amounts greater than \$3,500,000</i>	



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## Annual Service Fees

If you have an annual service arrangement, service fees may be:

- a fixed fee of between \$0 and \$20,000 payable in one lump sum or in instalments payable in one lump sum or in instalments; or
- a fee calculated as a percentage of your total funds under advice between 0.0%pa and 1.1%pa payable in one lump sum or in instalments; or
- a fee calculated at an hourly rate based on the time we have spent providing services to you.

The exact amounts of fees and charges and initial and ongoing commissions for the products you have purchased as a result of my recommendation to you will be detailed in your Statement of Advice

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## How commission and other forms of remuneration/benefits are calculated

Where an insurer pays a commission, this may be up to 66% of your initial premium and then up to 33% of your ongoing premium. For example, if your premium is \$1,000 your adviser would receive \$660 initial and \$330 in ongoing commission.

I receive a salary from Hub Private Wealth Pty Ltd ATF Hub Unit Trust T/A Hub Financial Advice and may also receive a management fee or distribution of profits from Hub Financial Advice and/or Maison Financial Group Pty Ltd. The amount of my salary is dependent on a range of factors including my experience, skills and professional standards.

The exact amounts of any fees, commissions, bonuses or other incentives received by Maison Financial Group Pty Ltd and me will be disclosed in your SOA or ROA. Fees and commissions are paid to Maison Financial Group Pty Ltd in the first instance who then pay your adviser.



## **Do I have any referral arrangements, conflicts of Interest or related parties that affect your advice?**

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Hub Private Wealth Pty Ltd ATF Hub Unit Trust T/A Hub Financial Advice and I have referral arrangements in place with a range of specialist businesses as this allows me to refer you to other professionals in areas that I do not practice in.

I do not receive referral fees personally from any party.

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products or third-party service providers that might reasonably be expected to be capable of influencing them in the provision of financial services to you.

Hub Private Wealth Pty Ltd ATF Hub Unit Trust T/A Hub Financial Advice and I own shares in Maison Financial Group Pty Ltd.

Hub Private Wealth Pty Ltd ATF Hub Unit Trust T/A Hub Financial Advice and I are related parties to:

- Maison Financial Group Pty Ltd as we are shareholders and controllers of the licensee

# **questions?**

Please ask me to explain anything you do not understand in this FSG.