

# Financial Services Guide (FSG)

**Date of issue: 4 November 2016**

## About this guide

This Financial Services Guide (FSG) explains the financial services provided by Millennium3 Financial Services Pty Ltd (Millennium3) and your adviser (who is authorised through Millennium3). It is designed to help you make a fully-informed decision about whether you want to use our services.

Please take the time to read this guide carefully. Sound financial advice is based on open communication. Understanding our services and our fees is the cornerstone of this communication. It's also important that you know who authorises your adviser, the nature of their associations and relationships and what to do if you have a complaint. If you have further questions, or if there is anything that isn't clear please talk to your adviser or contact us.

This guide must be accompanied by an Adviser Profile which outlines your adviser's skills, qualifications and the services they are authorised to provide.

## Welcome

Millennium3 advisers offer professional financial advice strategies to prepare for life's financial ups and downs and help achieve future security.

## Who we are

Millennium3 is one of Australia's largest financial planning groups with origins tracing back over 30 years.

Millennium3 has an extensive network of more than 350 qualified financial advisers located in all states, with head offices located in Sydney and Brisbane. Each Millennium3 practice is locally owned by professionally qualified and authorised financial advisers. Your adviser is either a self-employed practice owner or employed by the practice as an adviser. Collectively, Millennium3 advisers service around 300,000 clients with over \$8 billion dollars in funds under advice and \$260 million life insurance protection premiums.\*

Millennium3 is wholly owned by Australia and New Zealand Banking Group Limited (ANZ).

## What we do

Millennium3's network of advisers provide a range of financial services including investing, superannuation, retirement and insurance. Specific information about the services your adviser is authorised to provide and their qualifications are contained in the attached Adviser Profile.

It is critical that your adviser gets to know you to ensure that any recommendations made are appropriate for your individual needs and circumstances. We encourage you to be open and honest with your answers and understand that personal, family and business issues can be quite private. We stand by our promise to maintain your privacy. You can find out more about how we protect your privacy under the heading 'Protecting your privacy'.

\* figures are accurate as at September 2016.

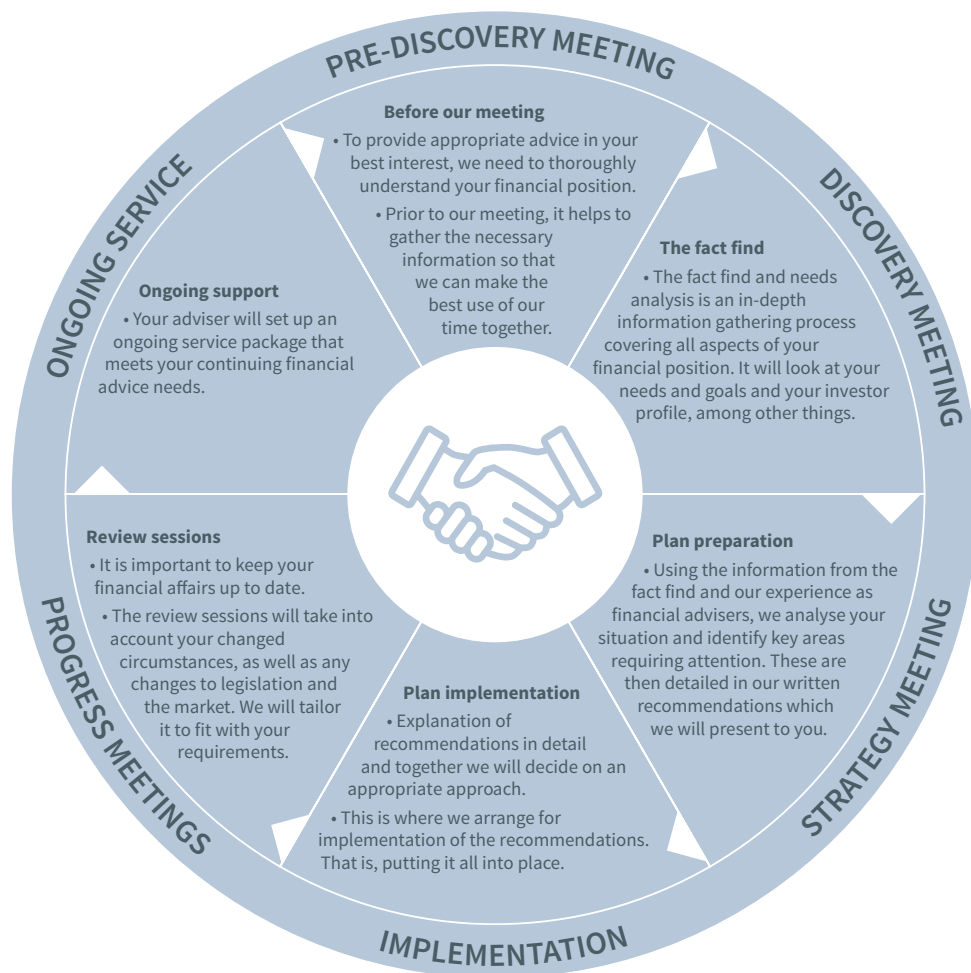
If incomplete or inaccurate information is provided to us this may result in inappropriate advice being provided, or we may not be able to provide advice to you.

If it is established that you have needs outside of the expertise of your adviser, or your adviser cannot access products which are in your best interests, they may first leverage the Millennium3 network to try and obtain suitable support. If your adviser is unable to access suitable professional connections that can provide appropriate support in your best interests then you will be informed that advice cannot be provided. Once we agree with you the scope of the advice you require, and the costs involved for this advice, we will ask for your agreement to proceed. We may charge a fee for preparing your advice, even if you decide not to implement our recommendations.

We are required by law to undertake certain checks which are very similar to those used when opening a bank account. This ensures we comply with the Anti-Money Laundering and Counter Terrorism Financing Act.

## How we work

A strong partnership with your adviser is based on a number of key meetings and deliverables designed to understand your needs, identify your priorities and provide quality financial strategies and education to help deliver you a brighter future. The various stages that may be included in this process are shown in the following diagram. Your adviser will work with you to determine a process that is appropriate for you.



## **Important documents you can expect to receive**

When your adviser provides personal financial advice for the first time you will be provided with a Statement of Advice (SOA). The SOA details your personal advice, along with the basis for the advice. If you are given additional advice at a later time, you may be given a further SOA. This may be a shorter document that incorporates information already provided in the initial SOA. If there has been no material change to your circumstances or strategy, you may be given a Record of Advice (ROA) or a verbal update. If you are given a verbal update, your adviser will document the discussion and a copy of this record can be made available to you on request. Copies of any previously supplied advice documents are available from your adviser.

If your adviser recommends the purchase of a financial product (other than ASX-listed securities) you will be given a Product Disclosure Statement (PDS) containing information about that product. We encourage you to read it and ask your adviser any questions you may have about the product.

If you want your adviser to undertake a transaction without providing you with advice, your adviser will issue you with a letter confirming your instructions and disclosing any fees and charges payable by you and any benefits we may receive.

We will clarify and agree all fees and payments with you before providing our advice and services.

## **How you can instruct your adviser**

You may provide instructions to Millennium3 or your adviser by email, fax, letter, or telephone. In some instances we can only accept instructions in writing; if this is the case, we'll let you know.

## **Approved Products List**

Only products that have been examined by our experienced research team are placed on our Approved Products List (APL). Your adviser will first source from products on this list before providing any recommendations. This means any investment your adviser recommends has been thoroughly researched. They will only recommend a product after considering its suitability in relation to your individual objectives, financial situation and needs. Where your strategy requires products other than those on the APL to act in your best interests, the research team will be consulted and an alternative solution will be recommended.

## **Ongoing services**

As your circumstances change over time, it is important that your adviser regularly reviews both your strategy and your situation to ensure recommendations remain current and appropriate to your changing circumstances. Our ongoing services program can include varying levels of advice, review, contact and information. Your adviser will discuss and agree your specific ongoing service requirements as part of the provision of your initial advice.

Should you choose to enter into an ongoing fee arrangement with one of our advisers you will receive an annual Fee Disclosure Statement (FDS). The FDS provides a summary of the services you were entitled to, the services you received, and the amount you paid for those services on an annual basis.

## **How we are paid**

The licensee (Millennium3) collects all advice fees and product revenue and pays these onto the practice. Your fees may be paid directly to Millennium3 or they may be deducted from products used. Your adviser will fully disclose all fees, product revenue and payments and will not implement their advice until these are agreed with you.

Millennium3 has arrangements with investment, superannuation and insurance providers and rebates may be paid based on the amount invested as a group or sum of premiums paid or payable on insurance policies. Your adviser may be entitled to a share of the rebate and this will be disclosed at the time he or she provides you with advice. This is not an additional cost to you.

We are committed to an open and honest fee structure for the advice and services we provide. The cost of your advice will depend on the nature and complexity of your circumstances and the service provided. The Adviser Profile attached to this document explains in full how your adviser is paid.

## **Referral partners**

If a third party refers you to your adviser the referrer may receive a referral fee, commission or non-monetary benefit. Similarly your adviser may receive benefits if they refer you onto another party. This is not an additional cost to you. All referral payments are disclosed in the Statement of Advice that is provided to you.

## What else you need to know

- **Product and service provider sponsorship payments**

Millennium3 may receive sponsorship payments from product and service providers and will use these funds predominately to run technical and professional development training for our advisers.

- **Benefits through product providers**

Our practice owners or advisers may apply for and may qualify to receive commercial terms on a range of banking products and services such as interest rates and limited recourse terms.

- **EmPlus Superannuation Fund**

Millennium3 is the administrator of the EmPlus Superannuation Fund and is entitled to remuneration in relation to its administration role. EmPlus Superannuation Administration Pty Ltd is the promoter of the EmPlus Superannuation Fund. Millennium3 is a shareholder in EmPlus Superannuation Administration Pty Ltd and may receive dividends and other distributions as a shareholder of that company.

- **Millennium Master Trust**

The Millennium Master Trust is a division of the EmPlus Superannuation Fund which is now closed to new investors. In the event that the Millennium Master Trust is sold, Millennium3 and/or your adviser may become entitled to an equitable interest of the sale proceeds. Their entitlement amount is based on a mathematical formula which can be provided upon request.

- **Other payments**

We keep a full register of any benefits received by advisers of between \$100 to \$300. By law, your adviser is not permitted to receive benefits in excess of \$300 per year from a product issuer. In addition, Millennium3 keeps a register of any other non-monetary benefits your adviser may receive in relation to education, training, technology support or software that is relevant to the provision of financial advice. If you would like a copy of either register, please ask your adviser and one will be made available to you.

## If you have a complaint

In the first instance, complaints should be directed to your adviser. If your adviser does not satisfactorily resolve your complaint within three working days, we encourage you to contact Millennium3 at 242 Pitt Street, Sydney NSW 2000 or by phone on (07) 3902 9800.

If Millennium3 doesn't provide you with a satisfactory response within 45 days, you have the right to refer your concerns to the Financial Ombudsman Service (FOS). FOS provides a free, independent dispute resolution service for consumers. FOS can be contacted at GPO Box 3, Melbourne VIC 3001 or by phone on 1300 780 808.

The Australian Securities and Investment Commission (ASIC) also has a freecall infoline on 1300 300 630 which you may use to obtain information about your rights, and to make a complaint. For more information, please visit their website <http://www.asic.gov.au>.

The law requires Millennium3 to maintain a level of Professional Indemnity Insurance appropriate for our size and the scale and complexity of our operations. Millennium3's insurance covers claims made against Millennium3 and both its current and former authorised representatives. Our policy is reviewed annually for currency and suitability and is a key element of Millennium3's license obligations.

## Protecting your privacy

Millennium3 collects your personal information in order for one of its authorised representatives (that is, your adviser and/or the practice where he/she works) to provide you with financial products and services. In order to undertake the management and administration of products and services, it may be necessary for us to disclose your personal information to certain third parties.

We and your adviser will collect and use information about you during the course of your relationship with each of us.

It is important that the information we hold about you is up to date. You must let your adviser know when information you have provided has changed.

## **Collection, use and disclosure of information**

We may use and disclose the information your adviser collects about you for the following purposes:

- to assist in providing you with products and services;
- to consider your request for a product or service;
- to enable Millennium3 or another member of the ANZ Group to provide you with a product or service that was recommended to you by your adviser;
- to tell you about other products or services that may be of interest to you;
- to assist in arrangements with other organisations (for example product issuers) in relation to the promotion or provision of a product or service;
- to manage the relationship between you and your adviser and any accounts or policies which you hold, and perform other administrative and operational tasks (including but not limited to risk management, systems development and testing, credit scoring, staff training and market, customer satisfaction or investment research);
- to consider any concerns or complaints you raise against Millennium3 and/or your adviser and to manage any legal action involving Millennium3;
- to identify, prevent or investigate any fraud, unlawful activity or misconduct (or suspected fraud, unlawful activity or misconduct);
- to identify you or establish your tax status under any Australian or foreign legislation, regulation or treaty or pursuant to an agreement with any tax authority; or
- as required by relevant laws, regulations, codes of practice and external payment systems.

We may disclose your information to another licensee in order to enable you to continue to receive financial products and services in the following circumstances:

- where your adviser dies or their arrangements with us terminate;
- where our authorised representative becomes an authorised representative of another licensee; or
- where our authorised representative sells all or part of its business to another licensee.

## **Absence of relevant information**

If you do not provide some or all of the information requested, Millennium3 may be unable to provide you with products or services.

## **Information required by law**

We may be required by relevant laws to collect certain information from you. Details of laws that require us to collect information about individuals (personal information) and why these laws require us to collect personal information are contained in the Privacy Policy which can be found at <http://www.millennium3.com.au>.

## **Providing your information to others**

We may provide your information to:

- an authorised representative of ours (including your adviser) for the purposes outlined in this document;
- ANZ and any related entity of ANZ which may use the information to: carry out ANZ's functions and activities; promote its own products and services when recommended by your adviser; assess your application for one of its products or services; manage your product or service; perform administrative and operational tasks; or comply with regulatory requirements and prudential standards;
- an organisation that has an arrangement with Millennium3 to jointly offer products and/or has an alliance with Millennium3 to share information for marketing purposes (and any of its outsourced service providers or agents), to enable them or Millennium3 to: provide you with products or services; and/or promote a product or service;
- any agent, contractor or service provider of Millennium3 or its authorised representative, engaged to carry out or assist with its functions and activities (for example, office support or paraplanning services, IT support providers and mailing houses);

- an organisation that assists Millennium3 to identify, prevent or investigate fraud, unlawful activity or misconduct;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- other parties Millennium3 is authorised or required by law or court/tribunal order to disclose information to;
- any person who introduces you to Millennium3;
- your referee(s);
- your employer;
- your partner or spouse where they have sought advice jointly with you; or
- your authorised agents; your executor, administrator or trustee in bankruptcy; your legal representative; your attorney; or anyone else acting for you.

If you do not want us to tell you about products or services, please phone or email your adviser to withdraw your consent or contact Millennium3 on 07 3902 9800 or [admin@millennium3.com.au](mailto:admin@millennium3.com.au).

Millennium3 may disclose information to recipients (including service providers and our related entities) which are (1) located outside Australia and/or (2) either not established in or do not carry on business in Australia. You can find details about the location of these recipients in the Privacy Policy which can be found at <http://www.millennium3.com.au>. In addition to the countries listed in the Privacy Policy, Millennium3 also obtains services from an organisation which offshores personal information to Singapore.

Where your adviser discloses your personal information to recipients located in countries which are not listed in the Privacy Policy, he/she will inform you of those countries in the Adviser Profile.

If you would like a hard copy of this information, please call 13 13 14 for a copy of the Privacy Policy.

### **Privacy Policy**

The Privacy Policy (<http://www.millennium3.com.au>) contains information about:

- the circumstances in which we or one of our related entities may collect personal information from other sources (including from a third party);
- how to access personal information and seek correction of personal information; and
- how you can raise concerns that we or one of our related entities has breached the Privacy Act or an applicable code and how we or our related entity will deal with those matters.

### **Collecting sensitive information**

We will not collect sensitive information about you, such as information about your health, without your consent.

If applicable, we may collect health information with your consent. Your health information will only be disclosed to a service provider or organisation where this is necessary in order to provide you with financial products and services.

### **Personal information you provide about someone else**

If you give us personal information about someone else, please show them a copy of this notice so that they may understand the manner in which their personal information may be used or disclosed in connection with your dealings with us.

