

MERIT PLANNING (NORTH BRISBANE) PTY LTD

*Trusted financial advice *prudent investing *fee for service



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[General Advice Warning](#)

The information contained in this presentation has been provided as general advice only. The contents have been prepared without taking account of your personal objectives, financial situation or needs. You should, before you make any decision regarding any information, strategies or products mentioned in this presentation, consult your own financial adviser to consider whether it is appropriate having regard to your own objectives, financial situation or needs.

Client Value Proposition ...

These are the key values we bring to our client relationships.

- Our job is to bring order and purpose to a client's financial affairs and keep them in good order, for the long term.
- Good financial advice begins with a complete understanding of a client's financial circumstances and their lifestyle goals. We will develop financial objectives and strategies designed to help the client reach their goals.
- We are the client's financial coach and educator. We help them to get things done, to take the actions required to implement their financial plan and improve their financial health.
- We are the trusted adviser for our clients. Using plain language to explain how investing works and what to expect from investment markets, clients have peace of mind and confidence in their investment decisions.

The Value of a Fee for Service Financial Adviser

The fee for service financial adviser receives their income from the clients they service, not from the products they recommend. This means that the adviser can be client focused and take the role of a client's financial coach and educator, looking after the client's best interests for the long term.

The core values of a fee for service adviser begin with understanding the client's entire financial affairs, knowing their personal goals, such as retirement, lifestyle and travel plans, then setting financial objectives and putting strategies in place to ensure that the client achieves their goals.

There is more to the role than this. A client's circumstances will change over time. Births, deaths and marriages, work promotions or retrenchment. Seldom will a year go by without some adjustment to a financial plan. The greater proportion of a fee for service adviser's work is client service.

- Regular review meetings to remain aware of the client's financial affairs.
- Review investment portfolios and possible investment changes.
- Keeping clients focused on the aspects of investing that can be controlled.
- Avoiding speculating and taking risks. These cannot be controlled.
- Helping clients to understand investment performance, how investment markets behave and what to expect from their investment portfolio.
- Encouraging the client to stay with their long-term investment strategy and stay disciplined when investment markets are volatile.

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- Assisting clients with major financial decisions and with difficult circumstances.
- Working with the client's accountant to provide a comprehensive service.
- Estate planning and business succession work, together with your accountant and lawyer.
- Reviewing personal insurance (Life, TPD, Trauma, Income Protection) to provide suitable levels of insurance cover, with good policy conditions at a reasonable price.

Families

- Household expenses budget, mortgage, children
- Savings and controlling debt
- Insurance, life TPD, income protection, trauma
- Goals and financial progress over time

Business Owners

- Build up business assets and manage debt
- Savings to put aside money for the future
- Insurance for business owners
- Proceeds from business sale
- Retirement and lifestyle

Retirees

- Relax, enjoy retirement, free of worry
- How much money is required, how long will it last
- Budgeting for major expenses, travel
- Tax effective investing, age pension

The Financial Advice Process

Four Steps

1. Initial meeting. Discussion about client goals and objectives and financial situation. (First Meeting.)
2. Planning Process. A letter of engagement, obtaining facts and figures, research and review client information, preparing the Statement of Advice (SoA) then meeting to present SoA to clients (Second Meeting.)
3. Implementation of Advice. With client authority to proceed, putting in to action the advice recommendations, preparing documents and paperwork, then meeting or telephone discussion to review the strategies in action. (Third Meeting.)
4. Ongoing Service and Advice. (Annual Review Meeting.)

Initial Meeting (Step 1.)

Up to one hour without cost or obligation.

- Introductions
- Provision of Financial Services Guide (FSG) showing services available, privacy and range of fees.
- Client encouraged to discuss their home lives and family, work, lifestyle and health, key financial concerns, personal and professional goals and their plans for the future.
- Adviser will assist with the discussion points, to note and understand the client's financial affairs.
- Discussion about prudent investing and the client's understanding of investment risks, if the advice is to include investing.

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- Adviser may offer general advice and information about investment time horizons, asset classes, types of investments, personal insurance, estate planning and general information relating to financial advice.

Planning Process (Step2)

Between ten and twenty hours.

Agreed Advice Fee.

Letter of Engagement

- The adviser will provide a follow up email in the form of a Letter of Engagement, to confirm the next steps, outline the scope of advice, and quote a set advice fee.
- The adviser will request copies of relevant documents such as pay slips, statements for bank accounts and loans, superannuation statements, investments, insurance policies and tax returns to obtain a clear picture of your financial situation.
- The adviser may request copies of documents for superannuation funds, companies and trusts if relevant to the advice.
- The client is asked to sign and return the letter of engagement agreeing to commence the planning process and the preparation of their Statement of Advice (SoA) for the agreed advice fee.

Preparing and Presentation the SoA

- The initial meeting (fact finding) notes and copies of documents are reviewed by the adviser and with the client's authority, additional information may be requested from the client's superannuation fund or insurance company.

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- A Statement of Advice (SoA) document (usually 30 to 50 pages) is prepared. The SoA details the client's financial and lifestyle goals, with the strategies and recommendations required to put the client's financial affairs into good order to reach those goals
- The SoA usually includes a 10-year financial model showing projections for expected incomes, expenses, growth of superannuation and investments and debt repayment. For retirees the model will show longevity for superannuation pensions, other sources of income and if applicable, age pension projections
- The SoA will include product recommendations, research and supporting information such as product disclosure statements.
- A second meeting is arranged with the client, to present and discuss the Statement of Advice. This presentation includes discussion and answers, to ensure that the client fully understands the advice detailed in the SoA.

Implementation of Advice (Step 3)

Between two and ten hours

Included in the Agreed Advice Fee

- With the client's Agreement to Proceed with the recommendations set out in the Statement of Advice, the adviser will implement the advice
 - Prepare and populate forms for superannuation, investments, insurance, identification, asset transfers.
 - Manage the paperwork process, including application forms for superannuation, investments, and insurance
 - Confirm with reports for the client, once the super/pension/investments/insurance are established.

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- The adviser will help to arrange introductions and meetings if required, with specialist advisers, such as lawyers, accountants, and stockbrokers.
- A third meeting or telephone conference is arranged to review implementation of the client's Statement of Advice and report on the changes and improvements to the client's financial affairs

Ongoing Service and Advice (Step 4)

Agreed Ongoing Service Fee (Retainer)

Merit Planning (NB) offers a range of services to our clients during each year. Ongoing services are not limited to this list. If clients have unusual or occasional financial concerns, we will assist you.

- Clients experience personal service from their adviser and support staff, you will not be transferred to a call centre. Clients have access to their adviser by phone, email, or meeting.
- Annual meetings to review your goals and financial affairs, lifestyle objectives, changes in circumstances, helping you towards achieving your goals. Discussions include health matters, major expenses, income needs.
Review of your investment risk profile. The annual review is followed by an email summary of the review meeting and agreed action steps to be taken by the adviser. (If an annual meeting is not possible a telephone conference will be arranged).
- To assist with significant changes in financial circumstances, we will prepare a new statement of advice with a comprehensive review of the client's financial situation and new advice as required, with updated financial projections, helping to view the expected outcomes for retirement, work changes, major asset purchases or sales.

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- We will arrange additional review meetings or telephone conferences with clients, if required. Your financial situation may suddenly change and you may need additional advice.
- Occasionally or on request we can provide valuation reports for your shares, superannuation, pensions, other investments or insurance, to help with keeping you up to date with your financial situation.
- We will assist your accountant by providing your investment information for end of financial year and tax returns.
- We provide occasional emails with investment and economic updates, current affairs and topical information, to help keep you informed and to keep investment market concerns in perspective.
- We will provide recommendations for share portfolio changes, corporate actions, sell recommendations and changes as required.
- Management of superannuation and pension accounts with your approval, including a rebalance of investments to your risk profile or sell downs to provide cash for pensions.
- Management of cash reserves, term deposits or special purpose savings accounts upon request.
- Personal insurance reviews to ensure that Life, TPD, Income Protection and Trauma policies remain current and competitive.
- Contact on your behalf (with your approval) with your accountant, lawyer, finance/loan provider and other service providers.