



Financial Services Guide

Version 1.0
27th April 2020

What is a Financial Services Guide?

This Financial Services Guide (FSG) is an important document. It is designed to provide information about the financial services provided by McKenna Collins Pty Ltd aff MC Trust trading as McKenna Collins and its 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 dealings with McKenna Collins. It contains information about:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee MCFA Pty Ltd (MCFA)
- our fees and how we, your adviser and MCFA are paid in connection with those services
- how we manage your private information
- how you can make a complaint relating to us or our services

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

As part of our delivery of services to you we may prepare a Statement of Advice (or a Record of Advice) and possibly provide you with one or more Product Disclosure Statements prepared by one or more product issuers. Where we prepare a Statement of Advice, we will always provide you with a copy. Where a Record of Advice is prepared (e.g. as part of an ongoing service arrangement with you) we will keep a copy in our files. You are free to request a copy up to 7 years after the date of that record's creation.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Who is responsible for the services you receive?

MCFA and McKenna Collins are privately owned financial advice businesses operating under an Australian Financial Services Licence (AFSL), Licence No. 518168. As an AFSL holder, MCFA is responsible for the services that are provided to you. Your adviser will be acting on behalf of MCFA when recommending both strategic solutions and specific products. Your adviser acts for you as our client and not for any other licensee, product issuer or financial institution.

Licensee:	MCFA Pty Ltd (ABN 82 635 505 074)
AFSL:	518168
Authorised Representatives:	Daniel McKenna (ASIC No. 403268); and McKenna Collins Pty Ltd as trustee for MC Trust trading as McKenna Collins (ABN 39 140 192 424) (ASIC No. 403269)
Office Address:	116 Gordon St, Gordon Park QLD 4031
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About McKenna Collins and Daniel McKenna

We draw on Daniel's 25 years' experience in the accounting and financial services industries to provide tailored financial advice. Individuals, families and small businesses engage us to provide simple, logical and actionable plans to get their money working harder for them. Our clients value the tools, the confidence and the certainty we provide them to deal with their financial worries and to improve their financial futures.

We value financial simplicity - it enables you to be better informed, to make better financial decisions and to maximise the financial resources you have. Most importantly, it takes the 'money worry' out of your home or business and allows you to focus on your family, your profession, your trade, your small business, your lifestyle.

Daniel's qualifications –

- ❖ Bachelor of Business (accounting & Finance) from QUT
- ❖ Graduate Diploma in Applied Finance and Investment
- ❖ Diploma of Financial Services (Financial Planning)
- ❖ Commissioner for Declarations - Queensland

Daniel is a member of the Financial Planning Association of Australia.

Products and services we are licenced to provide

Daniel McKenna and McKenna Collins are authorised to advise on Investment Strategies; Budget, Cash flow and Debt management; Salary Packaging; Superannuation and Retirement planning; Personal Insurance; Estate Planning; Centrelink strategies; and Aged Care.

Daniel McKenna and McKenna Collins are authorised to advise and deal in a broad range of financial products including:

- ✓ Basic deposit products
- ✓ Debentures, stocks or bonds issued by a government
- ✓ Life products including investment life insurance products and life risk insurance products such as term life, TPD, trauma and income protection
- ✓ Interests in managed investment schemes including Investor directed portfolio services (i.e. master trust, wrap account)
- ✓ Superannuation products including personal funds, employer funds, retirement savings accounts (RSA's) and self-managed superannuation funds (SMSF);
- ✓ Securities

Further, Daniel McKenna is a registered tax (financial) adviser with the Tax Practitioners Board.

Note: As we are not permitted to provide legal, specialist taxation or mortgage broking advice, we may recommend you to seek external advice to meet those needs and objectives.

Providing information to us

It is important that we understand your circumstances and goals so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate, the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services the details will be documented and provided to you in an annual services agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us please contact us using the details shown in this guide.

Our Remuneration

The actual fees charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply:

Fee for Advice -

Your Adviser may charge for 'Initial' advice or 'Ongoing' advice and services fee based on a fixed dollar amount, hourly rate or a combination of both.

Commission –

We do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products particularly older products may attract ongoing commissions. Any commission amounts will be disclosed to you when providing our advice and be paid by the product provider as follows:

'Initial' commission - a percentage of the value of your insurance premiums and an 'Ongoing' commission - a percentage of the value of your insurance premiums or investment balance usually calculated at the end of each year/month in which you hold the insurance policy or investment account.

The actual rate of commission will depend on the type of product and the product provider. In all cases any commission will be disclosed and agreed with you prior to proceeding. By way of example, we may receive up to 66% of the first year's premium for new insurance policies implemented from 1 January 2020 and up to 22% of the premium from year 2.

Payment methods

We offer you the following payment options for payment of our Fee for Advice fees:

- Electronic Funds Transfer, Direct Debit, Credit Card, Cheque or deduction from your investment account.

All fees and commissions will be paid directly to MCFA Pty Ltd as the licensee.

For more information on our services, please see our **Schedule of fees** attached or available on request.

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Other benefits we may receive

Neither MCFA nor McKenna Collins have any related party entities and as such we do not receive any related party fees or remuneration.

We do not pay nor receive referral fees.

We may from time to time participate in educational, personal and professional development opportunities, conferences, seminars, webinars and/or receive corporate promotional merchandise or tickets to events offered by industry participants including product manufacturers.

Your information and Privacy

MCFA and McKenna Collins will maintain a record of your personal information including objectives, financial situation and needs as well as any recommendations we may make. We are committed and bound to ensuring the privacy and security of your personal information in accordance with the National Privacy Principles contained in the Commonwealth Privacy Act.

If you wish to obtain a copy of our Privacy Statement, please refer to our website at www.mckennacollins.com.au or ask your Adviser. If you would like to examine your file at any time, ask your Adviser.

Confidence in the quality of our advice

It is important that you are satisfied with our services. If at any time you feel like you are not satisfied with our services, contact your adviser and tell them about your concerns.

If your complaint is not satisfactorily resolved within three business days, please contact our Licensee:

Licensee	MCFA Pty Ltd
Telephone	07 3357 6070
Email	mcfa@mckennacollins.com.au
In writing:	Attention: Manager, Advice Complaints PO Box 127, Wilston QLD 4051

They will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to the Australian Financial Complaints Authority (AFCA), an ASIC approved External Disputes Resolution scheme.

Disputes Resolution	Australian Financial Complaints Authority (AFCA)
Telephone	1800 931 678
Email	info@afca.org.au
In writing	GPO Box 3, Melbourne Vic 3001
Website	www.afca.org.au

If your complaint relates specifically to your information or privacy, you may escalate your complaint to The Privacy Commissioner.

Privacy concerns	The Office of the Australian Information Officer (OAIC)
Telephone	1300 363 992
In writing	GPO Box 5218, Sydney NSW 2001
Website	https://www.oaic.gov.au/

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Compensation arrangements

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. The cover is designed to compensate retail clients for losses they suffer as a result of a breach by MCFA or McKenna Collins in their obligations under the Corporations Act 2001.

The insurance covers claims arising from the actions of former employees or representatives of MCFA Pty Ltd or McKenna Collins, even where subsequent to these actions they have ceased to be employed by or act for them.