

Financial Services Guide

Dated: July 2019



Market St Holdings Pty Limited t/as MST Advisors
ABN: 96 143 460 959
Corporate Authorised Representative 376 264

The focus of our advice is always,
"helping you own your tomorrow".

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What this document is about

This document is a Financial Services Guide (FSG)

Our FSG contains information that we are legally obliged to provide you to help you make an informed decision as to whether to utilise financial advice and services from Market St Holdings Pty Limited t/as MST Advisors.

If you decide to use the financial advisory services of MST Advisors, we are required by law to act in your best interests when providing you with financial advice.

After reading this document, please sign the last page as an acknowledgement of receipt of this FSG and return to us.

1. About this document

This document is called a Financial Services Guide (FSG).

This document contains information that we are legally required to provide to you to give you a better understanding of Market St Holdings Pty Limited t/as MST Advisors and Stefanie Seco, as the advisor.

This FSG is provided by MST Advisors and Stefanie Seco as authorised representatives of Lifestyle Asset Management Pty Limited (LAM), under its Australian Financial Services Licence AFSL: 288 421.

The purpose of this FSG is to help you make an informed decision on whether to work with MST Advisors and Stefanie to provide you with financial advice and services.

This FSG contains important information about:

- The financial advice and services we provide
- Communicating with us
- What you receive
- How we are paid
- Our dispute resolution process
- Our compensation arrangements

2. Financial advice we provide

Specific information about your advisor's (Stefanie Seco) experience and specialisation is provided in the Advisor Profile, at Section 9 of this FSG. MST Advisors and Stefanie are only responsible for services offered as a LAM representative and not in any other capacity.

It is important that you are aware that the range of financial products/ asset classes that Stefanie is authorised to offer you is limited to an Approved Product List (APL) maintained by LAM (the licensee). LAM has established its APL by approved independent research and endorsed by an internal research team.

MST Advisors can provide you with the following financial advice services. We collaborate with you to help you make informed investment decisions and work toward achieving your financial goals.

Financial advice areas	
<ul style="list-style-type: none"> ✓ Financial Planning & Investments: <ul style="list-style-type: none"> • Assessment of current position, financial needs and personal goals and objectives. • A strategy to support the lifestyle you want to live • Investment planning and advice (including savings programs) • Superannuation (including Retirement Planning, Annuities and Allocated Pensions) • Sourcing of taxation, accounting, legal and property selection advice • Estate planning 	<ul style="list-style-type: none"> ✓ Superannuation: <ul style="list-style-type: none"> • Investing superannuation assets through platforms <ul style="list-style-type: none"> • Self-managed superannuation funds (SMSF) • Retail and industry funds • Employer sponsored super • Rollovers, annuities • Account based pensions • Defined benefit pensions • Transition to retirement strategies • Withdrawal & re-contribution strategies • Estate planning
<ul style="list-style-type: none"> ✓ Investment portfolio management: <ul style="list-style-type: none"> • Asset research • Portfolio development and reporting • Acquisition and disposal • Cash & interest bearing Investments 	<ul style="list-style-type: none"> ✓ Insurance: <ul style="list-style-type: none"> • Life insurance • Total & permanent disability • Income protection • Trauma protection • Business expenses, • Succession planning
<ul style="list-style-type: none"> ✓ Investment portfolios: <ul style="list-style-type: none"> • Equities research • Portfolio development and reporting • Acquisition and disposal • Cash & interest bearing Investments 	<ul style="list-style-type: none"> ✓ Gearing strategies <ul style="list-style-type: none"> • Margin loans • Instalment warrants • Limited recourse borrowing arrangements (LRBAs) for SMSF
<ul style="list-style-type: none"> ✓ Aged care funding <ul style="list-style-type: none"> • Funding of: • Refundable accommodation bonds (RADs) • Daily accommodation payments (DAPs) • Asset & income strategies • Interaction with Centrelink benefits 	<ul style="list-style-type: none"> ✓ Government funded pensions <ul style="list-style-type: none"> • Centrelink benefits • Age pension • Disability support pensions • Carers payments & allowances • Assets & income tests

3. Financial services we provide

MST Advisors is authorised to:

- Provide financial product advice; and
- Deal in financial products.

MST Advisors is authorised to 'deal' in the following financial product/ asset classes. This allows us to apply for, acquire, vary or dispose of the financial products in the implementation of the advice provided.

Financial product/ asset classes	Financial Strategies
✓ Deposit products - basic	<ul style="list-style-type: none"> ✓ Wealth creation ✓ Investment portfolios incl direct equities ✓ Family wealth and business succession strategies
✓ Deposit products – non basic	<ul style="list-style-type: none"> ✓ Retirement planning, superannuation, Self-managed superannuation funds
✓ Geared investments incl instalment (self- funding and other) warrants	<ul style="list-style-type: none"> ✓ Borrowing to invest strategies, instalment warrants
✓ Government debentures, stocks and bonds	<ul style="list-style-type: none"> ✓ Personal insurance reviews
✓ Life insurance investment products	<ul style="list-style-type: none"> ✓ Direct equities (shares/securities)
✓ Life insurance risk products	<ul style="list-style-type: none"> ✓ Portfolio management services
✓ Margin lending (standard)	<ul style="list-style-type: none"> ✓ Cashflow, debt reduction strategies
✓ Managed investment schemes incl investor directed portfolio services	<ul style="list-style-type: none"> ✓ Finance/ mortgage broking/ reverse mortgages
✓ Retirement Savings Accounts (RSA)	<ul style="list-style-type: none"> ✓ Aged care funding strategies
✓ Securities	<ul style="list-style-type: none"> ✓ Managed portfolio services
✓ Superannuation including personal, self-managed superannuation funds (SMSF) and corporate	<ul style="list-style-type: none"> ✓ Government funded benefits, ✓ Estate planning

4. Communicating with us

You are our client. The financial advice presented by MST Advisors is focussed on strategies to help you work toward achieving your goals and objectives.

We are required, by law, to act in your (our client) best interests. This means developing and presenting you with financial advice that will put you in a better position.

What we need from you

You will need to tell us about you – your goals and objectives; your financial assets and liabilities and any other relevant information. It is preferable that information is provided in a way that gives us a clear and substantiated basis for mutual understanding of your circumstances, needs and preferences. This can include copies of documents and written communications in emails or other online systems that we will give you information about when required.

Our advice will be based on the information that you provide. If you do not disclose information that is relevant, or you have not provided complete and accurate information, our advice may not be appropriate for you. If this is the case, it is important that you consider the appropriateness of the advice given your goals and objectives and circumstances. **This is your responsibility.**

How we protect your privacy

We are committed to maintaining internal procedures that will ensure the security of your personal information. A copy of our privacy policy can be viewed or downloaded from LAM's website (www.lifestyleassetmanagement.com.au) or can be requested from Stefanie, your advisor.

MST Advisors keeps records of your personal profiles, including the information that you have supplied relating to your goals and objectives, financial position and personal needs. We also keep a copy of the work done, our recommendations made to you and documents prepared and presented to you, together with file notes of our meetings with you.

MST Advisors maintains both paper and electronic files of your information.

5. What you receive

Personal advice

If we provide you with personal advice, we will confirm our recommendations in writing. Our recommendations will be presented in a Statement of Advice (SOA). A copy of this SOA will be given to you so that you can make an informed decision about the appropriateness and suitability of our advice.

Where a financial product is provided, we will provide a Product Disclosure Statement (PDS), which contains specific and important information about that product. This a

document prepared by the product provider. It is very important for you to read and understand the PDS before you act on our recommendation.

Where we provide ongoing portfolio management services, we will confirm our ongoing recommendations in writing. Our recommendations will be presented in a Record of Advice (ROA). In managing your portfolio, we will provide and discuss with you, at least annually, a Discussion Document that brings together information about your objectives, your portfolio assets and their performance and the progress of working toward your objectives.

General advice

In most cases personal advice will be provided, however if you do not require personal advice, general advice can be provided. General advice does not take into consideration your personal objectives or needs.

Acting on your instructions

We can also act on your specific instructions to transact on your behalf and place a financial product (that MST Advisors is able to offer) without providing any financial advice. Your instructions will need to be in writing and receive by email and/or mail.

6. How we are paid

Fee for service

MST Advisors is a 'fee for service' firm. This means that the fee clients are charged is calculated with reference to:

- The staff who will attend to the work, based on the level of expertise required by the advice;
- The hourly rate for the work to be done; and
- An estimate of how much time is necessary to do the work.

The basis and amount of all fees are fully disclosed in our advice documents (SOA or ROA) and discussed with you at the time of presenting and discussing our advice.

An explanation of the fees and charges of the product provider will also be outlined in the relevant PDS.

MST Advisors does not accept commissions, trails or other benefits from product providers (including personal insurance providers) when investing/placing your assets. If such income is payable, it is redirected to you the client, unless otherwise stated.

MST Advisors' 2019 hourly rates are currently:

Knowledge levels	Staff	Hourly Rate
Advisory staff		
Financial advisor	Stefanie	\$395
Advisory support - senior	Nick, Lara	\$310
Portfolio management team		
Senior portfolio administrator	Nick	\$310
Portfolio administration staff	Tina, other support staff	\$240
Administration support	Bisika, Courtney	\$130

Types of fees

MST Advisors may charge the following types of fees:

Fee type	Description
✓ Advice fee	If you request advice, we may charge you an advice fee based on the time spent to prepare and discuss the advice with you.
✓ Implementation fee	If you request advice, we may charge you an implementation fee that covers the preparation of a Statement of Advice and the implementing of the advice, if you proceed with our advice recommendations. This fee is paid at the time of implementing the advice.
✓ Portfolio management fee	If you request that we assist in managing your investment portfolio on an ongoing basis, we will charge a portfolio management fee (PMF) covering services during a year. This fee is payable monthly.
✓ Brokerage fees	When you buy or sell shares/ securities in publicly listed companies, you will pay a brokerage charge. The brokerage charge is paid to the broker and to MST Advisors.

Referrals

When providing you with financial advice, it may be necessary to collaborate with other professionals so that the advice you receive is comprehensive. If a referral is made by MST Advisors, MST Advisors and/or its associates do not receive referral fees from other professionals.

If you have come to MST Advisors as a result of a referral from another professional or someone you know, MST Advisors and/or its associates do not pay a referral fee to that or any other source.

Fees to our Licensee

MST Advisors pays a set annual fee to its licensee, LAM. This fee includes a contribution to LAM's professional indemnity insurance. MST Advisors then pays all its operating costs, including staff salaries from the remaining income earned. All staff, including Stefanie (your Advisor) are paid a fixed annual salary plus superannuation. Staff salaries are reviewed at least annually and may increase based on merit and performance. Staff are not paid bonuses or commissions based on volume or introduction of new clients.

Conflicts of interest

Stefanie Seco is the director of a number of companies that offer related professional services. These companies include:

- Market St Tax Pty Limited, providing tax and accounting services;
- MST SMF Administrators Pty Limited, providing administration services to self-managed superannuation fund (SMSF) clients;

You may use the services of these companies and will be charged a fee. Any potential conflicts of interest are identified and disclosed to you in our advice documents.

Alternate remuneration

If MST Advisors or Stefanie receives alternative remuneration such as entertainment and gifts from financial institutions, in accordance with the Industry Code of Practice, MST Advisors maintains a register of material alternative remuneration paid and received. Copies of these registers are available on request.

Post FSG notification benefit

There may be times when remuneration and benefits cannot be ascertained at the time of issue of this FSG. Once we can determine the nature of and amount of those benefits, if any, we will inform you as soon as practical.

7. Our dispute resolution process

What to do if you have a concern or issue?

MST Advisors is committed to providing a professional level of client service and maintaining our reputation for honesty and integrity. If you feel that we have fallen short of our commitment, we would like you to tell us. LAM is committed to resolving any concern a client has and will deal with it quickly, fairly and in the strictest confidence.

If you have a concern, please contact MST Advisors and Stefanie in the first instance so that your concern can be addressed.

If you have a concern that has not been dealt with to your satisfaction by MST Advisors and Stefanie within 10 business days, you can notify it verbally to the Compliance Officer for our licensee LAM who can be contacted on 1300 226 271, or in writing to info@lifestyleassetmanagement.com.au.

Member of AFCA

LAM is a member of Australian Financial Complaints Authority (AFCA) and you have recourse to AFCA if you are dissatisfied with our efforts to resolve your concern. If your concern is not resolved to your satisfaction by us within 45 business days, you have the right to take the complaint, free of charge, to AFCA on 1800 931 678.

8. Our compensation arrangements

LAM has in place, professional indemnity (PI) insurance for compensation claims by clients against LAM and its representatives and advisors. LAM's PI insurance cover complies with the requirements of S912B, *Corporations Act, 2001*.

9. About your advisor

Authorisation

Your financial advisor is Stefanie Seco, Director of MST Advisors. Stefanie can be contacted using MST Advisors' contact details (found at front page of this FSG).

Stefanie is an authorised representative of Lifestyle Asset Management Pty Limited (AR:382 364). Her details can be found on the Financial Advisers Register (www.moneySMART.gov.au) and ASIC's Australian Financial Services Authorised Representative Register (www.asic.gov.au).

Stefanie has been providing financial advisory services to a range of individual, business and self-managed superannuation fund (SMSF) clients since 2009. Stefanie also provides professional tax and business advisory services to individual, corporate and SMSF clients.

Stefanie's experience

The breadth of Stefanie's experience crosses the boundaries of financial, tax and corporate structuring. Stefanie's technical and practical knowledge provides the experience to deal with most business and personal financial circumstances that her clients are presented with.

Stefanie has experience in and gives advice in the areas of superannuation assets (SMSF and other), investment/asset portfolios, personal insurances, securities such as ASX listed shares, borrowing to invest strategies and business structuring, corporate entities and family trusts. Stefanie maintains her professional knowledge and qualifications through continuing professional development.

Stefanie's qualifications

- Bachelor of Commerce (Accounting) (with merit), University of Wollongong
- Bachelor of Laws (Honours Class II), University of Wollongong
- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Planning

Stefanie's professional registrations

- Registered tax agent (ref: 58334-009)
- CPA
- Chartered Tax Advisor, Tax Institute of Australia
- SMSF registered auditor (ref: 100113559)
- Graduate, Institute of Company Directors

10. Acknowledgement of receipt

I/we acknowledge receipt of the Financial Services Guide, version: July 2019, issued by Market St Holdings Pty Limited t/as MST Advisors and Stefanie Seco, in their capacity as authorised representatives of Lifestyle Asset Management Pty Limited (AFSL: 288 421).

Name Name

Signature Signature Date

We look forward to working with you and *“helping you own your tomorrow”*
MST Advisors