



Financial Services Guide

This guide contains important information

Version 19.0 Dated 18 February 2021

- ❖ Who we are and how we can be contacted.
- ❖ The Financial Services we offer and what we can advise on.
- ❖ How we and other relevant parties are remunerated.
- ❖ Important matters relating to our relationships with third parties.
- ❖ Our internal and external dispute resolution procedures and how you can access them.

This guide should help you decide whether to use any of the financial services we provide.

Before we make any recommendations to you we need to make sure that the advice given is appropriate to your financial situation. We must make reasonable enquiries about your current financial situation and your future needs.

About Hudson Financial Planning

Mainview Securities Pty Ltd trading as Hudson Financial Planning is privately owned and not part of any financial institution. We are not part of any large dealer group, and we are therefore not restricted to certain products and services.

Summary of the business

Name	Mainview Securities Pty Ltd trading as Hudson Financial Planning
Australian Business Number	18 078 484 456
Australian Financial Services Licence No	241177

Our Office Contact Details

Address	22 Mayneview St, Milton Qld 4064
Phone	1800 804 296
Email	helpdesk@hudsonfp.com.au
Website	www.hudsonfinancialplanning.com.au

Who is responsible for the financial services provided?

Mainview Securities trading as Hudson Financial Planning are responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

Mainview Securities trading as Hudson Financial Planning
 ABN 18 078 484 456
 Australian Financial Services Licensee Number: 241177
 22 Mayneview Street, Milton Qld 4064

What Financial Products and Services are we Authorised to Provide Advice on?

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Mainview Securities is licensed to provide advice on and deal in the following products and services:

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none">• Investment Strategies (strategic asset allocation and goals based investing)• Superannuation and Retirement planning• Personal Insurances*• Debt Management (including borrowing for personal and investment purposes, inc. SMSFs)• Budget and Cash flow Management• Self Managed Super Funds (SMSF)• Direct Property Investments – in conjunction with strategic property alliances• Margin Lending Facilities• Estate Planning • Government Benefits• Portfolio Review and Ongoing Services	<ul style="list-style-type: none">• Superannuation Accounts, Transition to Retirement Pension accounts, Account-based Pensions and Annuities.• Managed Funds Investments including investor directed portfolio services - platforms• Fixed Interest Investments including bank deposits and term deposits• Arrange mortgages through our in-house lending team• Life, Total and Permanent Disability (TPD), Income Protection and Trauma.• Margin Loans• Education and Insurance Bonds

*Mainview Securities authorised representatives are not authorised to provide product advice in General Insurance Products.

Note: Hudson Financial Planning and its authorised representatives are not registered tax agents and accordingly, all clients should consider taking advice from a registered tax agent before seeking advice that may impact on their tax obligations, liabilities or entitlements.

Any additional services we offer, such as accounting or legal advice, real estate investments, or estate planning advices are offered through a separate business arrangement. These other services are not provided under our AFSL and we do not support, or supervise the provision of these services and have no responsibility in relation to those services.

Where we are not authorised to provide you with a financial service or financial product that you are interested in, we will advise you of this and refer you to an alternative source of advice where we are able to.

Hudson Financial Planning maintains an approved products and services list from a diversified selection of approved providers. These have been researched by external houses such as Lonsec, as well as our in-house investment committee. Our internal investment team, supplemented by external experts, provides financial product research which is used to carefully select and maintain an extensive list of approved products ('APL') for our Advisers to use when providing personal advice.

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.

Some of these documents include, but are not exclusive to:

- Personal Financial Profile (PFP)
- Statement of Advice (SoA)
- Product Disclosure Statement (PDS)

In the *Statement of Advice* we will tell you about:

[Our fees and commissions](#)

Any associations we have with Financial Product issuers or other parties that may have influenced the advice we give you.

It also documents our personal advice to you, which contains a summary of your goals, strategies and financial products we may recommend achieving your goals. It also provides you with detailed information about product costs, and the fees and other benefits we and others will receive, as a result of the advice we provide.

If we provide further personal advice, an SOA may not be required. However we can document this further advice through a Record of Advice (RoA). We keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you, we will provide a Product Disclosure Statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product. 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.

The Personal Financial Profile is a document that we will use to collect your personal and financial details which forms the basis of our advice. It is generally the first document we will provide you as part of your financial advice journey with us, and is therefore important that you complete this document as accurately as possible. Please refer to the section, 'Your Privacy' to see how we collect, store and use your data.

Transaction Services

We can arrange to complete transactions for you on limited types of financial products, where we can take your instructions and arrange your request to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

If we provide you with execution related telephone advice, you may request a record of the execution related telephone advice, at that time or up to seven years after providing the advice.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions on an 'execution-only' basis.

If you do not obtain advice, you face the risk that the Financial Products you select will not fully take into account your objectives, financial situation or needs and therefore **not** be appropriate for you.

Your relationship with us and using our services

You must complete a **Personal Financial Profile (PFP)** to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right to tell us if you do not wish to provide this information. However, if you do not, the advice you receive will be only general advice and may not be appropriate to your needs, objectives and financial situation.

There are two types of advice that can be provided by our Advisers;

- Personal Financial Advice – will be provided after a personal financial profile is provided. This advice will take into account your personal objectives, goals, financial situation and needs.
- General Financial Advice – we are able to offer general advice if no profile is provided. This advice will not take into account personal goals, financial situation or needs.

If personal advice is provided, you will receive an advice document.

You should read the warnings contained in the *Statement of Advice* carefully before making any decisions relating to the Financial Product.

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

How do you pay for our services?

We will discuss and agree our fee structure with you before we provide you with any services.

We also provide ongoing services in relation to our advice. Details of advice fees, risk commissions, or other benefits that we may receive will be disclosed to you in dollar and/or percentage terms in an advice document.

The fee charged varies depending on the complexity and nature of the work undertaken and type of advice provided and the degree of ongoing service that is required. Our agreed advice and service fees may include charges for initial advice and ongoing advice can be an amount based upon:

- A flat dollar fee (fixed fee)
- An amount you invest (asset based fee)
- An hourly rate
- A combination of the above.

If you elect to receive ongoing advice from your adviser, there will be an adviser service fee that will be applied based on the desired frequency of contact with your adviser and the complexity of your situation.

This ongoing advice helps you stay on track with your financial goals and objectives and gives your portfolio the chance to be reviewed and reassessed at a frequency determined by yourself and your Hudson adviser. These fees may be a fixed dollar amount or an asset based fee.

Fixed Fee

The fixed fee typically ranges from \$1500 - \$15,000 per annum (inclusive of GST).

Asset Base Fee

The asset based fee will not exceed 0.6% per annum (inclusive of GST) of the total value of your portfolio.

For example, if you invested \$500,000 with your Hudson adviser we would charge you 0.6% per annum of funds under management. This would equate to \$3,000 in the first year. This fee allows you ongoing access to your adviser and the Hudson support team.

Hourly rate

Fees may be charged on an hourly rate in some circumstances. You can expect to pay up to \$550 per hour (inclusive of GST).

Where you choose to pay us via an hourly rate calculation or an agreed fixed fee we will provide you with a quote for the cost of advice we will provide you prior to commencing any work. Generally the hourly rate for your adviser will be up to \$550 per hour (inclusive of GST).

For example, a Hudson adviser is asked to review a comparison for a plan written up by an industry Super fund. The time taken to undertake this research is quite substantial so we would offer a quote outlining an hourly rate based on the number of hours estimated to do the research. If you then choose to engage a Hudson adviser to prepare an SOA and pay an upfront fee, the previously paid fixed fee would be rebated back to you. This will be all explained to you prior to any agreement being made.

All fees above collected through fund managers are paid directly to the licensee after we have provided our advice and service to you.

Other fees and charges payable by you to the product provider will be disclosed to you in their Product Disclosure Statement (PDS). These fees might include administration fees, investment fees, establishment fees, and other charges levied by the product provider. We will give you a *Statement of Advice* containing details of our fees and any payments made to us by a Financial Product issuer.

In relation to Personal Insurance policies, unless we advise you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance contract arranged by us (including renewal and some variations).

Product Type	Initial Commission	Ongoing Commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year premium for new policies implemented from 1 January 2020.	Up to 22% of the insurance premium each following year on new policies from 1 January 2018. Existing policies before 1 January 2018, we may receive ongoing commissions up to 11%.	On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would receive an ongoing commission of up to \$220 pa.

The commission paid to us is utilised to cover our ongoing administration costs in relation to the insurances we recommend. The commission is paid by the product provider and is not an additional charge to you. All of the above fees and commissions are inclusive of GST.

If an agreed advice fee is charged to undertake research or comparisons, we may rebate some or all of the commissions, provided that a policy is implemented and an upfront commission is received. E.g. A client wants to know if we can offer a better solution to their current income protection policy. It is quite a complex case, with medical history and employment history, and will potentially take many hours to research a comprehensive alternative. Before we spend the time on this research we may quote a fee for the research alone. If, however, a new policy is appropriate and is established using our services, we will rebate all or part of the commissions received against the fee charged.

Payment methods

We offer you the following payment options for payment of our advice and service fees:

- Direct Invoice payable by direct transfer or
- Fees are deducted from your investment (subject to the advice and service provided).

All permissible fees and commissions will be paid directly to Mainview Securities Pty Ltd TA Hudson Financial Planning as the licensee.

Other Costs in relation to providing advice to you

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 you incurring them. One example could be for the costs of obtaining a trust deed through a third party to establish a Self Managed Super Fund. The fee charged by the third party is payable by you.

Our Relationship with Third Parties

Referral Arrangements and Related Parties

Under the FASEA Code of Ethics your Adviser is not permitted to directly receive any referral fees for acting on your behalf. Referral fees may be paid to your Advisers employer and this fee will be disclosed to you before entering into a transaction.

Hudson Financial Planning do not accept referral fees from our accounting or legal partners.

Due diligence is carried out on all of our referral partners to ensure that they hold the same values and ethics as Hudson Advisers with the main intent to add value to our clients portfolios and holistic financial plans.

Should we refer you to an external party, and there is a financial benefit as a result of your business, this will be passed on in your Statement of Advice.

Hudson Financial Planning do accept referral fees from our property partners, ranging in value from 0% - 3% depending on the property partner utilised and the property purchased. A disclaimer will be sent to any client wishing to use one of our property partners, outlining the exact fees payable at the time of referral. Hudson Financial Planners do not advise on which property purchase would be suitable, only that a property purchase may be suitable as part of an overall investment strategy.

Our Financial advisers

Who is my adviser?

Your Financial Adviser will be assigned to you once you are paying an ongoing fee to Mainview Securities T/A Hudson Financial Planning or alternatively, if you are using one of Hudson's services you can subscribe to our ongoing service.

Existing Hudson Members - With the economic events over the last 5 years and with the legislation passed based on the Royal Commission, Hudson Advisers are now required to focus their energies on clients subscribing and paying a fee for ongoing services as outlined previously.

Clients who have been with Hudson for a long time will remain legacy clients and will be offered access to our newsletter, and access to all of the services that Hudson offers, without the specific advice from a Senior Adviser. If at any stage our clients would like a consult with our Senior advisers to ascertain if our services are required, this will be also be offered, though a fee may be payable which is agreed beforehand.

More details on our advisers including their BIO's can be found on our website – www.hudsonfinancialplanning.com.au

Below we have provided a summary of each of our authorised representatives of Hudson Financial Planning.

About our Adviser - Ivan Fletcher



Phone	1800 804 296
Email	helpdesk@hudsonfp.com.au
Authorised representative number	291555
Qualifications	Bachelor of Commerce Graduate Diploma in Applied Finance & Investment (ASIA)
Professional Membership	FINSIA – Senior Associate

The advice and service I can provide

I am authorised to provide all the services listed in the “Our advice and services” section of this guide, **except** for the following:

- Loans, inc SMSF borrowing
- Specific property recommendations

How I am Paid

I receive the following from our practice:

- Salary plus superannuation
- % of ASF (Adviser Service Fee) paid on achievement of set metrics

This % of the ASF will be disclosed in the SOA or ROA. On occasions, we may also receive non-monetary benefits from product issuers. However, other than for genuine educational or training purpose and financial services IT software and support, we cannot accept a non-monetary benefit if it is worth more than \$300.

About our Adviser – Kris Wrenn



Phone	1800 804 296
Email	helpdesk@hudsonfp.com.au
Authorised representative number	427768
Qualifications	Bachelor of Economics Graduate Diploma in Financial Planning
Professional Membership	FINSIA – Senior Associate

The advice and service I can provide

I am authorised to provide all the services listed in the “Our advice and services” section of this guide, **except** for the following

- Loans, inc SMSF borrowing
- Specific property recommendations

How I am Paid

I receive the following from our practice:

- Salary plus Superannuation
- % of ASF (Adviser Service Fee) paid on achievement of set metrics

This % of the ASF will be disclosed in the SOA or ROA. On occasions, we may also receive non-monetary benefits from product issuers. However, other than for genuine educational or training purpose and financial services IT software and support, we cannot accept a non-monetary benefit if it is worth more than \$300.

About our Adviser – Michal Park



Phone	1800 804 296
Email	helpdesk@hudsonfp.com.au
Authorised representative number	259947
Qualifications	Masters in Applied Finance (Kaplan)
Professional Membership	FINSIA – Senior Associate

The advice and service I can provide

I am authorised to provide all the services listed in the Our advice and services section of this guide, except for the following:

- Loans, inc SMSF borrowing
- Specific property recommendations

How I am Paid

I receive the following from our practice:

- Salary plus Superannuation
- % of ASF (Adviser Service Fee) paid on achievement of set metrics

This % of the ASF will be disclosed in the SOA or ROA. On occasions, we may also receive non-monetary benefits from product issuers.

However, other than for genuine educational or training purpose and financial services IT software and support, we cannot accept a non-monetary benefit if it is worth more than \$300.

About our Adviser – Aaron Alston



Phone	1800 804 296
Email	helpdesk@hudsonfp.com.au
Authorised representative number	1237112
Qualifications	Bachelor of Commerce – Griffith University Advanced Diploma of Financial Planning – Monarch Institute
Professional Membership	FINSIA – Senior Associate

The advice and service I can provide

I am authorised to provide all the services listed in the Our advice and services section of this guide, except for the following:

- Loans, inc SMSF borrowing
- Specific property recommendations
- Business Insurance

How I am Paid

I receive the following from our practice:

- Salary plus superannuation
- % of ASF (Adviser Service Fee) paid on achievement of set metrics
- % of insurance upfront

This % of the ASF will be disclosed in the SOA or ROA.

The % of any insurance commission earned will be outlined in the SOA or ROA. On occasions, we may also receive non-monetary benefits from product issuers. However, other than for genuine educational or training purpose and financial services IT software and support, we cannot accept a non-monetary benefit if it is worth more than \$300.

Professional indemnity insurance

Hudson Financial Planning's professional indemnity insurance arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act and includes cover for claims against former representatives, whilst they acted for Mainview Securities Pty Ltd.

Confidence in the quality of our advice

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms.

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint
- If you do not get a satisfactory response, contact our Complaints Resolution Officer on 1800 804 296, or put your complaint in writing and send it to us at P.O. Box 1002, Milton QLD, 4064. Alternatively email juanitaw@hudsonfp.com.au

We will try to resolve your complaint quickly and fairly, and will endeavour to provide you with a resolution no longer than 45 days after your initial enquiry.

If you are still not happy or if we do not respond within 45 days you have the right to refer the matter to The Australian Financial Complaints Authority (AFCA) with whom we hold membership.

They can be contacted on 1800 931 678, or by email at info@afca.org.au, or by mail at GPO Box 3 Melbourne, VIC 3001, or by fax on (03) 9613 6399.

The Australian Securities and Investment Commission (ASIC) can also be contacted on 1300 300 630 or at www.asic.gov.au to make a complaint or to obtain information about your rights.

We do however encourage you to contact us directly first to endeavour to resolve matters more quickly.

Your Privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy.

Some of the ways we may use this information are set out below:

- Your adviser and Hudson may have access to this information when providing financial advice or services to you; Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Hudson to review customers' needs and circumstances from time to time, including other external parties associated with Hudson Financial Planning including our accounting referral partners, our estate planning referral partners, and our property referral partners. This information will only be shared with your consent.
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and Hudson in providing financial advice and services to you.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing, e.g. an emailed monthly newsletter (subject to your ability to opt out)
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Hudson will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure.

You can request access to the information that you have provided to your adviser or Hudson at any time to correct or update it.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal financial profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy that will ensure the privacy and security of your personal information.

If you wish to examine your file please ask us. We will make arrangements for you to do so.



www.hudsonfinancialplanning.com.au