

# Financial **SERVICES** **GUIDE**



**mobiSuper**



**Zib** Financial

[www.mobiSuper.com.au](http://www.mobiSuper.com.au)

1300 222 622

mobiSuper Pty Limited (ABN 64 613 581 981) is a corporate authorised representative (No. 001246226)  
of ZIB Financial Pty Limited (ABN 80 609 197 971 Australian Financial Services Licence No. 482464)

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# 1 Financial Services Guide

This Financial Services Guide ("FSG") is an important document which MobiSuper Pty Ltd ("MobiSuper") and Zib Financial Pty Limited ("Zib") are required to provide you. This FSG is designed to help you consider whether to use our financial services and provide you with an understanding of what to expect from our relationship.

This FSG is dated 1st October 2016, and replaces all prior versions. This FSG is issued by:

- Zib Financial Pty Limited ABN 80 609 197 971 Australian Financial Services Licence ("AFSL") No. 482464; and
- MobiSuper Pty Limited ABN 64 613 581 981, authorised representative (No. 1246226) of Zib Financial Pty Limited ABN 80 609 197 971 AFSL No. 482464.

## 2 About this guide

This Financial Services Guide (FSG) contains important information about the financial services available to you. Zib holds an AFSL and MobiSuper operates under an AFSL held by ZIB. Depending on how you access our services, you may receive services from either MobiSuper or Zib. If you receive general advice or apply for a product using the MobiSuper website, these services are provided by MobiSuper. If you consult an adviser or call us, these services are provided by Zib. This FSG outlines the services that MobiSuper and Zib offer you, and aims to assist you in deciding whether to use the services available to you. It contains information including:

- the financial services available
- how your advisor, MobiSuper and Zib are remunerated
- any potential conflicts of interest, and
- dispute resolution procedures if you have a complaint.

When you receive personal financial advice your adviser will provide you with a Statement of Advice (SoA). This contains details of the advice provided, the basis on which it was given and information about fees, commissions and associations which may reasonably be expected to be capable of influencing the provision of the advice.

Where we provide further personal advice and you have previously received an SoA from us, the further advice may be recorded in a Record of Advice (RoA). You can request a copy of your RoA within 7 years from the date the further advice was provided to you by contacting us via the details below.

In some circumstances your adviser will provide general financial product advice. In these situations they will provide a warning that the advice does not take into account your

personal objectives, financial situation or needs and, in these circumstances, you will not be provided with an SoA. This warning will also be provided with any general advice on the MobiSuper website.

When you receive personal or general advice to acquire a particular financial product, you will also be provided with a Product Disclosure Statement (PDS). This contains information about a particular product and will assist you in making an informed decision about that product.

## 3 Services

MobiSuper and Zib are authorised to provide financial product advice and deal in the following products:

- Life Insurance – Risk
- Superannuation

If you consult an adviser, they may provide the following advisory services:

- Financial Advisory Services
- Financial Planning
- Superannuation Rollover Advice

The adviser will only recommend a financial product to you if it is considered suitable for your individual needs, objectives and financial circumstances.

Your adviser also has access to specialist advice on tax and estate planning. Where required, your adviser can refer you to someone who can provide these specialist areas of advice. Whether you use the specialist referred to you, or a professional that you currently have an involvement with, they will be responsible for the advice provided to you. If you require advice on a wider range of products or complex issues you may be referred to another financial services provider.

You may also use our services by speaking with our advisors or through our website, where you can receive general advice or apply to join the [MobiSuper Fund]. Zib, being the AFSL holder, acts for you when Zib or MobiSuper provide the above services to you.

## 4 Product Disclosure Statement (PDS)

A PDS is a document (or groups of documents) that describes a financial product. A PDS contains important information to assist you to make an informed decision about the product. You will usually receive a PDS if a recommendation is made to acquire a particular financial product (other than securities) or an offer is made to issue or arrange the issue of a particular financial product. We recommend the PDS is read in full prior to utilising our services.

## 5 Fees

MobiSuper will receive fees from you and / or product providers in relation to the services provided by MobiSuper:

### Superannuation products:

- If you join mobiSuper Fund, MobiSuper is entitled to receive the following ongoing fees as consented to by members:
  - 0.7895% per annum (incl GST) of the value of your interest in the MobiSuper Division, calculated as at the last day of each calendar month; and
  - an insurance administration fee equal to 50% of the total insurance administration fee applied to the fund (which will be based on the total premiums payable in the month under group insurance policies and will commence at 20% of those premiums); and
- \$1.80 (incl GST) per week for each full week you are a member of the MobiSuper Division with an account balance greater than \$0 for fund administration services;

### Individual (Retail) life insurance:

0% - 90% (GST inclusive) of the first year's premium and between 0% and 35% (GST inclusive) of renewal premiums on an on-going basis. For example, for a retail insurance product with an annual premium of \$500 where the insurer pays an upfront commission of 35%, MobiSuper will receive \$175. If the on-going rate is 35% of the annual premium, the insurer will pay MobiSuper a further \$175 per year for as long as you hold the product.

## 6 Employee Remuneration

MobiSuper's advisers are paid a salary based on their level of experience and product expertise.

MobiSuper's advisers may also receive a monthly bonus comprising up to 20% of the adviser's total remuneration for the month. To be eligible for the bonus, the adviser must:

- have achieved a score of at least 90% in their most recent compliance desktop review;
- not have breached financial services laws in the relevant month;
- not have received any customer complaints in the relevant month, and
- be up to date with all training requirements.

If the adviser meets these eligibility criteria, the amount of the bonus will be based on a combination of factors within a

balanced scorecard. This will comprise the following factors which will be equally weighted:

- The quality of financial advice given, client satisfaction and loyalty
- Number of new clients generated by the employee
- Team profitability;
- CRM management and punctuality.

MobiSuper advisors may also receive a commission on retail insurance policies written. The commission will be a percentage of between 4% and 20% of the net fees received by MobiSuper. For example if MobiSuper receives \$175 commission the advisor can receive between \$7 and \$35.

## 7 Other benefits mobiSuper may receive

MobiSuper may receive other benefits, including information technology software and support, professional development programs, conferences and entertainment benefits.

Your SOA outlines the specific amount of any initial and ongoing commissions, fees, charges and other benefits that are paid to any person as a result of the financial products or services you obtain. It will also explain how the commissions, fees, charges and other benefits are calculated.

## 8 Disclosure of any relevant conflicts of interest

MobiSuper has an agreement with Diversa Trustees Limited (ABN 49 006 421 638 AFSL 235153 RSEL L0000635), the trustee of the MobiSuper Fund (Diversa Trustees Limited (ABN 49 006 421 638 AFSL 235153 RSEL L0000635) as Trustee of the Tidswell Master Superannuation Plan (ABN 34 300 938 877). This agreement covers the fees payable to Diversa in relation to superannuation products (as described above) and may also include reimbursement of certain MobiSuper's expenses..

## 9 Your information and privacy

MobiSuper and Zib will maintain records of your personal profile including details of your objectives, financial situation and needs. They will also maintain records of any recommendations made to you. If you wish to review your file please contact Mobisuper.

The way in which your information is collected, used and disclosed is explained in the MobiSuper Privacy Policy. You can access this at [www.mobiSuper.com.au](http://www.mobiSuper.com.au) or by contacting MobiSuper. The accuracy of the information you provide is important. If you think any information held is incorrect, please let MobiSuper know.

Information relating to your right to privacy is available at the website of the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

## 10 Anti-Money Laundering and Counter-Terrorism Financing Act 2006

MobiSuper has a number of obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth). These obligations may require us to carry out procedures to identify you and to verify the identification information provided.

We may not be able to provide our services until we receive all required information. Anti-Money Laundering and Counter-Terrorism Financing legislation and regulations also stipulate that we need to report certain information about our clients to relevant authorities, including the Australian Transaction Reports and Analysis Centre (AUSTRAC). Where such reporting has taken place, we may be prevented by this legislation from telling you.

Where legally permitted or obliged to do so, we may disclose that information to regulatory or law enforcement agencies, to our related bodies or to other third parties.

The AUSTRAC website at [www.austrac.gov.au](http://www.austrac.gov.au) provides information relating to the Anti-Money Laundering and Counter-Terrorism Financing legislation and regulations.

We will not be liable to you for any loss you suffer (including consequential loss) caused by the fact that we are required by law to delay, block, freeze or refuse to process a transaction.

## 13 Further enquiries

If you have any further questions about the financial services outlined in this FSG, please contact your adviser or you can contact MobiSuper or Zib via the details below.

### MobiSuper Pty Limited

Po Box 6537, Rouse Hill NSW 2155

**Phone** 1300 222 622

**Email** [hello@mobiSuper.com.au](mailto:hello@mobiSuper.com.au)

## 11 Professional indemnity

MobiSuper and Zib and each of their employees and representatives are insured under Professional Indemnity Insurance. The insurance covers financial services provided by MobiSuper and Zib and representatives acting on their behalf. These arrangements satisfy the compensation requirements for an AFS licensee under section 912B of the Corporations Act.

## 12 Making a complaint

We have an internal dispute resolution process in place to resolve any complaints or concerns you may have, quickly and fairly. These should be directed to:

### National Manager Compliance

#### MobiSuper Pty Limited

Po Box 6537, Rouse Hill NSW 2155

**Phone** 1300 222 622

**Email** [hello@mobiSuper.com.au](mailto:hello@mobiSuper.com.au)

We will seek to resolve your complaint within 45 days, or 90 days with your permission.

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service (FOS). FOS is an approved external dispute resolution scheme, of which we are a member, and can be reached by phone on 1800 367 287, email on [info@fos.org.au](mailto:info@fos.org.au) or by mail GPO Box 3, Melbourne, VIC 3001.

### Zib Financial Pty Limited

Po Box 6537, Rouse Hill NSW 2155

**Phone** 1300 222 622

**Email** [hello@mobiSuper.com.au](mailto:hello@mobiSuper.com.au)