

# FINANCIAL SERVICES GUIDE

Published 5 January 2026

## What does this document contain?

The purpose of this Financial Services Guide (FSG) is to assist you in deciding whether to use any of our services by providing you with important information about the types of services we provide, how we and other relevant persons are remunerated, our interests and associations, and details about your rights should you have a complaint about the advice or services we have provided to you.

It is important that you read and understand this FSG. Should you have any questions please contact us to discuss them.

Where we provide you with a financial service, you may receive a Statement of Advice from us, which sets out our personal advice to you. You may also receive a Product Disclosure Statement which sets out information about a financial product you can acquire. These documents are explained in more detail in the following pages.

In this document any reference to "the licensee" or "we" or "us" or "our" means Pinnacle FP Pty Ltd (**Pinnacle FP**) Australian Financial Services Licence (AFSL) number 509196. Reference to "financial adviser" means an authorised representative associated with Pinnacle Financial Planning (**Practice**), ABN: 69 114 676 630 as a corporate authorised representative (number 292884) of Pinnacle FP.

Pinnacle FP has authorised this FSG for distribution.

### Not independent

Pinnacle FP may receive commissions from life risk insurance products held by our clients. As such, neither the licensee, its Practice, or its financial advisers are independent, impartial, or unbiased as defined in Section 923A of the Corporations Act.



## Who is responsible for providing you with advice and services?

We hold an AFS Licence (AFSL) issued by the Australian Securities and Investments Commission (**ASIC**), which enables us to offer financial advice services. As the licensee, we are responsible for the delivery of the services provided by our financial advisers.

Pinnacle Financial Planning Pty Ltd is part of the M+S Group. M+S commenced in Kyabram in 1966 and was then part of the Morrison and Sawers Group. M+S Accounting Services Pty Ltd became a business in its own right in 1993. In 2005 Pinnacle Financial Planning was created. Pinnacle Financial Planning runs its own AFSL and works in conjunction with the other M+S Group departments to ensure our clients get the best outcome possible.

Today, Pinnacle Financial Planning Pty Ltd has offices located in Kyabram, Shepparton and Echuca.

We act on our own behalf when providing the financial product advice services we are authorised to provide. When we deal in financial products we act on your behalf as our client.

### The services we can provide:

Our financial advisers' authorisations to deal and provide financial product advice varies and may be limited based on their knowledge and skills (refer to 'Who are our financial advisers?' for more detail).

We have authorised our financial advisers to deal, and provide financial product advice, in the following areas:

- Basic deposit products;
- Non-basic deposit products, such as term deposits;
- Debentures, stocks or bonds issued (or proposed to be issued) by a government;
- Life products including investment life and life risk insurance products;
- Interests in managed investment schemes including investor directed portfolio services;
- Retirement savings accounts;
- Superannuation including self-managed superannuation funds;
- Securities, including direct equities; and
- Standard Margin Lending facilities.

## **We can provide specialist advice and services in the following areas:**

- Financial planning advice;
- Wealth accumulation advice;
- Superannuation advice, including self-managed superannuation funds;
- Redundancy advice;
- Retirement advice;
- Gearing strategies;
- Cash flow advice;
- Social security benefits advice;
- Life and disability insurance advice; and
- Estate planning services (financial planning);

Additionally, our financial advisers are all registered to provide Tax (Financial) Advice services. Based on the information collected from you, your adviser will consider the tax consequences of the financial advice they provide. However, this financial advice will not include a full assessment of your overall tax position or your tax liabilities and obligations. You should seek specialist tax advice from your accountant.

If you require advice about personal risk insurances, we will refer you to MBS Advice, who specialise in this area. Further information about our relationship with MBS Advice is available on page 9 of this document.

## **Services that cannot be provided under our AFSL include:**

- Derivatives;
- General insurance services (eg vehicle insurance)
- Taxation services, such as the completion of tax returns
- Accounting and audit services
- Legal services
- Consulting services
- Administration and compliance of Self-Managed Superannuation Funds.
- Personal advice relating to acquisition, development or disposal of direct property. Advice relating to direct property acquisition or investment will only relate to the investment strategy of an investment in property, such as asset sector allocation, cashflow and capital expenditure budgeting; and
- Credit advice, such as the arranging of a loan or the taking of credit. We may refer you to a broker that can assist with such matters.

You should rely only on the financial services described in this document. Some of the above services may be provided by the M&S Group, of which Pinnacle FP is a wholly owned subsidiary.

## What is our approved product list?

We have developed our own approach to researching financial products that may be suitable for our clients; only those products which have been assessed and supported by external research become part of our approved product list (**APL**).

This list is extensive and incorporates a range of third-party fund managers and life companies. A copy can be provided to you at any time upon request. When providing personal advice, a reasonable investigation will be conducted to recommend products that are appropriate and in your best interests based on your individual circumstances, goals and objectives. This may involve investigating and recommending products which are not on our approved product list.

## Who are our financial advisers?

All advice provided by the financial advisers are provided as authorised representatives associated with Pinnacle Financial Planning (**Practice**,) ABN: 69 114 676 630, as a Corporate Authorised Representative No. 292884 of the Licensee.

### Michael Connick, Authorised Representative number 243208

Michael has been a Financial Adviser since 1995 offering advice to individual clients as well as small and large business clients. Prior to Pinnacle FP Pty Ltd, he was a Financial Adviser with Pinnacle Financial Planning, a corporate authorised representative of Magnitude Group Pty Ltd, and Pinnacle Financial Planning, a corporate authorised representative of M&S Accounting Services Pty Ltd, and various financial organisations including Westpac and the Bendigo Bank.

Michael can provide advice and services in all of the areas covered by the licensee and works out of the Pinnacle Financial Planning offices in Shepparton and Kyabram.

Michael is a:

- Director, Shareholder and employee of Pinnacle FP and Pinnacle Financial Planning Pty Ltd; and
- Shareholder of Kyshec Holdings Pty Ltd, which owns all issued capital in the following subsidiaries:
  - Pinnacle Financial Planning Pty Ltd
  - M&S Group Administration Pty Ltd
  - M&S Group Accounting Pty Ltd
  - Super Check Audit Services Pty Ltd

Michael is paid a salary and may also receive shareholder distributions.





Pictured left to right: Ainslie Boylan, Michael Connick and Jeremy Hall.

### **Ainslie Boylan, Authorised Representative number 315376**

Ainslie has been a Financial Adviser since 2008 offering advice to individual clients as well as small and large business clients. Prior to Pinnacle FP Pty Ltd, she was a Financial Adviser with Pinnacle Financial Planning, a corporate authorised representative of Magnitude Group Pty Ltd and Pinnacle Financial Planning, a corporate authorised representative of M&S Accounting Services Pty Ltd. Ainslie can provide advice and services in all of the areas covered by the licensee and works out of the Pinnacle Financial Planning offices in Shepparton, Kyabram and Echuca.

Ainslie is an:

- Employee of Pinnacle Financial Planning Pty Ltd; and
- Shareholder of Kyshec Holdings Pty Ltd, which owns all issued capital in the following subsidiaries:
  - Pinnacle Financial Planning Pty Ltd
  - M&S Group Administration Pty Ltd
  - M&S Group Accounting Pty Ltd
  - Super Check Audit Services Pty Ltd

Ainslie is paid a salary and may also receive shareholder distributions.

## Jeremy Hall, Authorised Representative number 1270940

Jeremy has been a Financial Adviser since 2018 offering advice to individual clients as well as small and large business clients. Prior to Pinnacle FP Pty Ltd, he was a Financial Adviser with OzPlan Financial Services Pty Ltd.

Jeremy can provide advice and services in all of the areas covered by the licensee and works out of the Pinnacle Financial Planning offices in Shepparton and Kyabram.

Jeremy is a:

- Employee of Pinnacle Financial Planning Pty Ltd; and
- Shareholder of Kyshec Holdings Pty Ltd, which owns all issued capital in the following subsidiaries:
  - Pinnacle Financial Planning Pty Ltd
  - M&S Group Administration Pty Ltd
  - M&S Group Accounting Pty Ltd
  - Super Check Audit Services Pty Ltd

Jeremy is paid a salary and may also receive shareholder distributions.



## To provide appropriate advice we require certain information.

We need full details of your personal objectives and needs, your current financial situation and any other information that is relevant to your reasons for seeking our advice. If you provide us with either incomplete or inaccurate information, the advice you receive may not be appropriate, and you would need to assess this, and accept the consequences for your own actions in light of your true circumstances.

As a business operating in Australia, we are required to adhere to the Australian Privacy Principles (**APPs**) contained in the Privacy Act 1988 (Cth) (the **Privacy Act**), which regulate the collection, storage, use, and disclosure of personal and sensitive information.

Information about how we comply with the APPs can be found in the [Privacy Policy](#) available on our website or you can request a copy from us through any of the contact details on the front page of this FSG.

## How will we provide our advice to you?

**Personal advice** will be provided in writing, in a document called a Statement of Advice (SoA). This document sets out your personal circumstances and your needs and objectives and then explains the resulting strategy and recommendations. The SoA will also, among other things, tell you about:

- The basis on which the advice is given;
- The cost of the advice including the fees payable and any commissions we may receive; and
- Any associations we have with other parties which may have the potential to influence the advice we give you.

If there hasn't been a significant change to your personal circumstances any further advice may be provided to you in a Record of Advice (**RoA**). A copy of the RoA may be issued to you at the time the further advice is provided. You can request a copy of an RoA by contacting us using any of the contact details on page 1 of this FSG up to 7 years after the advice was provided to you.

Where our advice recommends a financial product, we will provide you with a Product Disclosure Statement (**PDS**). The purpose of a PDS is to assist you to make an informed decision about whether to acquire the financial product, as it contains a description of the product features, risks and benefits, and information about your cooling-off rights (if applicable). You should read and understand the PDS prior to making a decision about any product. If you have any questions, these should be raised with your financial adviser.

There may be circumstances where we provide advice that is not based upon your own personal circumstances, needs and objectives. This may be treated as **General Advice**, and you need to consider its appropriateness in light of your personal circumstances before acting on the advice. If any particular product is mentioned, a copy of its PDS should be obtained by you and considered by you before making any decision.

If you instruct us to arrange a transaction without obtaining our advice, we may be able to deal in or arrange those products by carrying out your instructions on an execution-only basis. If you do not obtain advice, you face the risk that the financial product/s you select will not take into account your objectives, financial situation or needs, and we are not liable for any losses that are incurred from carrying out your instructions on the basis the financial product was not appropriate, or where you have declined to act in accordance with our advice.



## How can you give us instructions?

You may instruct us by telephone, in writing, or email using the contact details on page 1 of this document. We may not act upon written or email instructions without verbal confirmation. Similarly, we may write to you confirming the substance of a verbal instruction prior to taking action.

If we execute your transactional instructions in instances where you have declined the offer of personal advice or otherwise not received it, we will not act on the instructions unless you sign a letter confirming the instruction was execution-only in that it was provided without our personal advice.

However, for your own protection you should never:

- Sign any blank forms or documents;
- Nominate a financial adviser to receive statements or records where you do not also receive a copy; or
- Appoint a financial adviser to act as your agent or authorised signatory without clearly defining the limits of their authority.

We will never send you a direct link to transfer funds in the body of an email. It is common for scammers to impersonate financial institutions and intermediaries such as financial advisers to obtain access to your money, for instance by providing fraudulent email instructions to transfer funds into an incorrect account.

Please contact us immediately if you ever wish to verify the authenticity of an email you receive purporting to be from a product issuer or from us.

## Relationships, associations and remuneration.

### M&S Group and Kyshec Holdings Pty Ltd

Pinnacle FP and Pinnacle Financial Planning are part of the M&S Group. Kyshec Holdings Pty Ltd owns all issued capital in the following subsidiaries:

- Pinnacle Financial Planning Pty Ltd
- M&S Group Administration Pty Ltd
- M&S Group Accounting Pty Ltd

Although no referral fees are paid between the entities where we refer clients for other services, all advisers are shareholders of Kyshec Holdings Pty Ltd and will receive dividend payments from the final declared profit of Kyshec Holdings Pty Ltd.



## Relationships, associations and remuneration.

Michael Connick is a Director of Pinnacle FP.

All advisers are employees of Pinnacle Financial Planning Pty Ltd (ABN 69 114 676 630). All advice fees and insurance commissions are paid to Pinnacle FP Pty Ltd. Pinnacle Financial Planning Pty Ltd is also an Authorised Representative of Pinnacle FP Pty Ltd but is not a related company of Pinnacle FP Pty Ltd.

### MBS Insurance

Pinnacle has entered into a partnership with MBS Advice Licence Pty Ltd (**MBS Insurance**), who are responsible for providing personal risk insurance advice to Pinnacle clients. Under this arrangement, MBS Insurance is paid all commissions and advice fees, and no portion of these, or other payment, is made to or shared with Pinnacle FP.

### Pinnacle Financial Planning Separately Managed Accounts (SMA)

We offer SMAs on BT Panorama, which is operated by BT Portfolio Services Limited ABN 73 095 055 208 AFSL 233715 (BTPS), providing professional investment management tailored for investors who prefer owning their assets directly. This gives you flexibility and clear visibility into your investments.

We engage external asset consultants as the investment manager for our SMAs. They are specialists in designing and managing customised investment portfolio and their experienced team works in collaboration with our investment committee to ensure your investments are well managed.

The portfolio management fees payable for the SMA will be disclosed in your SoA if we recommend you invest using this service. Pinnacle does not receive any portion of the portfolio management fees

### Other benefits

We may receive small benefits like entertainment or hospitality from certain product providers at no additional cost to you. Pinnacle FP keeps a register to record benefits valued up to \$300. A copy of this register will be provided within seven days upon request.



## What fees and other remuneration is payable for our services.

All fees and commissions are payable to the licensee, which are then remitted to Pinnacle Financial Planning Pty Ltd. The Licensee retains a portion of these funds to cover its expenses.

The fees which you pay for financial advice are separate to fees which are paid to the product issuers. It is important that you fully understand the types of fees and costs, and the total cost borne by you, on an annual basis.

If the remuneration (including commission) or other benefits are calculable at the time personal advice is given, the remuneration (including commission) or other benefits the person receives on specific financial products to which the personal advice relates will be disclosed at the time the personal advice is given or as soon as practicable after that time. If not, the manner in which the remuneration (including commission) or other benefits are to be calculated will be disclosed at the time the personal advice is given or as soon as practicable after that time.

All fees and commissions captured include GST.

### Initial advice:

A fee will be payable for the preparation of our written financial advice. Our advice fees are based upon the complexity of your relevant circumstances and the advice required to address your needs and objectives. The minimum fee for our initial advice is \$3,300.

### Implementation fee:

Should you accept our recommendations, we may charge an implementation fee to cover the time taken to implement your strategy, which may include liaising with your existing financial product issuers, arranging for new products to be opened on your behalf, facilitating rollovers, contributions or transfers. Our minimum implementation fee is typically \$2,200 however it will be calculated based upon the complexity of the implementation required and disclosed to you in your Statement of Advice.

### Ongoing services

The benefit of receiving personal financial advice often comes from the ongoing relationship that you establish with your financial adviser, so that your financial strategy and products are regularly reviewed against the markets and changes to your circumstances or goals.

The fees for our ongoing services start at \$4,400 per annum and are calculated depending upon the complexity of your situation and the frequency of reviews. A separate service agreement will be provided with your Statement of Advice, which will detail the services to be provided, and the costs.

If your adviser considers ongoing services are necessary to keep your financial plan tracking to achieve your goals, the level of service, and fees payable, will be discussed and will apply if agreed by you in writing.

### Execution-only or Ad-hoc fees

If you require additional services that are not covered by any of the fees scheduled above, we will advise you if fees apply and obtain your authorisation to act prior to proceeding.

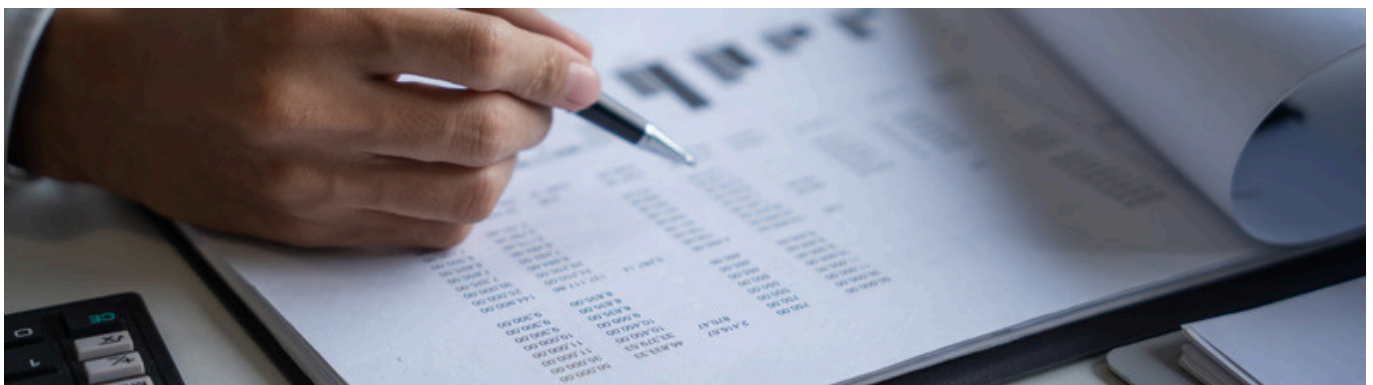
## **Do we receive commissions from life insurance companies?**

MBS Insurance has been responsible for providing personal risk insurance advice to Pinnacle clients from August 2020. If we refer you to MBS Insurance, you will be provided with their Financial Services Guide, which will explain the commissions they may receive if you proceed with obtaining the insurance cover they recommend.

Pinnacle FP may receive ongoing commissions from insurance providers in respect of policies that were put in place prior to commencing our referral relationship with MBS Insurance. These commissions are paid to us by the insurance company from whom you acquired the cover we recommend. The value of the commissions are included in the cost of what you pay for the insurance and are not an additional cost to you. Where we receive a commission, it would have been disclosed in your Statement of Advice with our recommendations.

- Initial commission was paid at the commencement of the insurance policy by the product issuer. The rate of upfront commission was 66% of the first year's premium.
- Ongoing commissions are payments paid by product issuers to us after the commencement of the insurance policy. The rate of ongoing commission we received was up to 38.5% of the renewal premium.

If you have previously had insurance policies put in place by Pinnacle, we will not receive any new initial commissions, nor will the rate of ongoing commission we receive for your policies change, unless you initiate an increase to your existing cover (resulting in an increase in the cost of premium payable by you to the insurance company) without obtaining advice.



## What to do if you have a complaint:

If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

1. Review our public complaint policy located on our website ([policy link](#)).
2. Contact your financial adviser first to attempt to resolve your complaint.
3. If you are unable to resolve the complaint with your financial adviser, contact us about your concern using any of the contact details below. We will try to resolve your complaint quickly, fairly and within prescribed time frames.
4. If your complaint is not resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

### Our compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Corporations Act 2001. This insurance provides cover for claims made against us and our financial advisers, including claims in relation to the conduct of financial advisers who no longer work for us but who did so at the time of the relevant conduct.

### Contact us:

Pinnacle Financial Planning Pty Ltd has three office locations. Refer to the adviser profiles above to see which advisers service each office.

Shepparton  
52 Wyndham Street  
Shepparton Vic 3630  
(03) 5820 9100

Kyabram  
7-9 Albion Street  
Kyabram Vic 3620  
(03) 5857 0888

Echuca  
135 Sturt Street  
Echuca Vic 3564  
(03) 5482 6788