



ABOUT YOUR ADVISER

Melanie Monk
AUTHORISED REPRESENTATIVE
NUMBER 235853

Version 2.6.4 | 16/12/2025

FINANCIAL COACHING PTY LTD

Corporate Authorised Representative Number 235491

BUSINESS CONTACT DETAILS

Level 5, 432 St Kilda Road
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ASVW Financial Services Pty Ltd (ABN 27 007 261 083 | AFSL 446176) authorises your financial adviser to distribute this document. This document forms part of and should be read in conjunction with the ASVW Financial Services Pty Ltd Financial Services Guide (FSG).

ABOUT ME

Financial Coaching was established in 1969 and is a financial planning firm that believes in the difference that our advice can make - whatever your stage of life. Getting the right advice from Financial Coaching means that you can be confident that you are on track to achieving your goals and aspirations. Financial Coaching has a strong team of financial advisers, who all have a solid background in the financial planning environment.

Melanie is the General Manager for Financial Coaching and has over 20 years' experience in Financial Planning. In her role of Financial Adviser she enjoys building trusted relationships with her clients and guiding them through all stages of their lives to make smart and informed financial choices that are aligned to their most important goals.

Melanie holds the following qualifications and memberships:

- Certified Financial Planner ® Professional
- Bachelor of Business (Financial Planning)
- Self-Managed Superannuation Fund accreditation
- Margin Lending accreditation
- Aged Care Professional™
- Member of Financial Advice Association Australia

Melanie is authorised to provide the following financial services:

Superannuation and Retirement Planning

Personal Superannuation
Pensions and Annuities
Aged Care
Self-Managed Superannuation
Centrelink / Veterans' Affairs Assistance

Wealth Creation and Investments

Deposit Products
Investment Bonds
Managed Investments
Exchange Traded Products
Listed Securities (Shares and other products)
Gearing
Margin Lending

Wealth Protection

Personal Insurance
Business Insurance
Insurance Claims Assistance

Other Financial Planning Services

Budgeting and Cashflow Management
Debt Management
Estate Planning Assistance

Melanie is also a registered tax (financial) adviser and is authorised to provide a tax (financial) service.

Any tax agent services that are provided (including the preparation and filing of tax returns and liaison with the ATO) are not provided under ASVW Financial Services AFSL and are not covered by this FSG.

My remuneration

The cost of providing a financial advice service to you including initial consultation, strategy development, product considerations and a Statement of Advice will depend upon the nature and complexity of the advice and or service provided. Melanie will discuss and agree the fee structure with you before she provides you with services. Fees for the advice and services provided may be based on either a fee for service arrangement, commission or a combination of both.

The relationship between ASVW Financial Services and Financial Coaching Pty Ltd is an arrangement through a flat fee agreement. This agreement stipulates that 100% of remuneration is paid to Financial Coaching Pty Ltd. Therefore, ASVW Financial Services will retain 0% and the Practice will

receive 100%. Of the revenue received by the practice, Melanie is paid a salary, and all her operational expenses are covered by the business.

Service and advice fees paid by you

All fees and commissions are GST inclusive and fees could be greater than those disclosed below in complex cases. In these instances, Melanie will inform you of the exact fee payable promptly in writing.

Your initial consultation is complimentary. At this meeting, Melanie will explain the advice process, what you can expect and the payment options available.

All fees and commissions payable by you will be explained to you at the time the advice is given and will also be detailed in a Statement of Advice, Record of Advice and Product Disclosure Statement(s).

You will have the ability to select your preferred payment option from the options below prior to the provision of advice.

Strategy & Implementation Fee

Our Strategy and Implementation Fee is designed to gather all your relevant personal information and understand your key financial goals and objectives to formulate and implement the appropriate strategies to set the course for your financial future.

We see the value of any recommendations being correctly implemented to ensure strategies are maximised.

This fee can vary dependent on the complexity of the advice (i.e. Multiple goals, strategies, tax structures etc). It will be charged as a flat dollar fee which may range from \$4,400 to \$50,000, that is agreed prior to any work being undertaken.

Adviser Service Fee

The Adviser service fee represents the cost of providing a professional service to you over a fixed term or on an ongoing basis. The frequency of reviews will depend on the complexity of the advice provided and will also have an impact on the fee charged.

This fee may be up to 2 per cent per annum of assets under advice or charged as a flat dollar fee in the range of \$4,400 to \$50,000, or a combination of both options can be negotiated depending on the complexity of the advice and the agreed level of service being provided. You only pay an Adviser service fee if you agree to a Client Service Agreement and then, only until it expires.

Execution only service

Where Melanie provides a financial service to facilitate the buying or selling of a specific financial product as instructed by you, a fee of \$660 per hour may apply.

Commissions for Life Risk Products – issued from 1st January 2020

Initial commission payable under an upfront structure is capped at 66% of annual premium from 1st January 2020. Ongoing commission under an upfront structure is 22% of the annual premium paid. Both initial and ongoing commission under a level structure will continue to be capped at 37%.

Overseas disclosures

In order to facilitate the provision of financial services, para-planning and other administrative services for you, Melanie utilises service providers outside of Australia, including the Philippines, Vietnam, Malaysia, India and potentially other countries in South East Asia. Accordingly, your personal information will likely be accessed from these overseas locations. Any overseas disclosure of your personal information to enable these services to be provided does not affect our commitment to safeguarding your privacy, and we will take reasonable steps to ensure that any overseas recipient complies with Australian privacy law.

Referrals to us and others

We may provide you with a referral to other professionals. This may include, but is not limited to, accountants, mortgage brokers and legal practitioners. You may also have been referred to us by another professional.

We do not receive a payment for these referrals. We may give a payment for referrals to us. If this is the case, we will inform you of this payment prior to the referring party being entitled to the payment.

Melanie or Financial Coaching Pty Ltd may refer you to FC Funding Solutions Pty Ltd for credit assistance (mortgages and lending services).

FC Funding Solutions Pty Ltd is a related entity to Financial Coaching Pty Ltd due to Roger Paul being a director and shareholder of this company.

Benefits, interests and associations

Other Associations and Directorships

Malanie does not receive any other benefits or have relationships that may influence the recommendation.

Contact Us

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