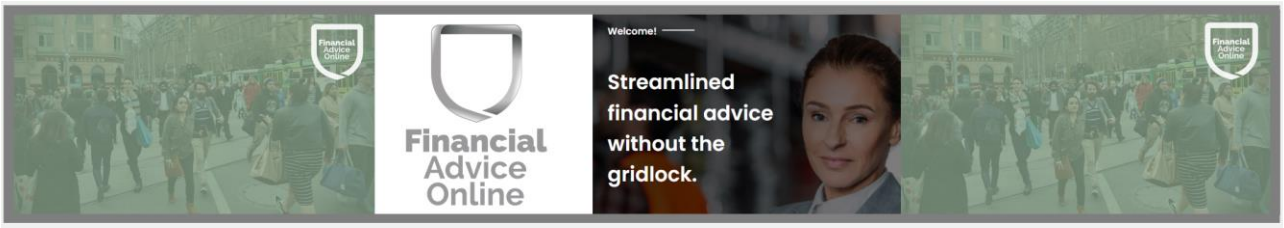
Overview



It is recommended that you watch the three demonstration videos prior to reading this document.

Contents

Overview

Overview

Advice Online can be integrated with a *CRM, using our APIs. Talk to us if you require this service. Advice Online is fully white labelled with no reference to Advice Online in your version of the software.*

Screenshots in this document are for a fictitious company called *Good Advice*.

The aim of *Advice Online* is to allow the adviser to collaborate with the client so that an ***Advice Record*** can be generated efficiently. Using *Advice Online*, the adviser has the advantage over other cash flow and report writing software, in that the client has access to all the details of the plan through reports. The main report is the ***Advice Record***, which is the Government's preferred term rather than a *Statement of Advice*. The clients can also generate additional reports that do not give advice, but give information regarding the plan created by the adviser. This allows the adviser to keep the *Advice Record* short.

The government has indicated that more than 5 million people will be retiring in the next 5 years and there are insufficient financial advisers to service that market. As a result, the government has indicated they will be legislating to enable Superannuation Funds to provide financial advice. *Advice Online* is very suitable for use by Superannuation Funds.

It is anticipated that a simple plan, without product or insurance advice, together with the *Advice Record* could be completed in less than one hour. This is provisional on the Government's indication that they intend to change legislation to allow simpler forms of advice.

For each *Advice Episode*, the following will occur. This process will be repeated if the client returns for further advice in the future.

- The client is sent an invitation to create their own account.
- The client completes the *Fact Find* and the adviser is notified when the *Fact Find* has been completed. (This Fact Find can be modified by the adviser if necessary)
- The Adviser logs into their account where they can generate a report showing the information in the *Fact Find*. This report can be saved in the client's CRM file.
- The information from the Fact *Find* is then imported into a plan. Note that for each *Advice Episode*, there can be only one plan, but it can be modified until both the client and the adviser are satisfied. Once completed, the record cannot be modified.
- The adviser optimizes the plan based on the objectives listed by the client in the Fact Find.
- On the menu, SOA, there is a selection of panels into which the adviser writes the advice.
- The adviser generates the *Advice Record* (Statement of Advice) which may be viewed as an Interactive Report or downloaded and saved as a PDF.
- Using the *Connect Client Portal*, the adviser can upload this document.
- The adviser will publish the document at which time the client can log into their portal and view, the *Advice Record*, three additional interactive reports and a further 10 Reports.
- The adviser and the client communicate directly through the *Client Connect Portal*.

Overview

The aim of *Advice Online* is to provide affordable, simple advice over relatively short time frames. To keep the cost low, it is imagined the advice would not provide product or insurance advice. However, the adviser can encourage their clients to seek this more detailed advice for an extra charge.

The adviser pays per *Advice Episode* with a time limit of 2 months. Over this time, the adviser may engage with that value adding within the same fee. After 2 months, the adviser would need to pay for a new *Advice Episode*.

Overview

Setting up your platform

There are four roles, each of which have different access to the software. They are:

- Admin (includes the role of adviser)
- Adviser (no access to the administrative application)
- Paraplanner (access to any client the adviser has shared)
- Client (access to Fact Find, Dashboard and Reports)

Admin

The administrator has access to:

- Company Settings
- Default Rates
- Reports
- Users

Once the Administrator has created the platform, they will invite both advisers and paraplanners to create their accounts.

Adviser

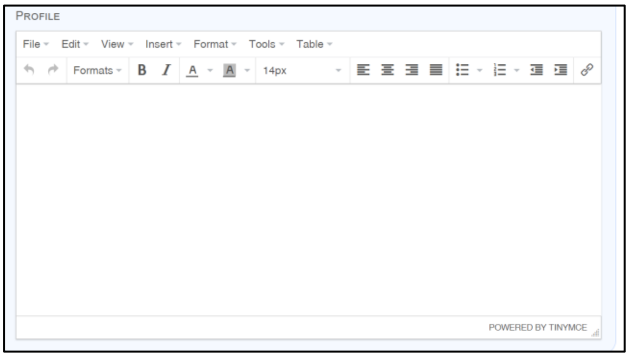
Under the heading Account, the adviser can complete the information as required.

This is also where each user, will *Sign Out* of the software.

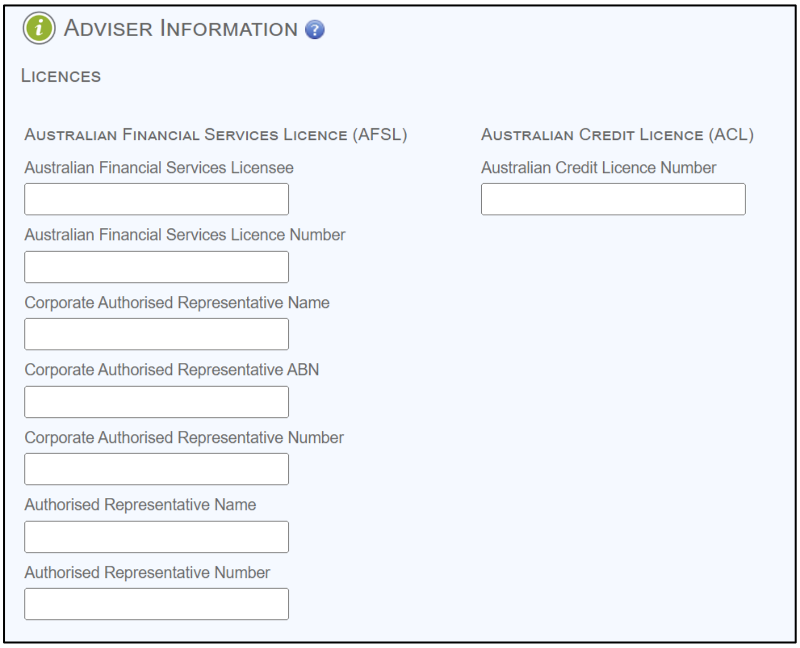
Adviser ID

This is to be completed by each adviser and will be added to any reports.

This is an example of the blank profile. The adviser constructs their profile, including photo to meet their requirements.



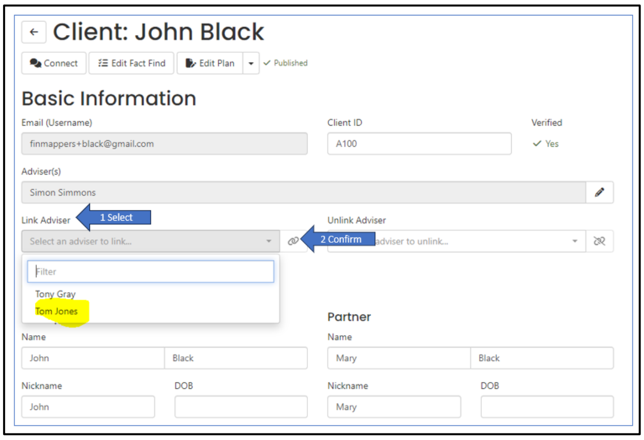
There are also fields for various license information which can be entered and inserted into reports, using the appropriate field.



Note on 2FA: It is recommended that you also use the 2FA found in account details.

Paraplanner

Paraplanners can only access a client's file when the adviser has granted access to that file. They will edit directly into the plan. As the adviser is legally responsible for the advice provided to the client, it is important that the adviser check all work completed by the paraplanner.



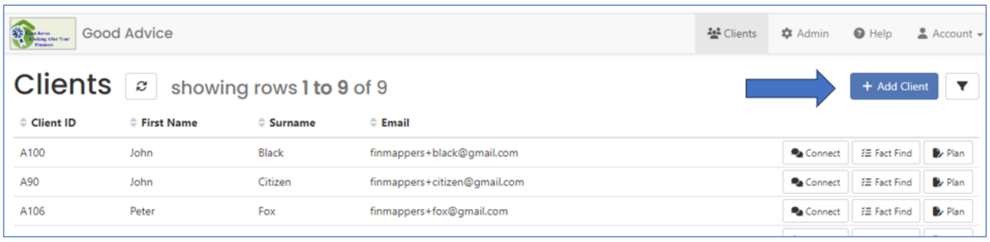
The process of linking a paraplanner or other adviser is to click on the *Client's Name* and a window will open with all the client's details. Here you go to ***Link Adviser*** and click on the dropdown menu where there will be a list of paraplanners and other advisers. In this example, the paraplanner, Tom Jones, has been selected. You will then need to confirm the sharing by clicking on the chain link. When the paraplanner has completed their work, the adviser can follow the same process to ***Unlink*** the paraplanner or adviser.

Due to the simplicity of the advice provided, it is not anticipated that a paraplanner would be required.

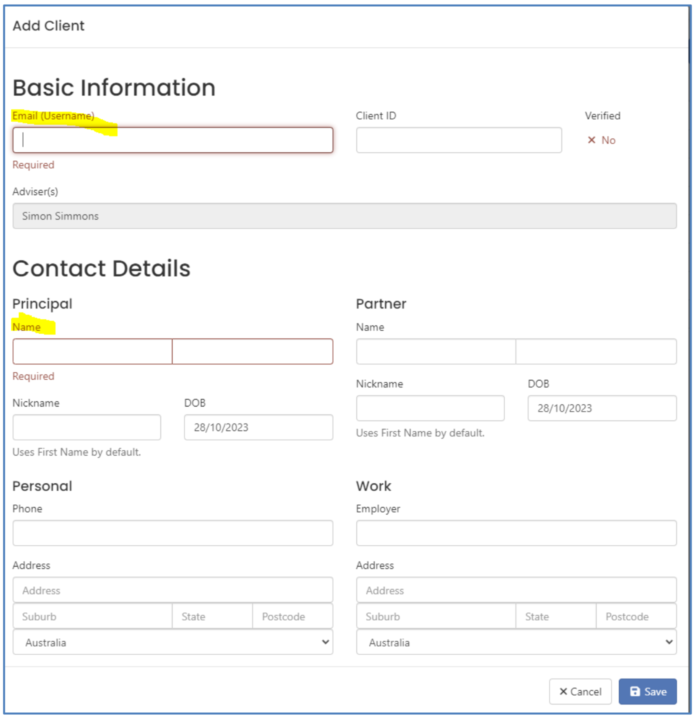
Overview

Clients

Every client must be added to the adviser's list of clients.



While the minimum entry is highlighted, it recommended that you complete any information you have. The client will be invited to complete the information, but sometimes, it is safer to do it first, or you can complete the information later if the client fails to complete it.

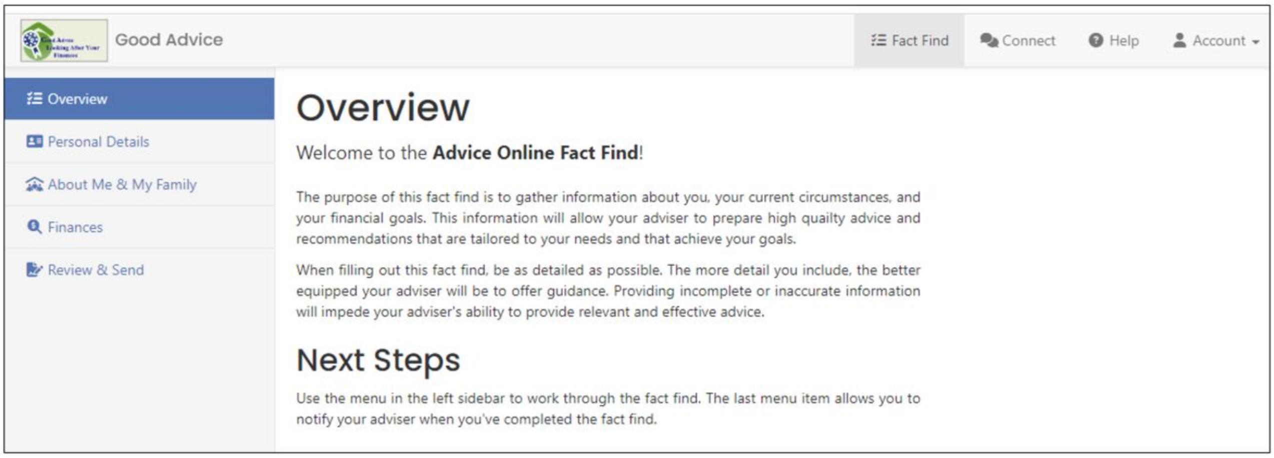


Once the client has registered their account, they will then be asked to complete the ***Fact Find***. Note that both the client and the adviser have access to the Fact Find. It is the information provided by the client that is imported into the client's plan.

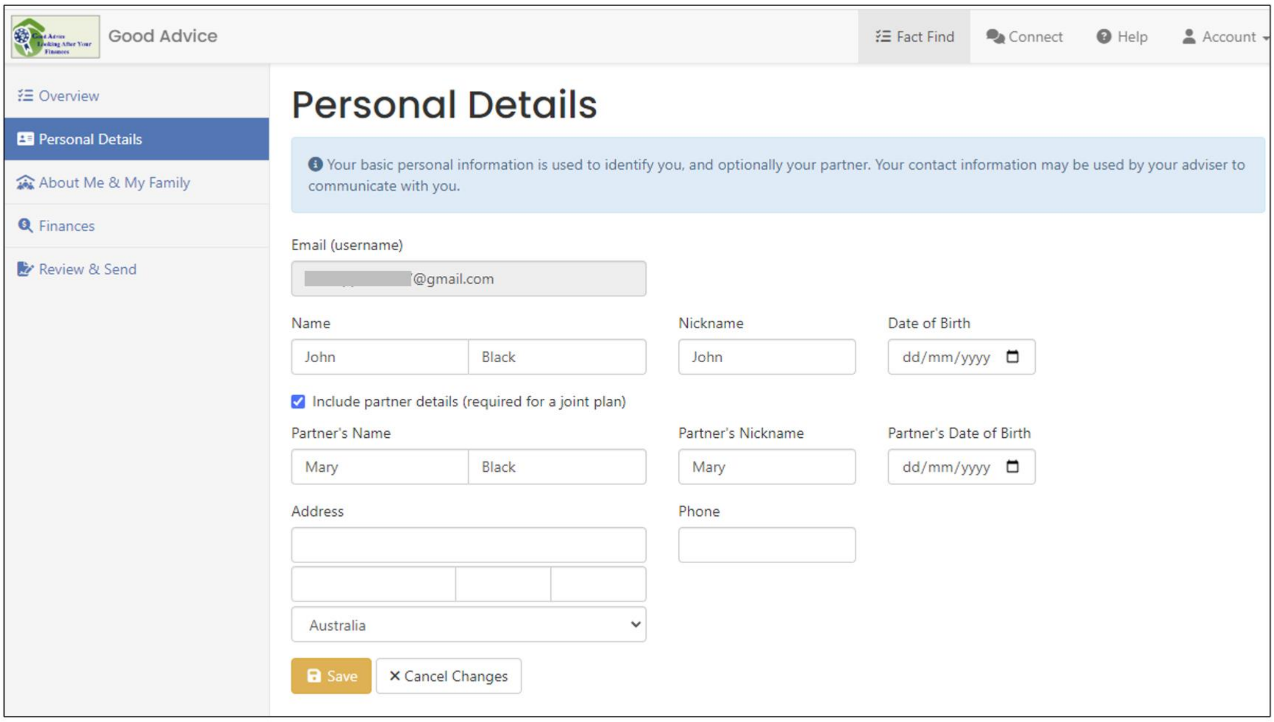
Overview

Fact Find

The client will arrive on the first page which is an Overview of what they are required to do.



The client is then required to complete their personal details.

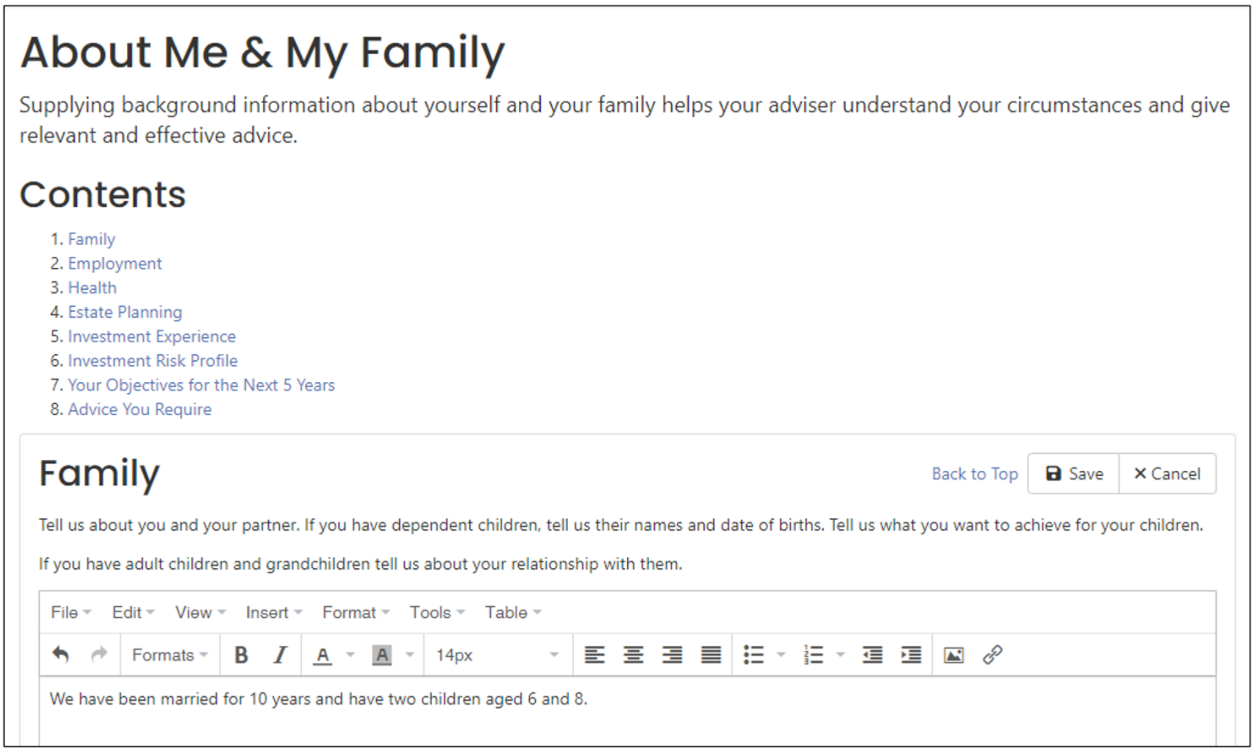


About Me and My Family, provides the adviser with information regarding the client's family situation, investment experience, their objectives for the next 5 years and finally the advice they require.

Note that because you are providing low-cost advice, you may have placed restrictions on the initial advice you provide for the fee. It may be that later you value add by suggesting the client request more detailed advice on matters such as product advice or insurance.

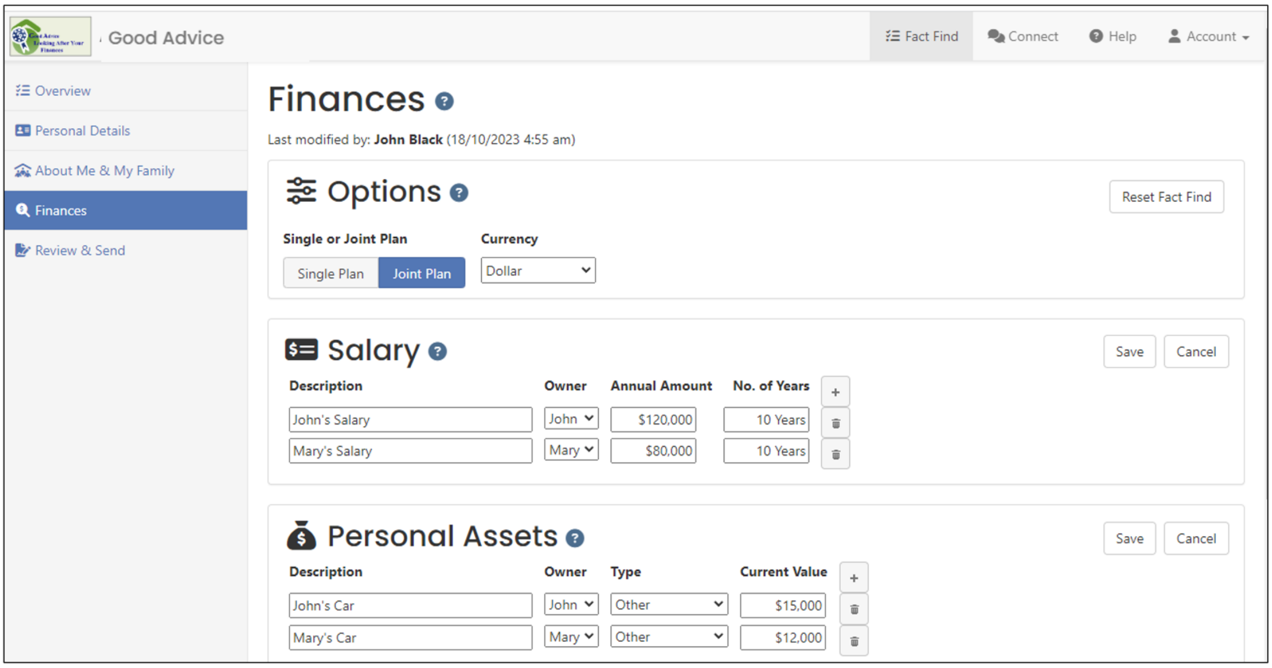
The information provided by the client can be imported into your ***Advice Record***.

Overview

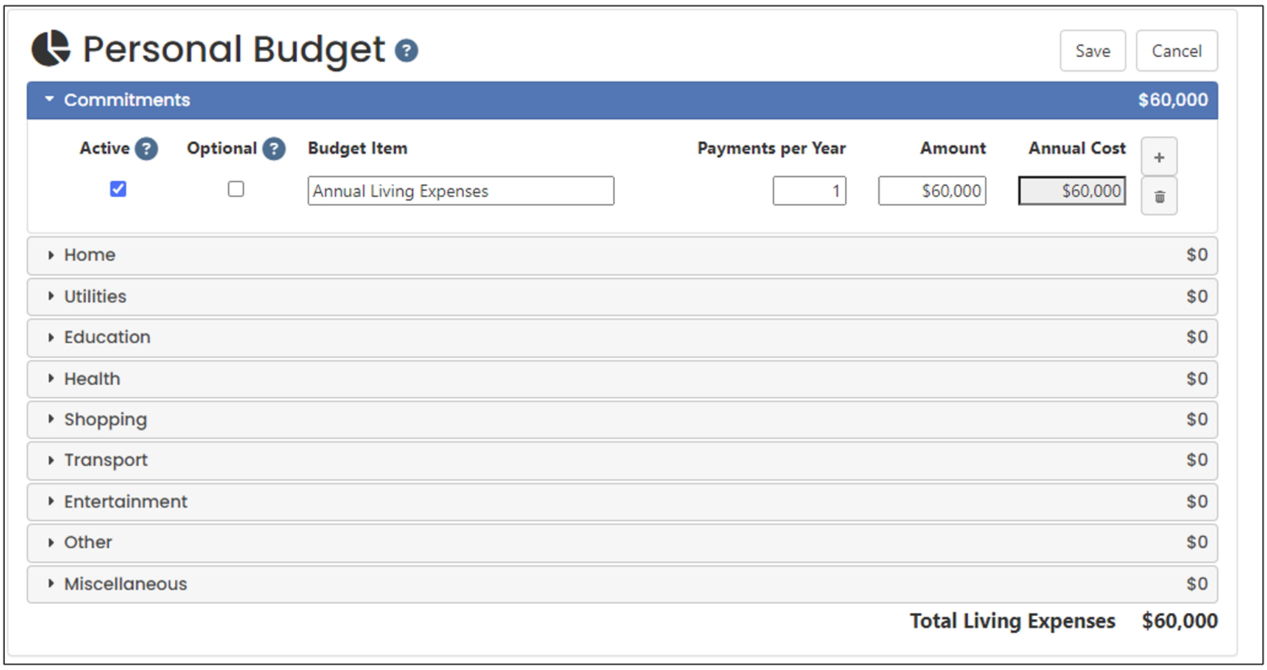


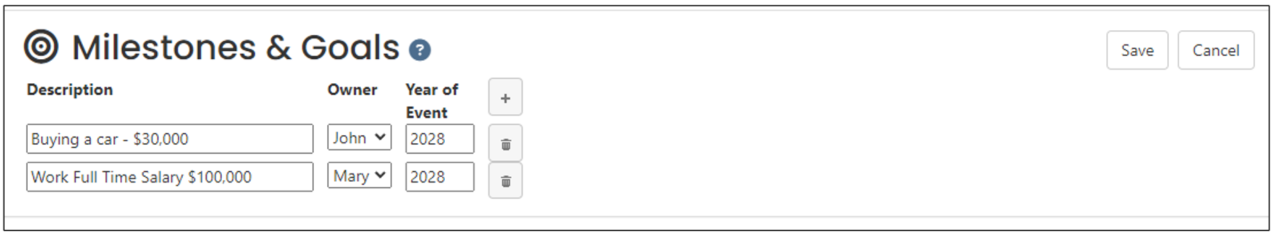
A major part of the Fact Find is for the client to complete the section ***Finances***. The client will be guided through the process, with detailed inline help.

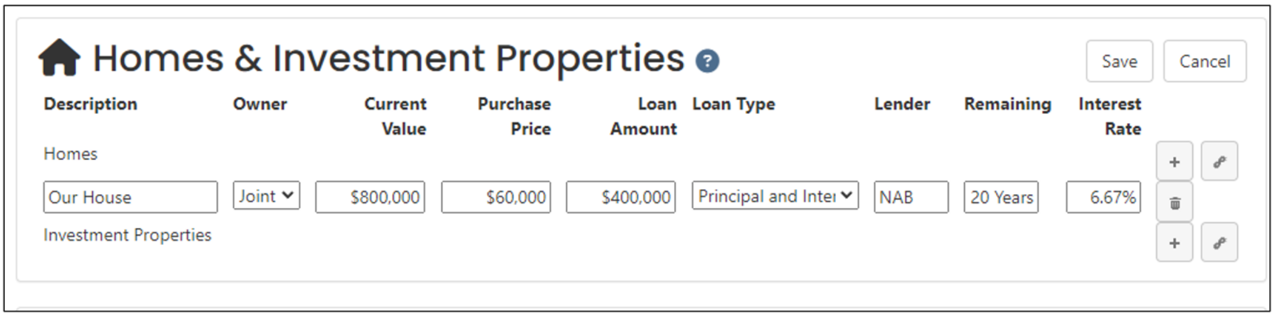
The following are the sections for the client to complete. This is the *Fact Find* completed by John Black in the demonstration video for the Savings Plan.

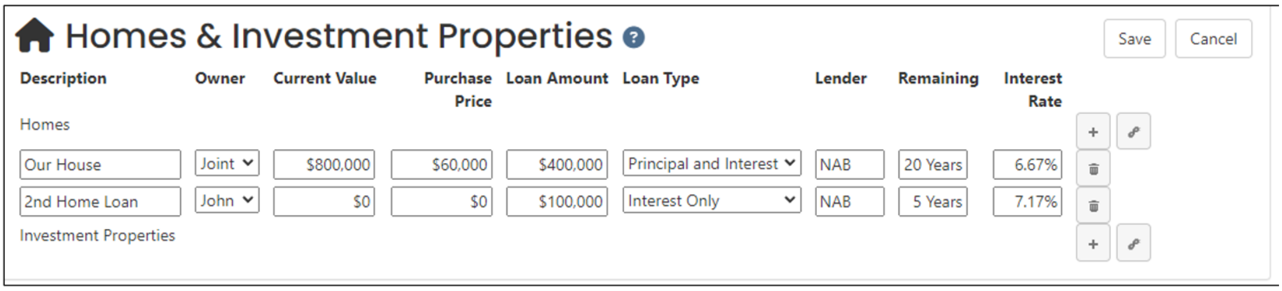


Overview

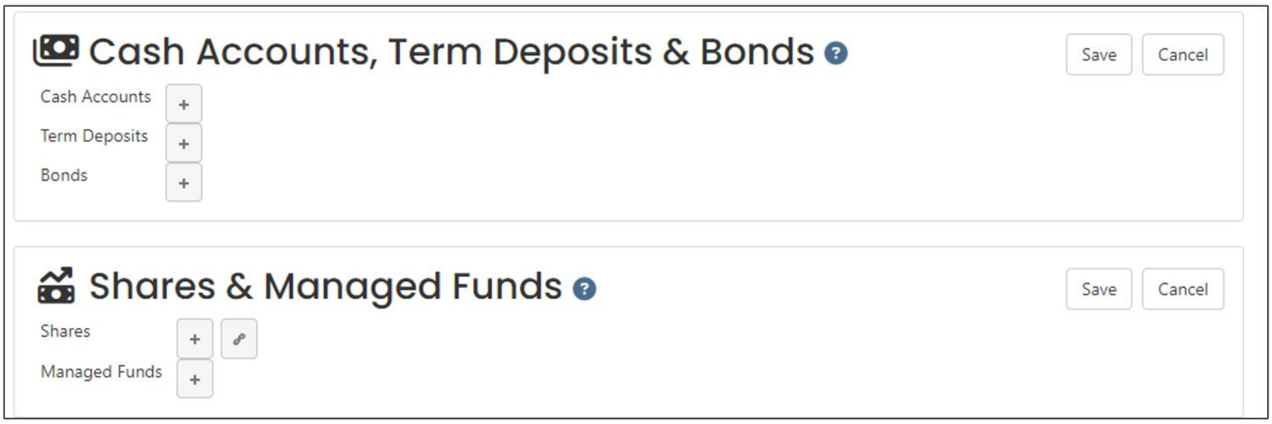

Personal Budget
Save
Cancel
Commitments
$60,000
Active
Optional
Budget Item
Payments per Year
Amount
Annual Cost
Annual Living Expenses
1
$60,000
$60,000
Home $0
Utilities $0
Education $0
Health $0
Shopping $0
Transport $0
Entertainment $0
Other $0
Miscellaneous $0
Total Living Expenses $60,000

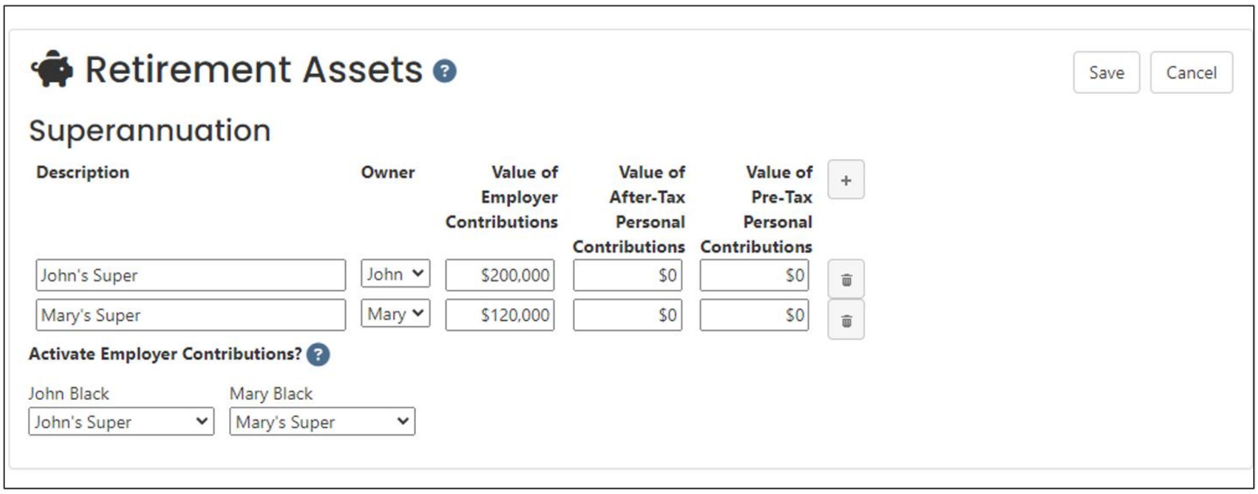

Milestones & Goals
Save
Cancel
Description
Owner
Year of Event
Buying a car - $30,000
John
2028
Work Full Time Salary $100,000
Mary
2028

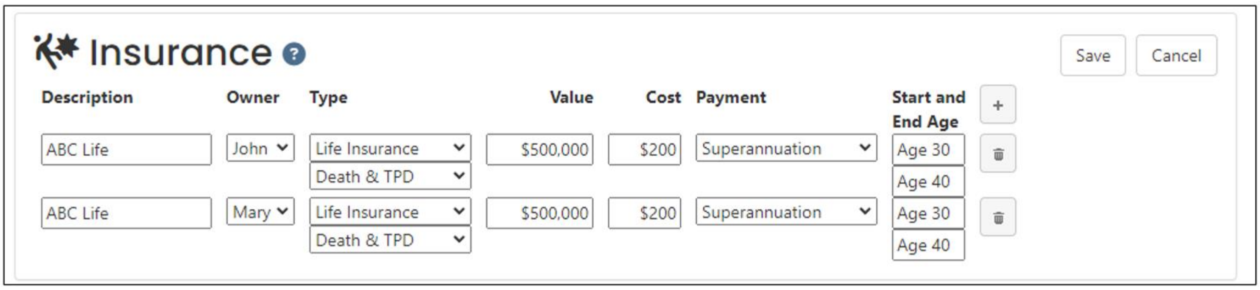

Homes & Investment Properties
Save
Cancel
Description
Owner
Current Value
Purchase Price
Loan Amount
Loan Type
Lender
Remaining
Interest Rate
Homes
Our House
Joint
$800,000
$60,000
$400,000
Principal and Inte
NAB
20 Years
6.67%
Investment Properties


Homes & Investment Properties
Save
Cancel
Description
Owner
Current Value
Purchase Price
Loan Amount
Loan Type
Lender
Remaining
Interest Rate
Homes
Our House
Joint
$800,000
$60,000
$400,000
Principal and Interest
NAB
20 Years
6.67%
2nd Home Loan
John
$0
$0
$100,000
Interest Only
NAB
5 Years
7.17%
Investment Properties

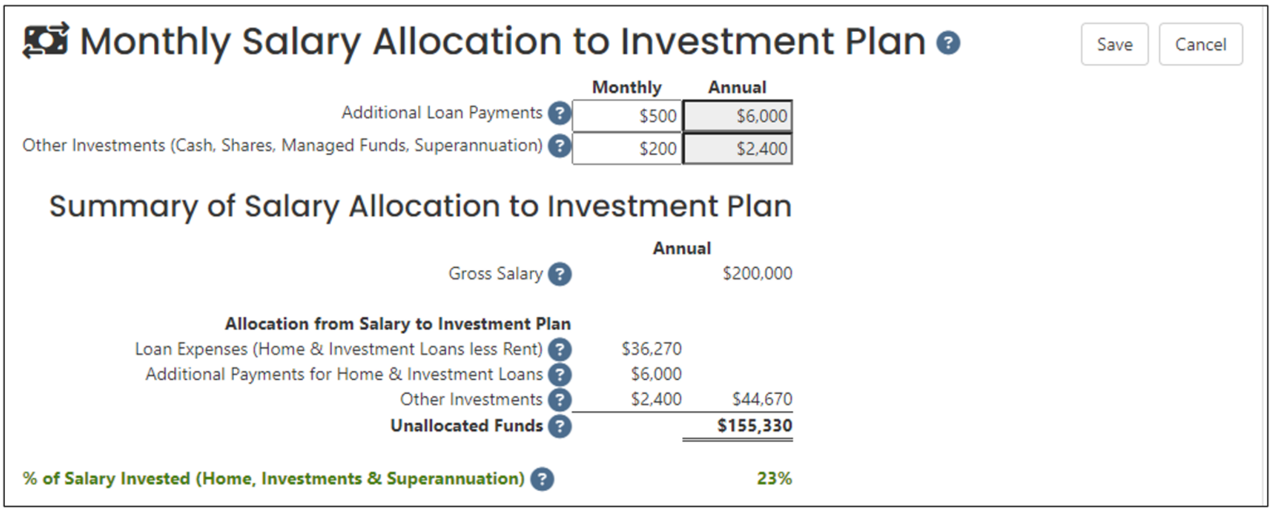
Overview


Cash Accounts, Term Deposits & Bonds
Save
Cancel
Cash Accounts
Term Deposits
Bonds
Shares & Managed Funds
Save
Cancel
Shares
Managed Funds


Retirement Assets
Save
Cancel
Superannuation
Description
Owner
Value of Employer Contributions
Value of After-Tax Personal Contributions
Value of Pre-Tax Personal Contributions
John's Super
John
$200,000
$0
$0
Mary's Super
Mary
$120,000
$0
$0
Activate Employer Contributions?
John Black
John's Super
Mary Black
Mary's Super


Insurance
Save
Cancel
Description
Owner
Type
Value
Cost
Payment
Start and End Age
ABC Life
John
Life Insurance
Death & TPD
$500,000
$200
Superannuation
Age 30
Age 40
ABC Life
Mary
Life Insurance
Death & TPD
$500,000
$200
Superannuation
Age 30
Age 40

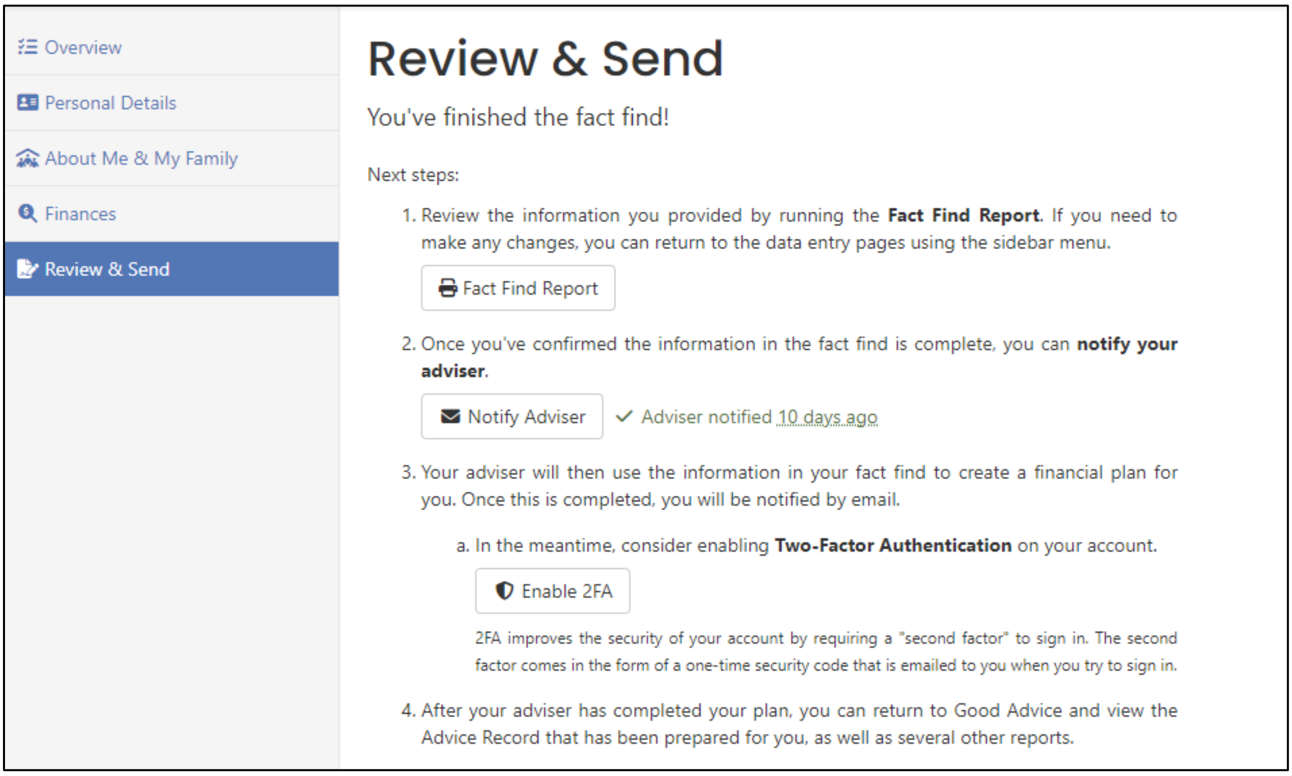
Overview



Once the client has completed the Fact Find, they can generate the ***Fact Find Report***, to ensure that they have completed all the information. It is recommended that the adviser also generate this report and save it to their CRM.

It also give a reminder for the client to activate 2FA.

The final step is for the client to notify the adviser the *Fact Find* has been completed.



Overview

The Fact Find Report

(*This report is generated from the information in the* ***Fact Find*** *and may be saved to the CRM.)*

Fact Find Report

Starting Position

John Black and Mary Black

This software is intended for a Licenced Financial Adviser to create a financial plan, based on the information provided in the Fact Find, that has been completed by the client. This information is imported into a Financial Plan and is optimized by the Financial Adviser generating this report, based on the objectives of the client. Its purpose is to provide a dynamic mathematical model that shows the cause and effect of various financial transactions which are based on the information provided by you and assumptions about future values.

The software provides a number of Reports for you to view, that show the attributes of the Plan. In addition, the Financial Adviser will write an Advice Document.

The person writing this Report will have taken into consideration the most appropriate advice for your personal financial situation.

Default assumptions used for returns on investments and interest rates on loans will be based on the approximate average investment returns, with the time period being selected by the adviser.

All assumptions made and forecasts produced using this software are based on past performance.

Past performance is not a reliable indicator of future performance.

Please ensure the information that you provide is complete and accurate, otherwise, the projections may not reflect accurate future estimations. Before acting on the information consider the appropriateness of it having regard to your objectives, financial situation, and needs.

Overview

Net Worth

At the start of your plan, based on the assumptions you have made, you will have Net Investments (including Retirement Accounts) of $325,000 and Net Personal Assets of $418,000.

The following table shows the breakdown of these funds, including each asset's associated liability where applicable. (Note that if you have an SMSF or Annuity, these are not included.)

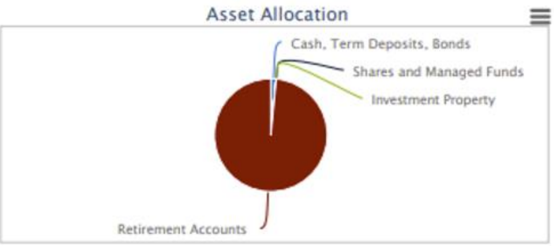
	Assets	Liabilities	Net Value
Cash, Term Deposits, Bonds	$5,000	$0	$5,000
Shares and Managed Funds	$0	$0	$0
Investment Property	$0	$0	$0
Retirement Accounts	$320,000	$0	$320,000
Total	**$325,000**	**$0**	**$325,000**
Home	$800,000	$400,000	$400,000
Other Personal	$27,000	$9,000	$18,000
Total	**$827,000**	**$409,000**	**$418,000**
TOTAL NET WORTH			**$743,000**

Asset Allocation

Your investment profile at the start of your plan is No Growth, with the largest portion of your assets in Retirement Accounts.

The breakdown of your assets is shown in the table and pie chart below.

	Total Value
Investment Profile	No Growth
Cash, Term Deposits, Bonds	1.54%
Shares and Managed Funds	0.00%
Investment Property	0.00%
Retirement Accounts	98.46%



Overview

Assets

Non-Retirement Assets	John	Mary	Total	$5,000
Bank Account	$2,500	$2,500	$5,000	
Home	**John**	**Mary**	**Total**	**$800,000**
Our House (Joint)	$400,000	$400,000	$800,000	
Personal Assets	**John**	**Mary**	**Total**	**$27,000**
John's Car (John)	$15,000	$0	$15,000	
Mary's Car (Mary)	$0	$12,000	$12,000	
Retirement Accounts	**John**	**Mary**	**Total**	**$320,000**
John's Super (John)	$200,000	$0	$200,000	
Mary's Super (Mary)	$0	$120,000	$120,000	

Liabilities

Investment Loans	John	Mary	Total	$0
Bank Overdraft	$0	$0	$0	
Home Loans	**John**	**Mary**	**Total**	**$400,000**
Our House [Loan] (Joint)	$200,000	$200,000	$400,000	
Personal Loans	**John**	**Mary**	**Total**	**$9,000**
Holiday Loan (Joint)	$2,500	$2,500	$5,000	
VISA (Joint)	$2,000	$2,000	$4,000	

Overview

Salaries and Expenses allocated in the Fact Find

Salary	John	Mary	Total	$200,000
John's Salary (John)	$120,000	$0	$120,000	
Mary's Salary (Mary)	$0	$80,000	$80,000	
Living Expenses				**$60,000**
Commitments			$60,000	
Home			$0	
Utilities			$0	
Education			$0	
Health			$0	
Shopping			$0	
Transport			$0	
Entertainment			$0	
Other			$0	
Miscellaneous			$0	
Insurance	**John**	**Mary**	**Total**	**$400**
ABC Life (John)	$200	$0	$200	
ABC Life (Mary)	$0	$200	$200	
Salary Allocation to Investment Plan				**$44,670**
Loan Expenses (Home & Investment Loans less Rent)			$36,270	
Additional Payments for Home & Investment Loans			$6,000	
Other Investments			$2,400	
Unallocated Funds (including Tax Liability)				**$94,930**

Overview

Milestones & Goals

Description	Year of Event
Buying a car (John)	2028
Work Full Time Salary $100,000 (Mary)	2028

Insurance

John Black				
Description	Type	Value	Cost	Payment
ABC Life	Life Insurance (Death & TPD)	$500,000	$200	Superannuation
Mary Black				
Description	**Type**	**Value**	**Cost**	**Payment**
ABC Life	Life Insurance (Death & TPD)	$500,000	$200	Superannuation

Loans & Credit Cards

Description	Type	Lender	Interest Rate	Length	John	Mary	Amount
Our House [Loan] (Joint)	Principal and Interest	NAB	6.67%	20 Years	$200,000	$200,000	$400,000
Holiday Loan (Joint)	Principal and Interest	NAB	9.67%	5 Years	$2,500	$2,500	$5,000
VISA (Joint)	Credit Card	NAB	15.00%		$2,000	$2,000	$4,000 ($10,000 limit)

About Me and My Family

Family

We have been married for 8 years and have two children aged 6 and 8.

Employment

John works full-time as a public servant and Mary works part-time as a bookkeeper.

Health

We are both in good health as are the children.

Estate Planning

We both have wills and power of attorney kept with our solicitor Williams Law Queen Street Brisbane.

Investment Experience

I don't understand Risk/Return and Debt Servicing Ratio

Investment Risk Profile

Currently, we only have money in a Deposit Account.

We would like to consider EFTs

Your Objectives for the Next 5 Years

Our order of priority for the next 5 years is:

- Pay off the credit card and personal loans
- Increase our home loan payments
- Start an Investment Plan

Advice You Require

We would a advice on how to manage our finances for the next 10 years based on the objectives we have listed

Adviser creates Plan and Advice Record

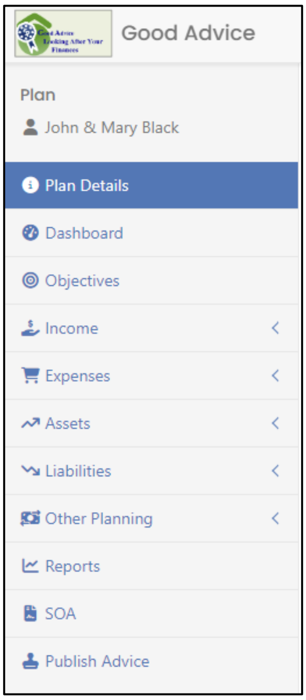
Creating the Plan

The adviser creates the plan by importing the information from the ***Fact Find***.

By reading the *Objectives* and *Advice Required*, the adviser should have enough information to optimize the plan to suit the client's needs.

Whenever you want to return to the main menus, click on the client's name.

To create the plan, click on the TAB, Edit Plan and the following menu is provided.

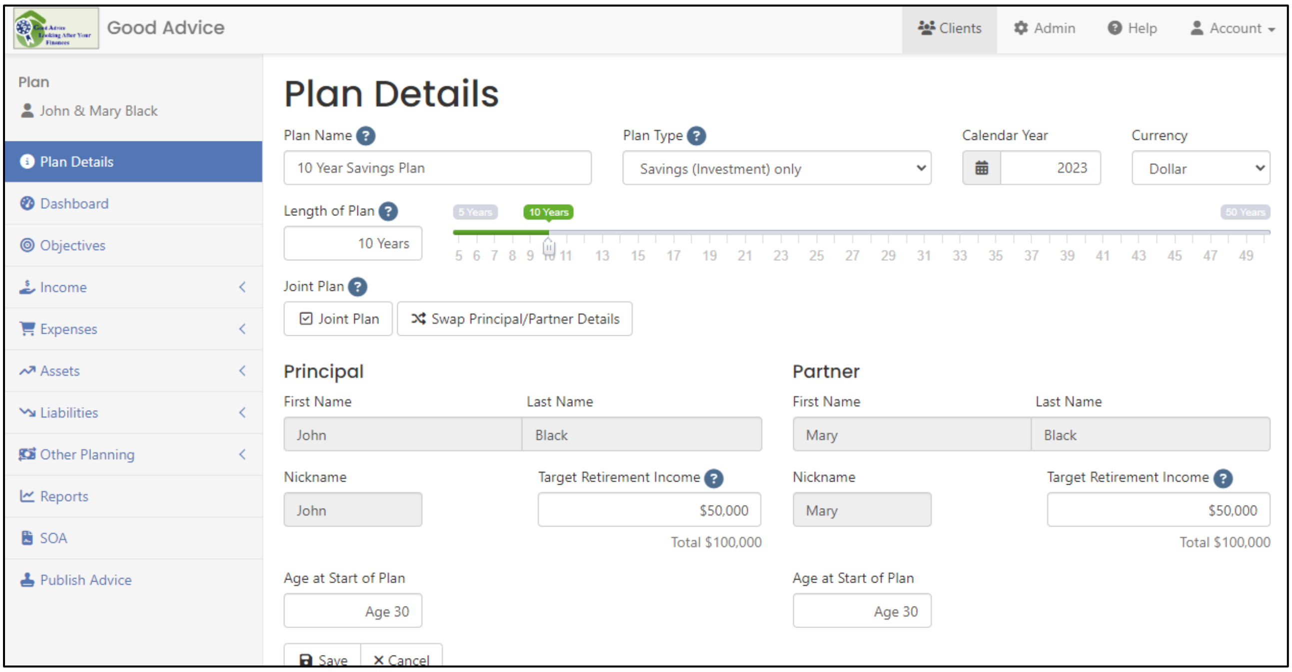


Simply select the section you want to access, and additional menus will be provided.

Overview

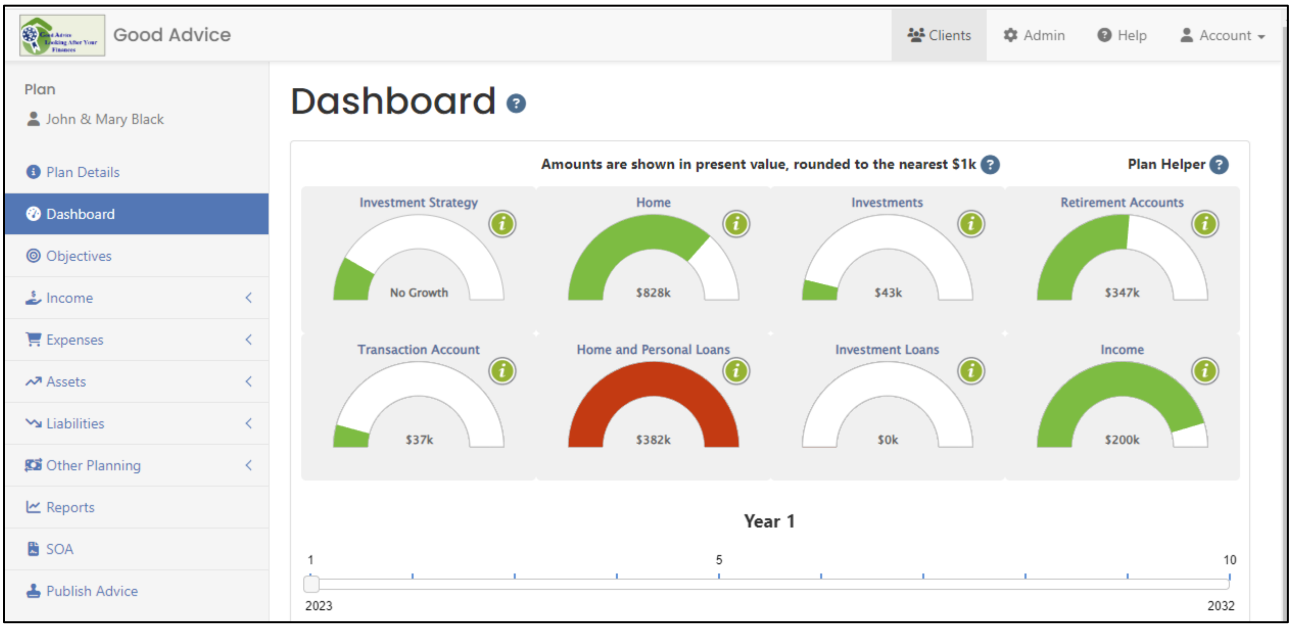
Plan Details

The first step is to provide the details of the plan. Make sure you select the correct Plan Type (Savings, Retirement, or Lifetime, a combination of both), the length of the plan, Single or Joint Plan, and the information regarding their ages for the start of the plan and if a Lifetime Plan, the retirement age.



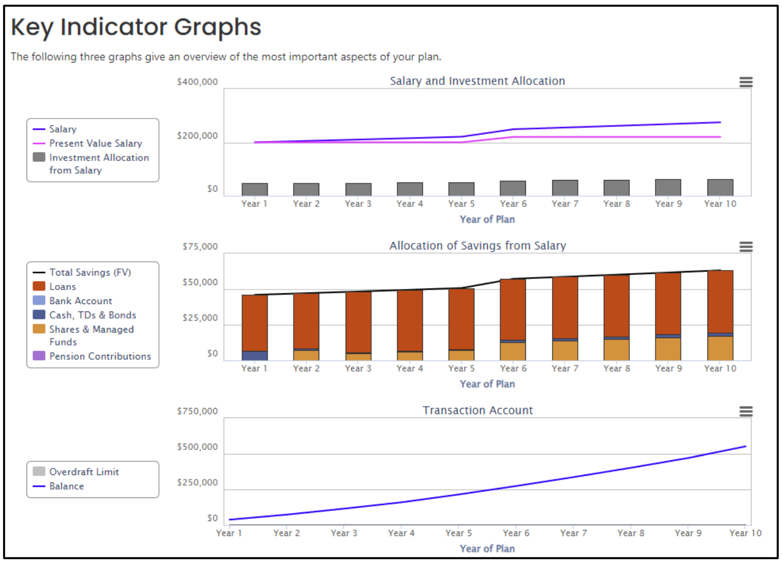
Dashboard

The ***Dashboard*** is where you can return at any time to evaluate the plan. Move the slider to progress through the years of the plan.



Below the dials, there are a set of *Key Indicator Graphs* that will assist you in identifying any areas, you may have omitted while creating your plan.

Overview



It is important to ensure the *Transaction Account* has sufficient funds to pay for the plan's expenses.

Objectives

This is one section the adviser will need to complete. This is important because there are a number of reports that the client can generate which don't have your specific advice as generated in the SOA panels, but provides a snapshot of the plan.

The sections are:

- Plan Objections
- Main Strategy
- General Comments
- Milestones.

Modifying the plans details

The sections are:

- Income
  - Salary & other Income
  - Pensions (from external sources)
- Expenses
  - Insurance
  - Lifestyles Goals
  - Personal Budget
- Assets
  - Transaction Account
  - Cash Accounts
  - Term Deposits
  - Bonds
  - Shares
  - Managed Funds
  - Superannuation
  - Investment Properties
  - Homes

Overview

Please Note:
There is no ***Self-Managed Superannuation*** in this product as it is not suitable for the clientele the product was designed for.

Likewise, there is no ***Annuities***, excect when a Superannuation Fund is converted to an annuity on retirement. You could create a proxy for an annuity by using:

- Non-means Tested Pension
- Other Income: While there are more options available, the income will not be included in the Retirement Accounts.

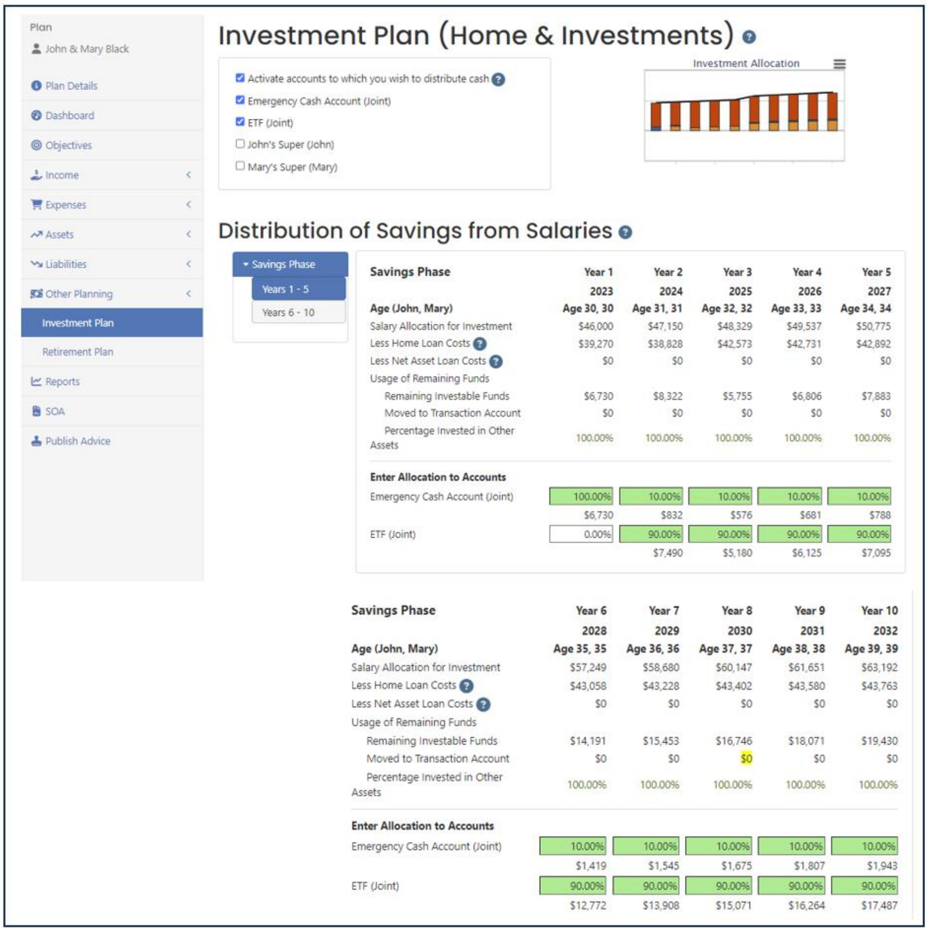
If the client is purchasing the annuity, this could be listed as a One-off Expense or One-off Withdrawal, depending on the way you want to manage the cash flow.

With regards, the ***Budget***, which is the client's Living Expenses, these are included in the *Transaction Account* for the Savings Phase, but not the Retirement Phase. In the Retirement Phase, the Living Expenses would be part of the Retirement Income, nominated in the Retirement Plan.

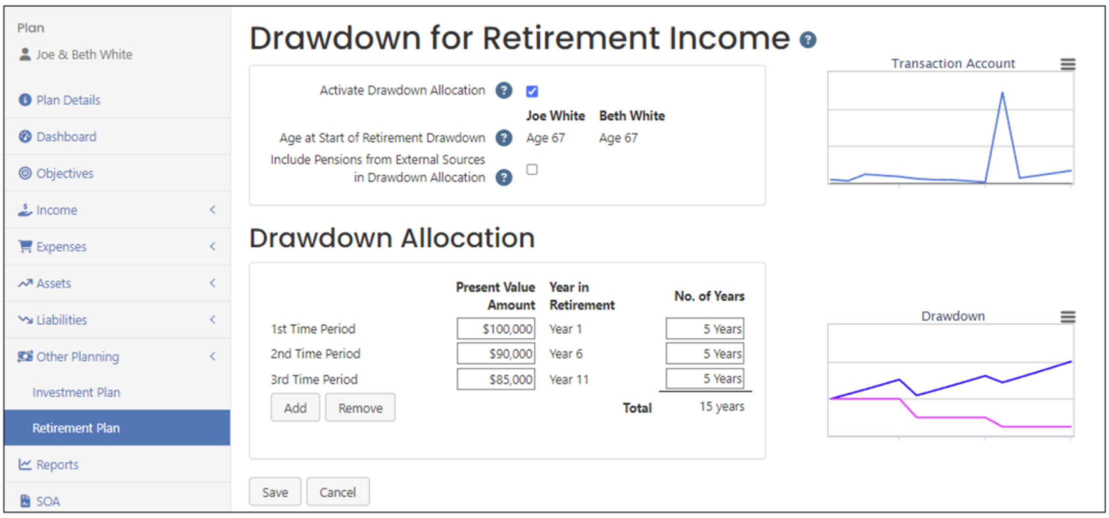
Overview

Other Planning

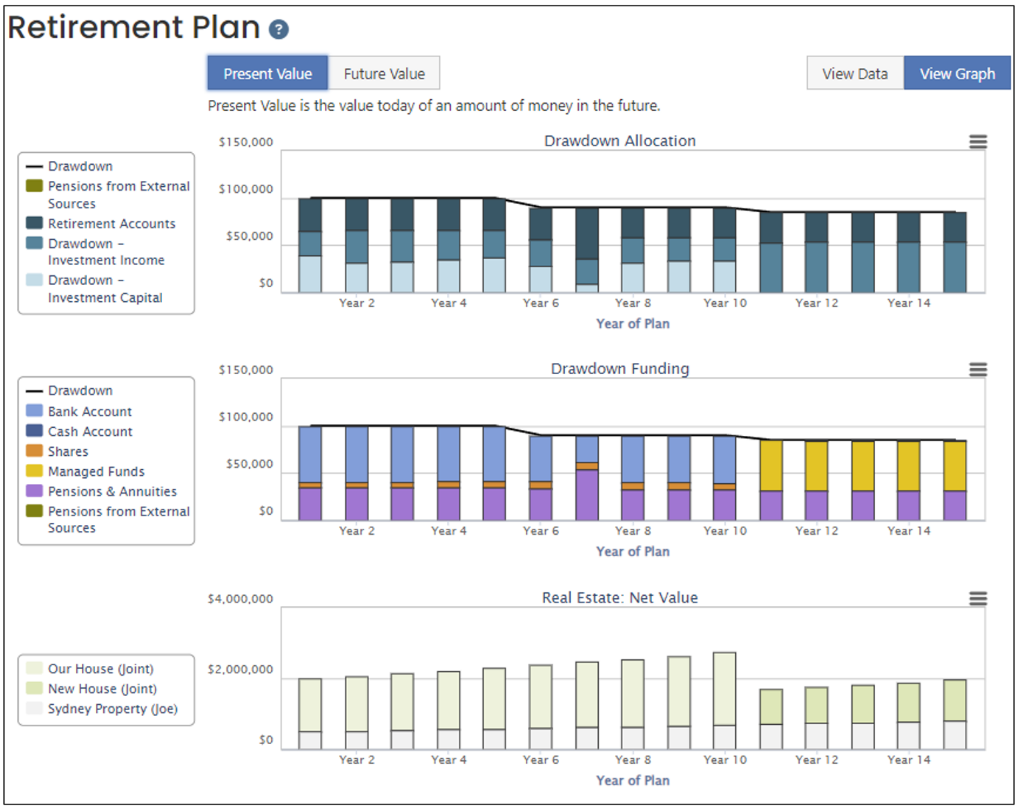
The first Planning Tool is the ***Investment Plan***. This is where you can automate the allocation of investments from the Salary, after consideration of the Home Loan and Investment Loans, net of Income.



The second Investment Tool is the ***Retirement Plan***. This is where the Retirement Income is allocated. This is an example from the demonstration video, Retirement Plan.



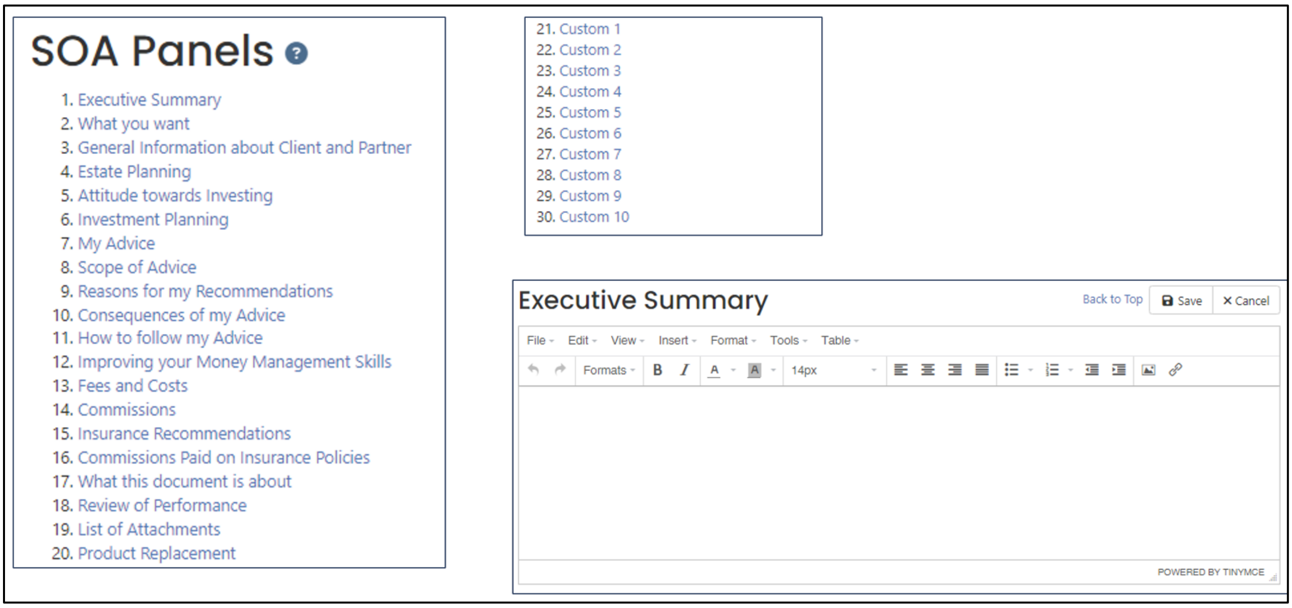
Overview



SOA

The advice for the plan is written, making a selection of the ***SOA Panels***. You can make your advice as simple or as complex as you require. Much of this will be determined by what changes the government make regarding the provision of Financial Advice.

To use a panel, you must give the panel a heading, which can be different from the suggested headings. You then write the advice. Any panel which is blank will not be included in the *Advice Record*. The *Advice Record* includes all 20 panels in order, followed by the first three custom panels which do not suggest a heading.



Overview

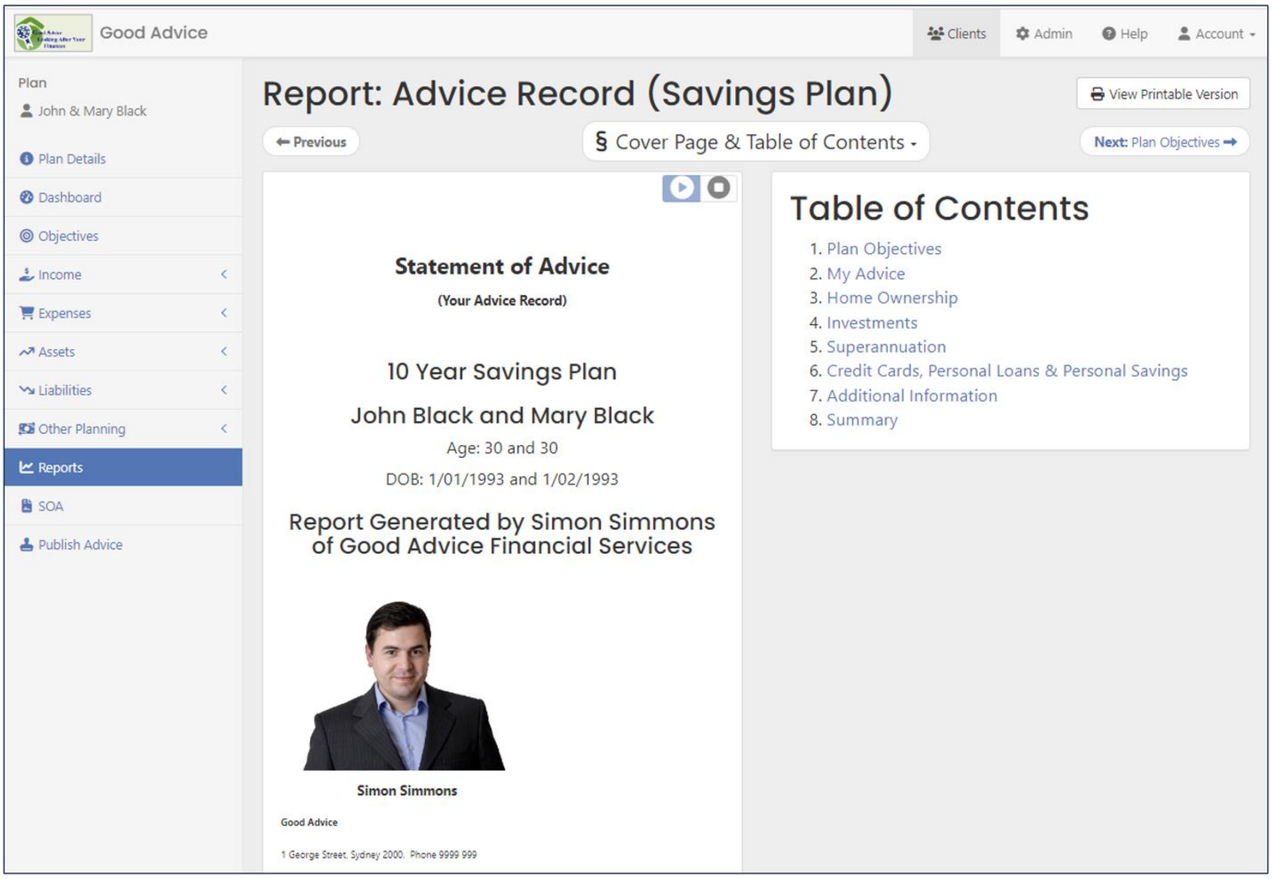
The Advice Record

Advice Online provides three template Advice Records, one for each plan type. They are basically the same, but the wording in the text is appropriate for the plan type. You can edit these reports or create your own, but it is recommended that you have only one report for each plan type.

The beauty of *Advice Online* is that the software converts the plan details into simple, easy to read text. The only sections which need to be completed by the adviser are the panels in the ***Objectives*** and ***SOA***.

Under each demonstration video is the example of the ***Advice Record*** discussed in the video. Note that the SOA panels were kept to a minimum and only used to demonstrate how the SOA panels work.

When you click on the ***Reports***, the Advice Record is at the top of the list. It is generated as an Interactive Report, where you or the client can click through one section at a time. The Advice Record can also be generated as a PDF and saved to the client Connect Portal.



Interactive Reports provide the document in easy-to-read sections, where if required, the text can be provided as an audio version. On the right, will be a series of graphs or table of information where the user can run their mouse over the information to get the actual details.

This is the first section of the Advice Record.

Overview

Report: Advice Record (Savings Plan)

View Printable Version

Previous: Cover Page & Table of Contents | § Plan Objectives | **Next:** My Advice

Plan Objectives

In the Fact Find, your Objectives were listed as paying down the credit card and personal loan first using the $500 a month you have allocated to debt management. After that, you would like to increase your home loan payments.

You have also indicated you would like to save $200 a month.

Main Strategy

The general strategy will be to apply the $600 a month to your credit card which means it will be repaid in 18 months. After that, you should pay down the personal loan and then continue paying down the home loan.

I not you don't have an Emergency Cash Account, so for the first 2 years you should save $200 a month

From Year year you should open an EFT account as you requested and allocate $200 per month to this Managed Fund.

General Comments

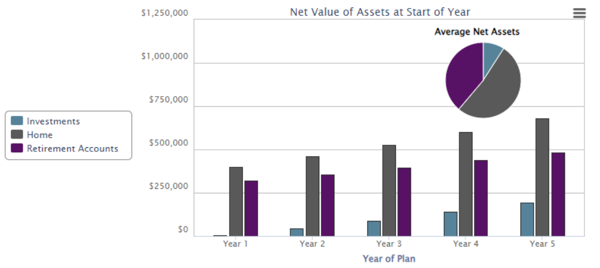
I note you only have Life Insurance with your Super Fund.

I would suggest you book another appointment to consider Income Protection and Trauma Insurance.

Milestones & Goals

The following milestones and goals are listed in the plan:

- **2028**: Buying a car (John)
- **2028**: Work Full Time Salary $100,000 (Mary)



What You Own

Results are displayed in Present Value.

Asset	Value at Start of Plan	Value at End of Plan
Transaction (Bank) Account	$5,000	$431,493
Our House	$800,000	$1,448,980
Emergency Cash Account	$0	$24,454
ETF	$0	$148,826
John's Super	$200,000	$511,596
Mary's Super	$120,000	$332,466

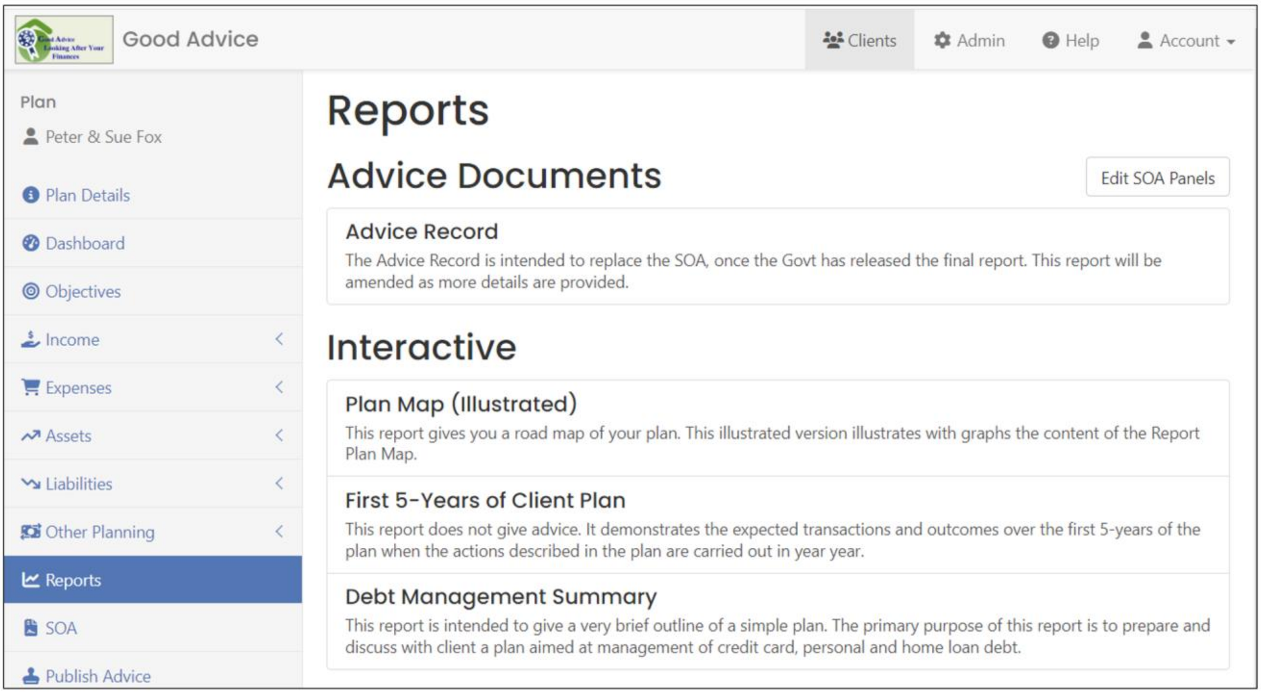
What You Owe

Results are displayed in Present Value.

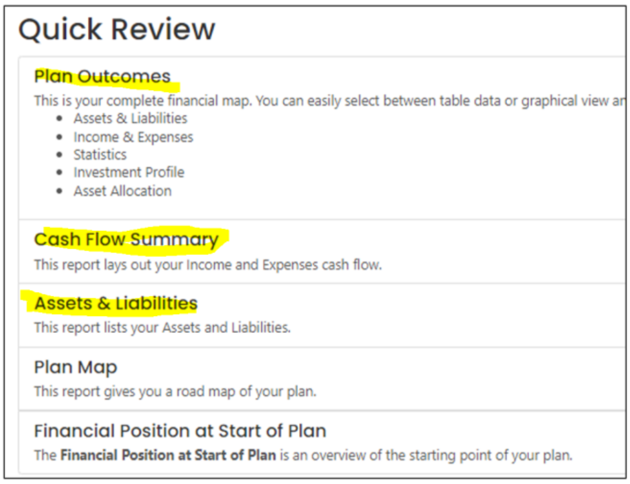
Debt	Value at Start of Plan	Value at End of Plan
Holiday Loan	$5,000	$0
Our House [Loan]	$400,000	$182,161
VISA	$4,000	$0

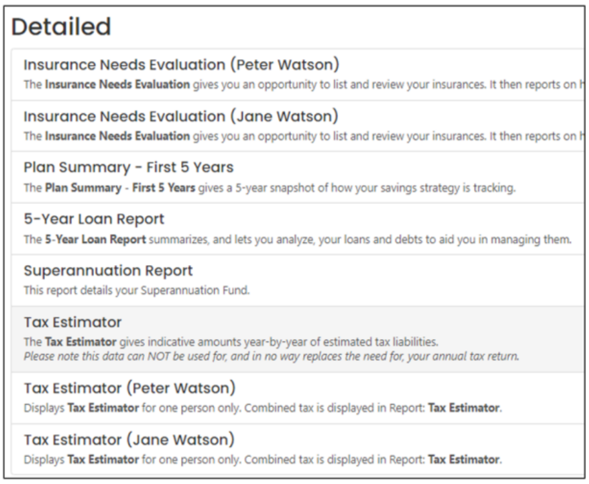
Reports

Using the same format as the *Advice Record* there are an additional three interactive reports the client can view. These reports extract the information from the plan without giving advice and are automatically generated.



In addition, there are 10 other reports, the client can download or view on screen. The highlighted reports are for screen viewing.





With the ***Insurance Needs Evaluation***, you may ask the client to complete the fields and decide if they need to seek advice regarding their insurance needs. This could be at an additional fee.

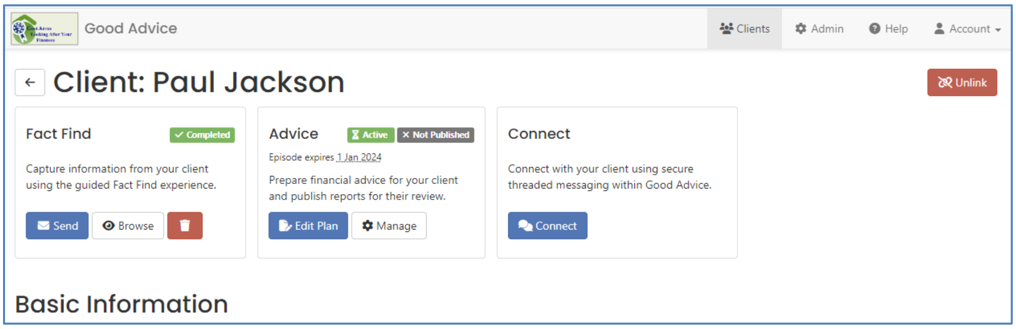
The adviser could also complete the report.

Overview

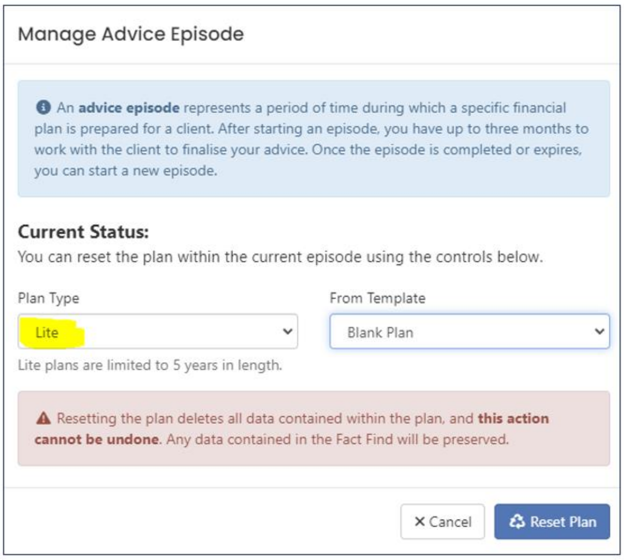
Advice Episode

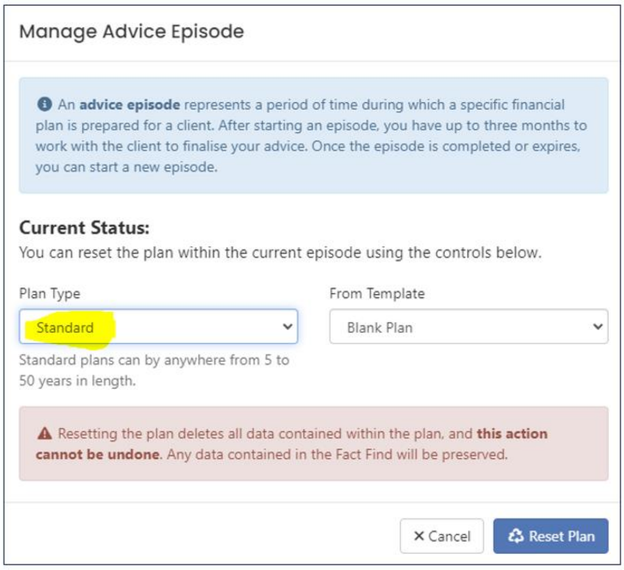
The ***Advice Episode*** is the period of time over which the adviser can provide advice. This period is for two months. Fees are charged per *Advice Episode* for each client.

Click on the dropdown list under Edit Plan.



The adviser chooses whether to create a Lite Plan which is limited to 5 years, but the fees are reduced, or the Standard Plan that allows any plan length from 5 years to 50 years.





It may be that over the 2-month period, the client returns for more advice, which you can provide at no additional cost. However, you will need to amend the current plan, which in turn will alter the report details. Therefore, it is recommended that you save and date each Advice Record in the ***Client Connect Portal***.

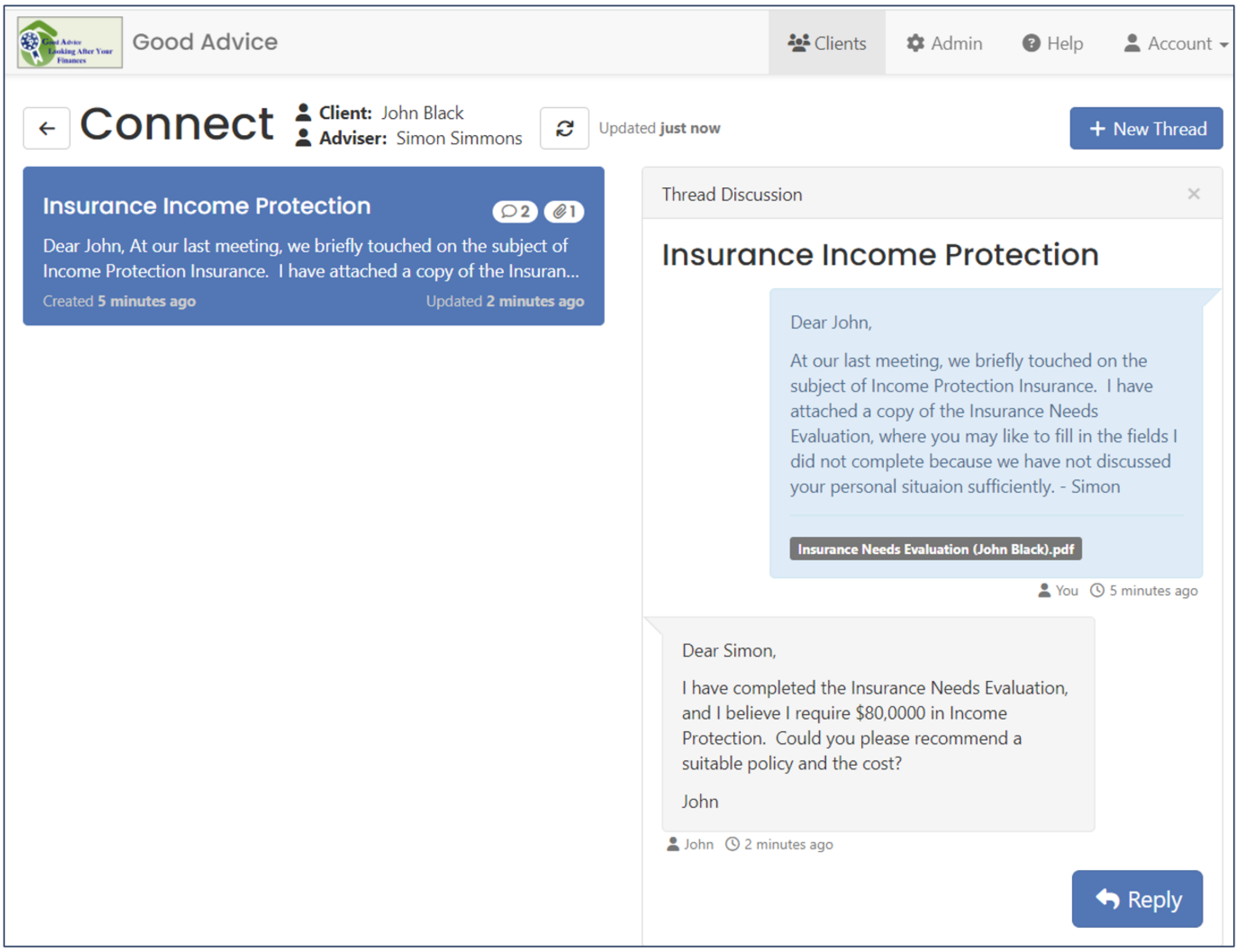
The software will advise when you are coming to the end of the time for the Advice Episode.

Overview

The Client Connect Portal

Advice Online is very conscious of cyber security and maintains all communication of sensitive information within the ***Connect Portal***.

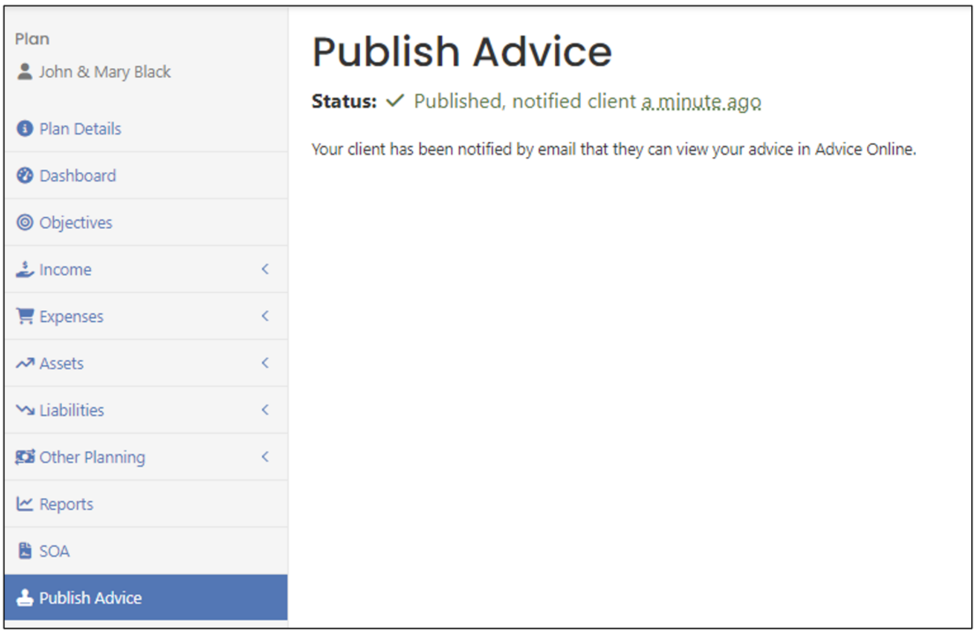
This is an example where the adviser has completed the Advice Record and then reaches out the client to suggest they consider reviewing their insurance needs as the only insurance they have is Superannuation Life Insurance.



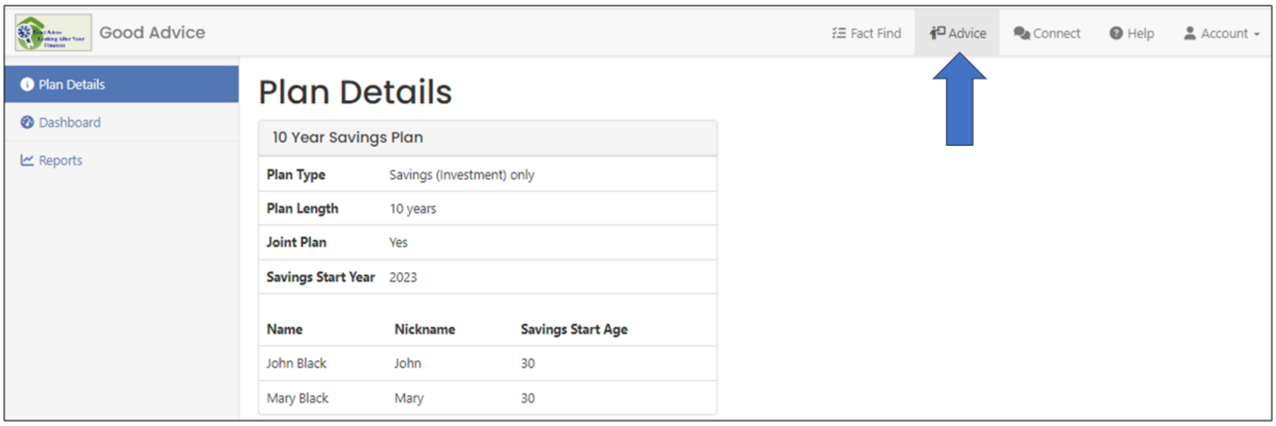
Either the adviser or the client can commence a conversation, and these can be listed as different threads. For example, you may have one thread relating to insurance and the second regarding product selection or debt management.

Publish Advice

Once the adviser is satisfied, they click on the button, ***Publish Advice***.



The client is notified by email that the ***Advice Record*** has been completed and the client signs into their account. They can now access the TAB ***Advice***.



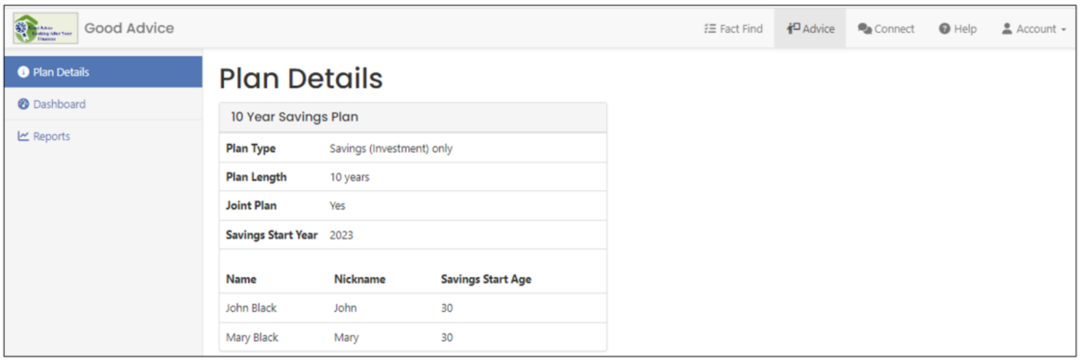
Overview

Client's Advice Portal

Advice Online provides the client with a full multimedia experience.

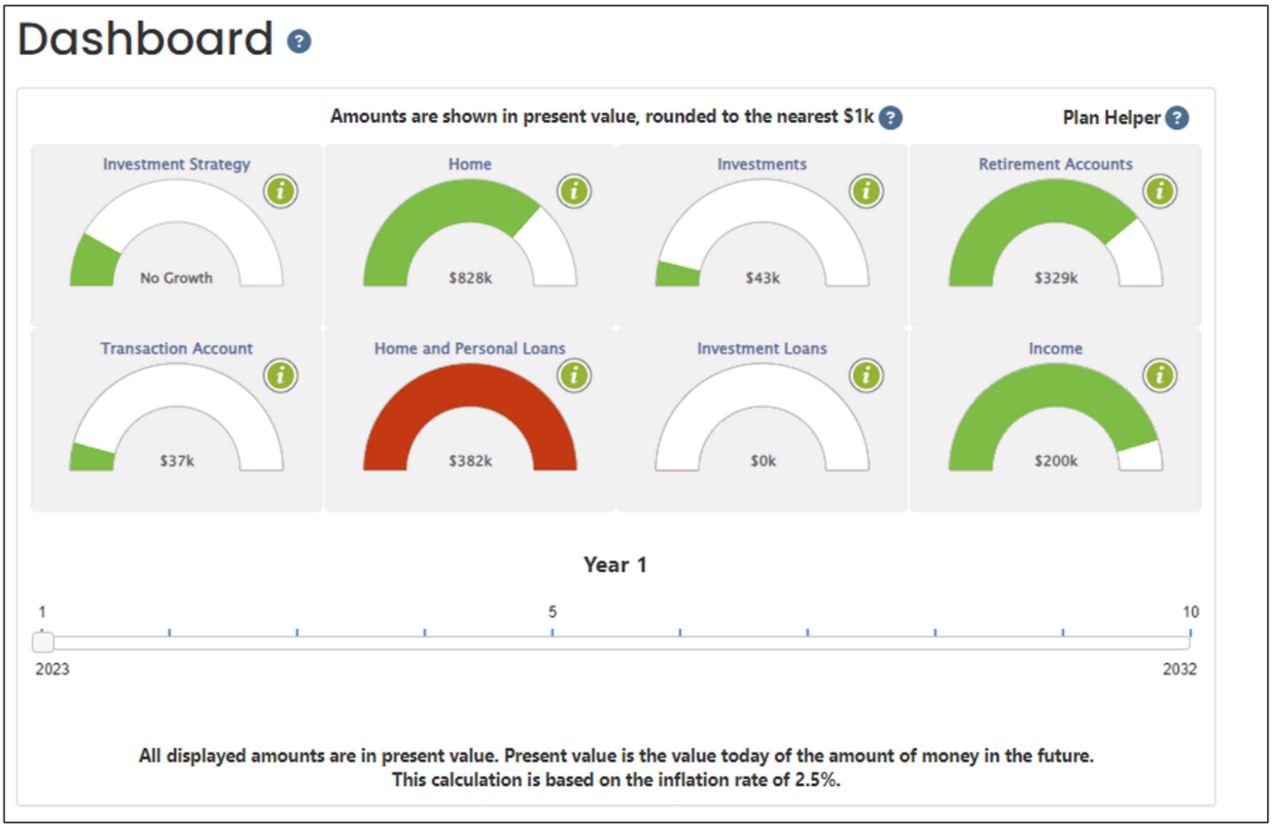
Plan Details

The Plan Details are provided, so the client can check the parameters of the plan.



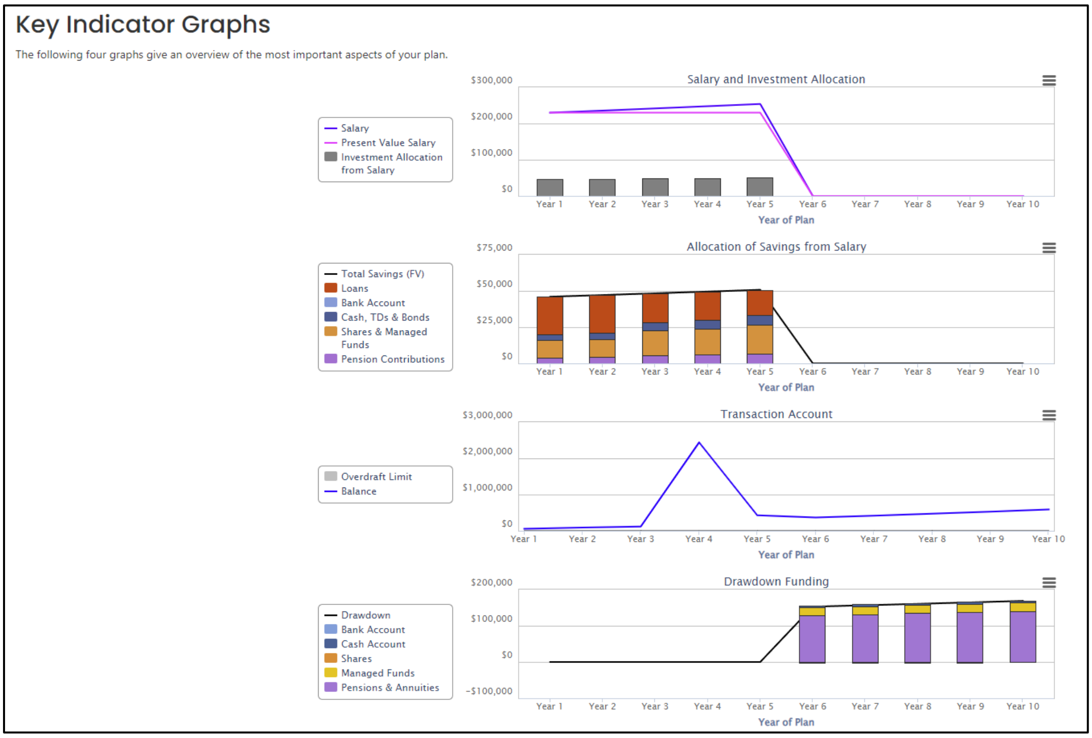
Dashboard

The ***Dashboard*** allows the client to view in detail the plan by moving the slider to any year and viewing the results. If they require more information, they click on the information icon and view a graph for the length of the plan.



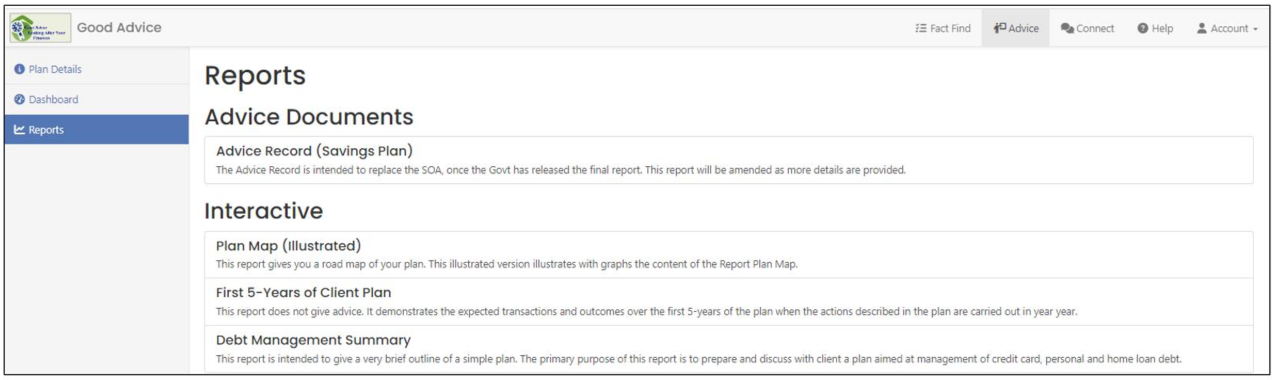
Overview

They can also view the ***Key Indicator Graphs***. In a lifetime plan, there would be four-graphs.



Reports

Finally, the client can view all the Reports.



Overview

Quick Review

Plan Outcomes

This is your complete financial map. You can easily select between table data or graphical view ar

- Assets & Liabilities
- Income & Expenses
- Statistics
- Investment Profile
- Asset Allocation

Cash Flow Summary

This report lays out your Income and Expenses cash flow.

Assets & Liabilities

This report lists your Assets and Liabilities.

Plan Map

This report gives you a road map of your plan.

Financial Position at Start of Plan

The **Financial Position at Start of Plan** is an overview of the starting point of your plan.

Detailed

Insurance Needs Evaluation (Peter Watson)

The **Insurance Needs Evaluation** gives you an opportunity to list and review your insurances. It then reports on h

Insurance Needs Evaluation (Jane Watson)

The **Insurance Needs Evaluation** gives you an opportunity to list and review your insurances. It then reports on h

Plan Summary - First 5 Years

The **Plan Summary - First 5 Years** gives a 5-year snapshot of how your savings strategy is tracking.

5-Year Loan Report

The **5-Year Loan Report** summarizes, and lets you analyze, your loans and debts to aid you in managing them.

Superannuation Report

This report details your Superannuation Fund.

Tax Estimator

The **Tax Estimator** gives indicative amounts year-by-year of estimated tax liabilities.
Please note this data can NOT be used for, and in no way replaces the need for, your annual tax return.

Tax Estimator (Peter Watson)

Displays **Tax Estimator** for one person only. Combined tax is displayed in Report: **Tax Estimator**.

Tax Estimator (Jane Watson)

Displays **Tax Estimator** for one person only. Combined tax is displayed in Report: **Tax Estimator**.

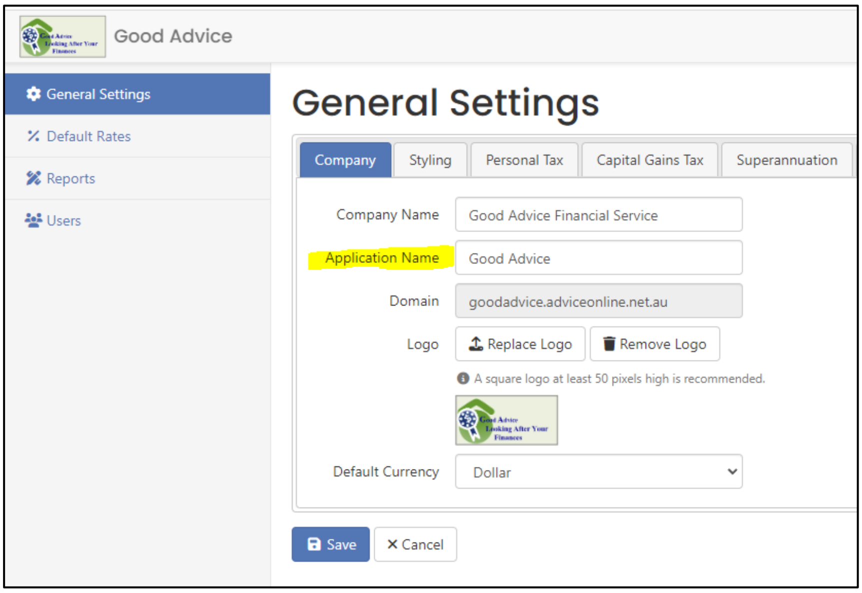
Admin

Only people with the role of ***Admin*** can access this area.

General Settings

The administrator will select the options for their platform. Note that this platform caters for the international market and those companies can select different options for Personal Tax, Capital Gains Tax and Superannuation.

Company



Here the ***Company Name*** and ***Application Name*** can be listed. Both have Placeholders, (refer section System) however only the *Application Name* is used in the software, but if you are customizing your reports and want to include the *Company Name* this facility is available.

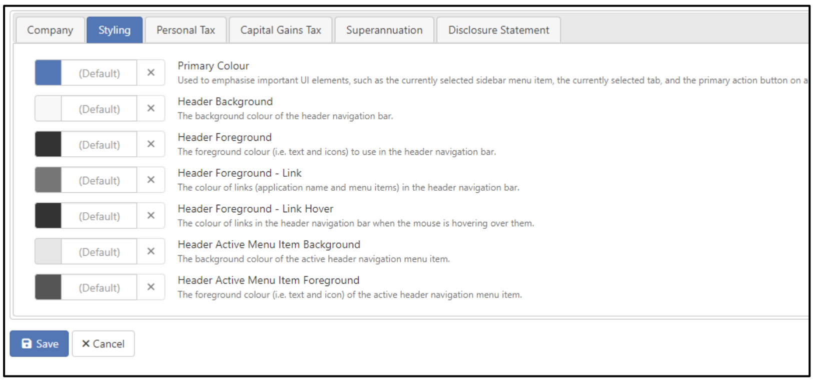
Application name is listed at the top of each page, in this example, Good Advice. It is also included in the footer of Reports, together with the name of the person generating the report.

In addition, a logo can be added to the banner.

Overview

Styling

The default option is blue.



If your company's primary color is say, green or orange, you can select this color for the primary color. You can also customise all the other options, but shades of grey were chosen so that they would blend with most color systems.

Disclosure Statement

Our legal advice was that all reports should have a Disclosure Statement on the front cover. *Advice Online* has created a generic one, however, you should decide if this is suitable for the type of advice you are providing.

Default Rates

The software is pre-loaded with ***Default Rates***, based on approximately the 20-year average from the year 2,000. Each company can set their own default rates which will be used by all persons on the platform.

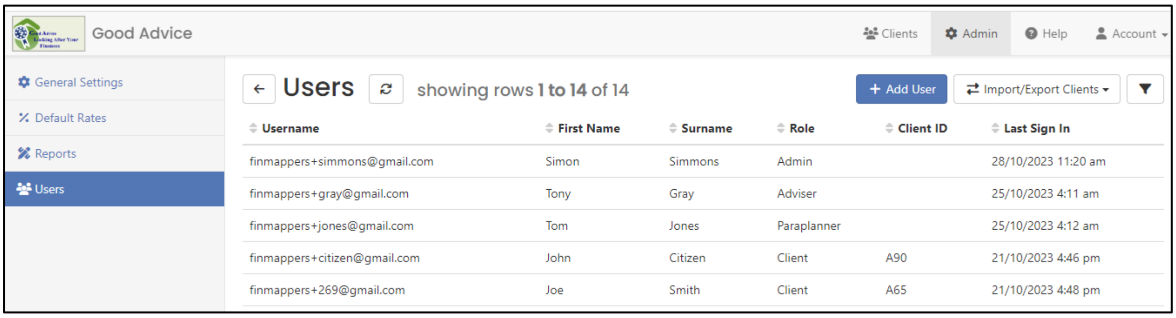
Reports

Companies can create their own Reports using the *Report Builder*. You should access the documents in the ***Resources*** which provide information on how to use the ***Report Builder***, together with a set of ***Smart Panels*** that may be used when creating a report.

Users

Normally advisers would add their own clients.

The administrator would add in the section Admin/Users any new advisers or paraplanners.



Qualified Adviser & other Providers of Advice

In December 2023, the Federal Government announced that as part of their aim to ensure consumers have access to affordable financial advice, they extended the provision of advice from Financial Advisers to Superannuation Funds, Insurance companies and Banks.

In addition, they announced the provision of a second category of people who could provide financial advice. The term for this new category is a "Qualified Adviser", the details of which are currently limited. The information so far is:

- Required to hold a "yet to be determined qualification".
- Can provide only Simple Advice (yet to be determined).
- Cannot charge fees or commissions.

Advice Online would be the perfect solution for this type of advice, however the current fee structure does not cater for this type of advice.

I anticipate that only very large institutions will engage with this advice process, and it is likely to take some time before they have their processes in place.

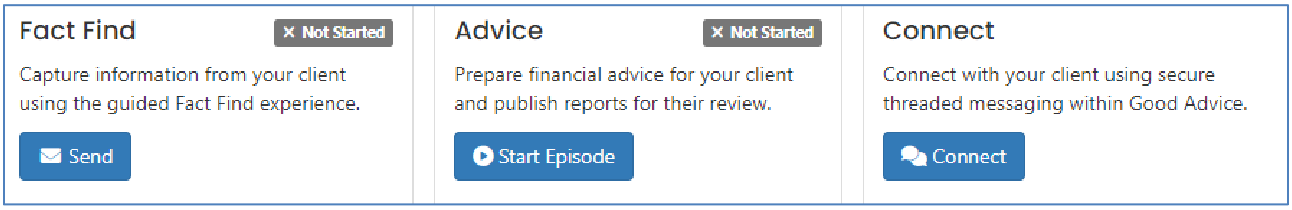
I welcome discussion from such organizations and hopefully we can find a solution to providing *Advice Online* to "Qualified Advisers".

Given the overwhelming complaint by financial advisers about the term, I expect the government will have to choose a new name.

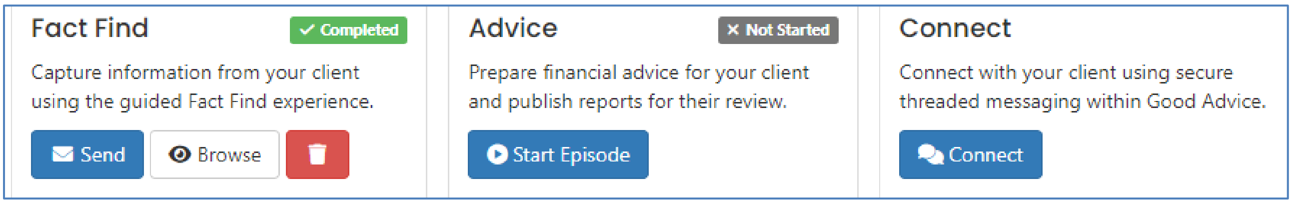
Overview

Advice Episode

Client is invited to register account and then the adviser sends an invitation to complete the Fact Find.

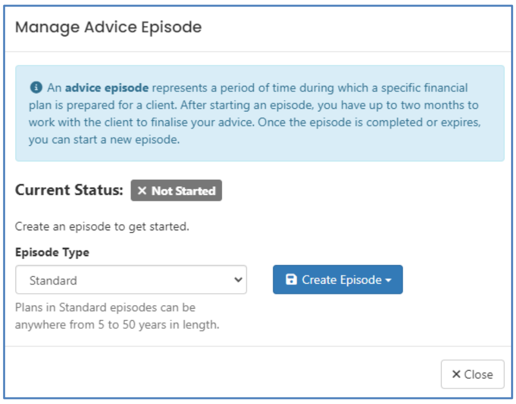


The client completes the Fact Find and notifies the adviser. On receipt of the Fact Find, the Advice Episode commences. The advice has 2 months to complete the Advice Episode.



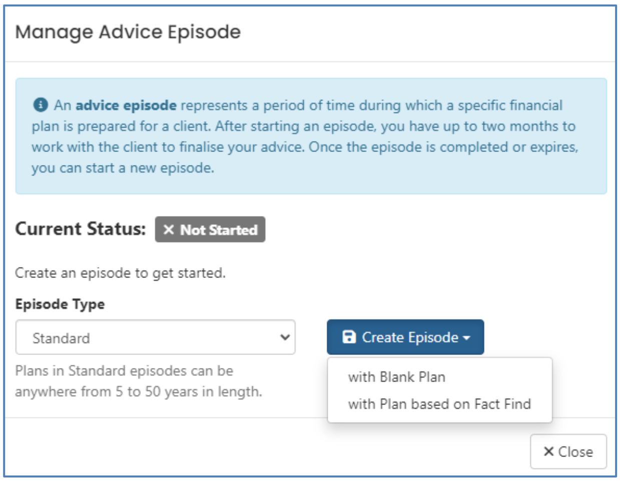
The adviser must click on the button ***Start Episode***.

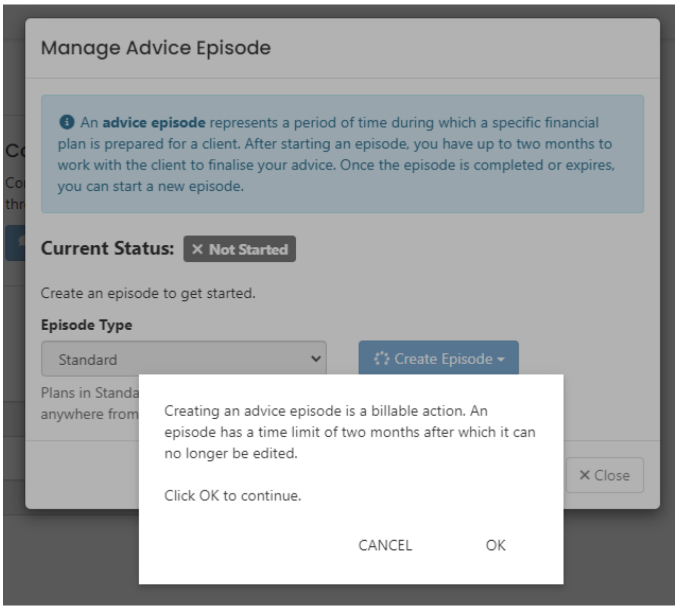
The window defaults to a Standard Episode which allows plan lengths of 5-50 years. The alternative is a Lite Episode in which the plan length is restricted to 5 years, but the fees are reduced.



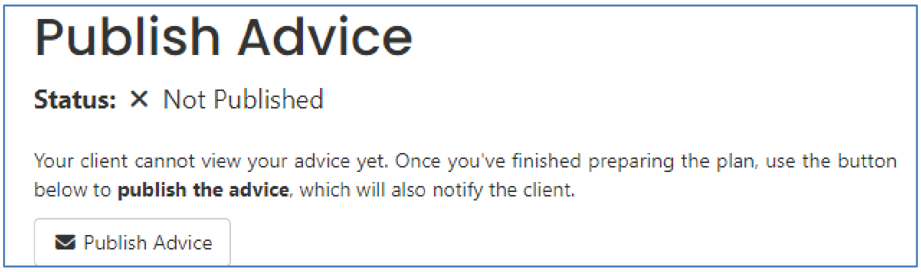
When the Adviser clicks the button Create Episode, they have the option to start with a Blank Plan or with a Plan based on Fact Find. When the second option is chosen, all the information from the Fact Find is imported into the plan.

Overview





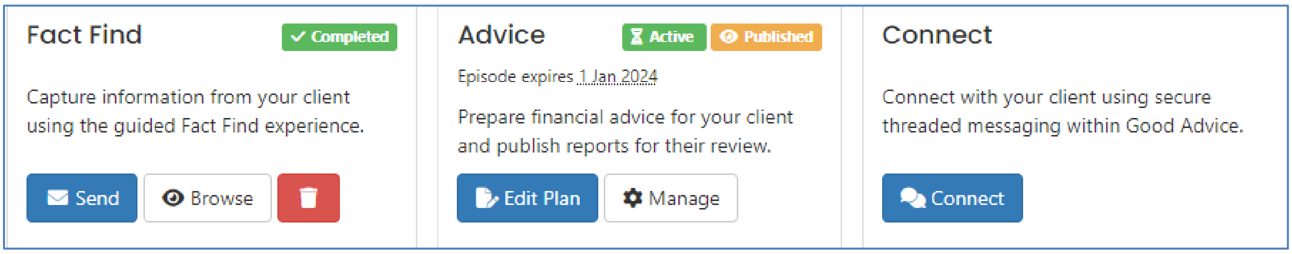
When the plan is completed and the Advice Record written, the adviser will ***Publish Advice***, in which case, the client will be notified and they will have access to The Advice Record and other reports, the Plan Details and the Dashboard.



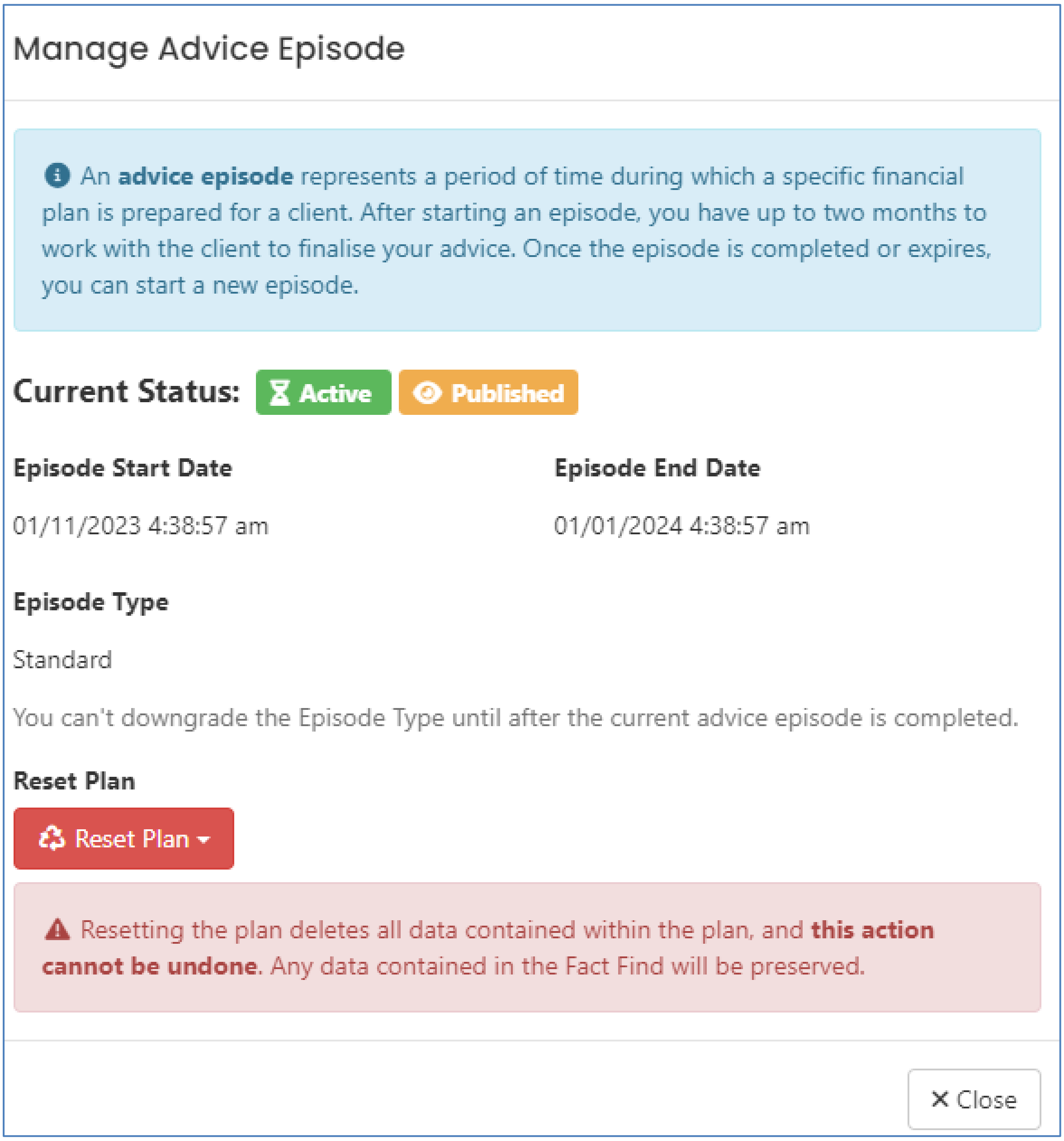
It is from here the adviser and the client can communicate within the Connect Portal. During the 2-month Advice Episode, the Adviser can provide additional advice for which they may charge fees. For example, the client could be encouraged to review their insurance and seek assistance on selecting financial products. The aim is to initially provide simple low-cost advice, but then engage with the client to consider more of your services.

You will still be restricted to one plan, but this can may be modified or reset. <u>You should ensure that each Advice Record you create is saved in the client's Connect Portal</u>. Over the 2-month period, you may engage with the client more than once and each Advice Record needs to be maintained.

When you return to the client's information, you will see that the Advice is active and published.

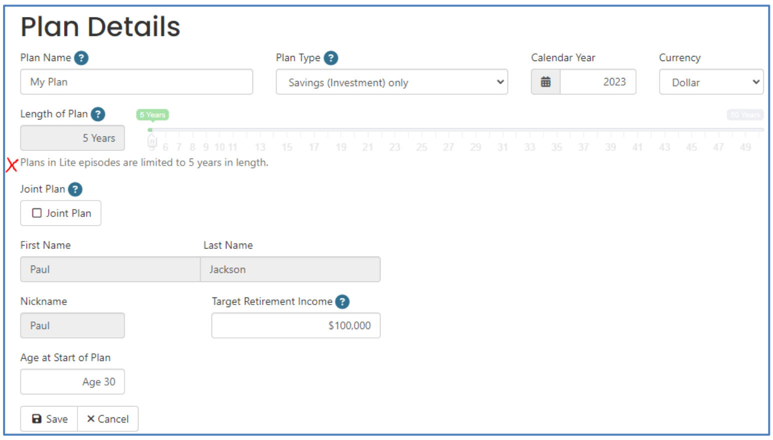


If you click on the Manage button, the current status of the advice episode is displayed.

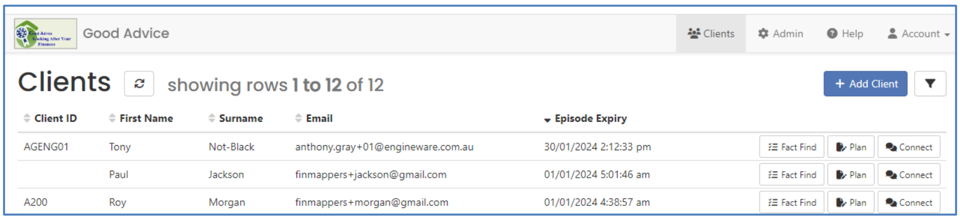


If you had elected a Lite Episode, then the length of the plan is restricted to 5 years.

Overview

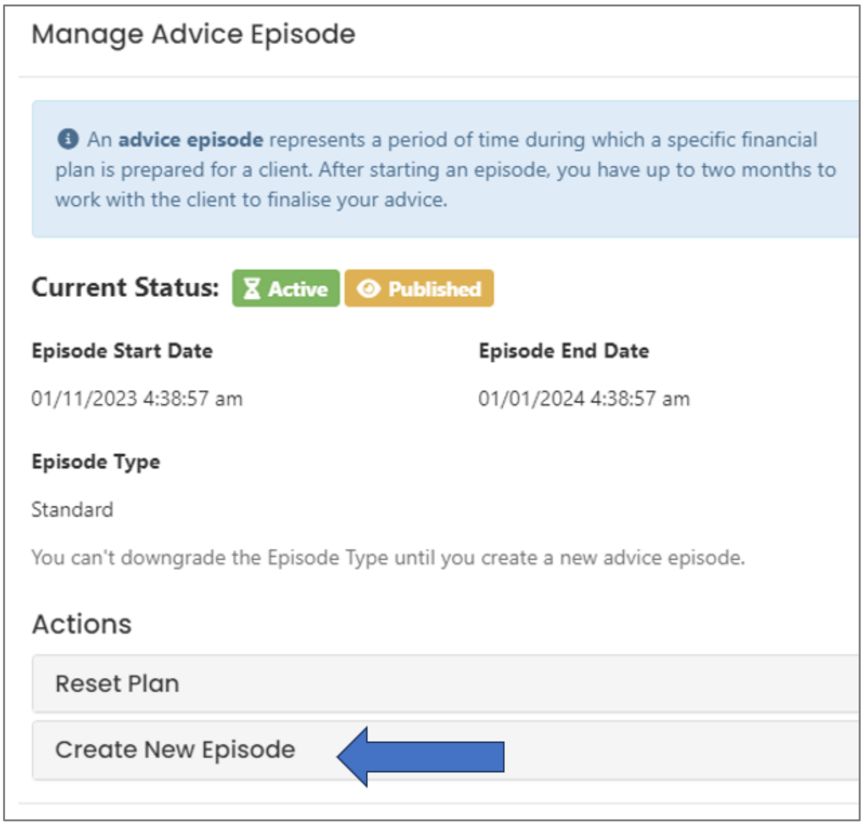


When you view the Client list, The Episode Expiry Date will show. As you near the end of the Expiry Date, the client's row will be highlighted.



After completion of the current Advice Episode, you can easily create a new Advice Episode.

Go to the ***Manage Advice Episode*** and select ***Create New Episode***.



Overview

We have tried to make things easy for the adviser.

When you enter the New Episode, the old Fact Find and Plan are present. If only minor changes are to be made you can **Edit** the first Fact Find, by selecting Browse. This means all the information about the Client etc are still there and you or the client can update the information as required. This edited Fact Find can be imported to create a new plan. The other option is to edit the previous plan with the updated information from the Fact Find.

It is has been some time since the first Advice Episode, you may prefer to have you client complete a new Fact Find and you import the information from the New Fact Find to start a new plan.

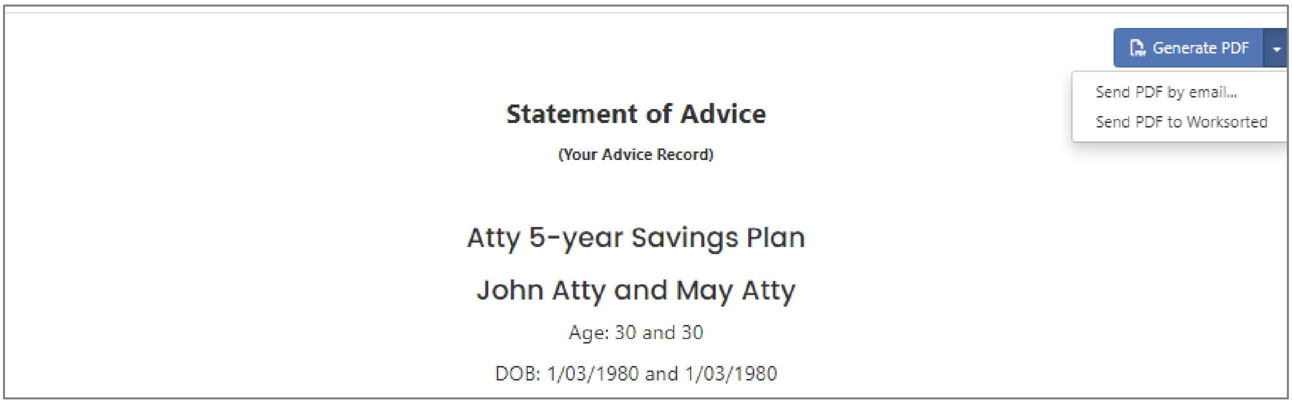
Overview

Integration

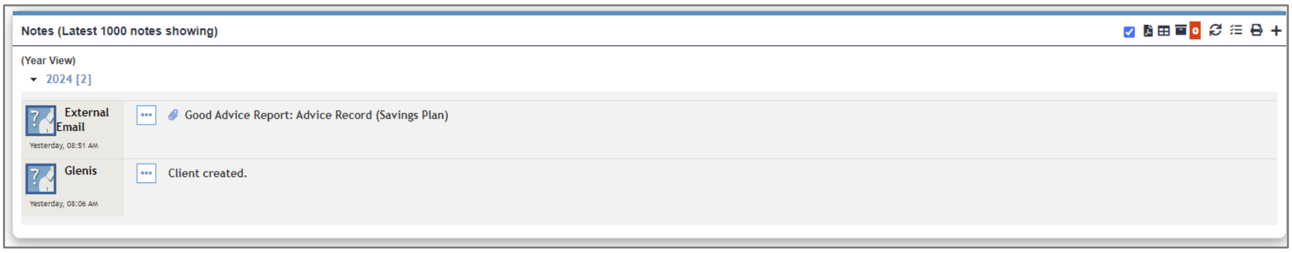
Advice Online is API enabled. Reach out to us if you require assistance with the process.

Advice Online is integrated with **Worksorted**. Client details can be imported/exported.

When a Report is generated, the report is automatically added to the client’s file in Worksorted.



The documents are stored in the **Notes** section of Worksorted.



Contact

Glenis Phillips SF Fin, the designer of Advice Online is the only person you should contact regarding Advice Online.

Email: glenis.phillips@plencore.com.au
admin@adviceonline.net.au

Phone (07) 3216 4132
Mobile 0411 086 532

You are most welcome to book a Zoom Meeting with Calendly.