

Onboarding Process

CONTACT

Glenis Phillips SF Fin

Designer of Financial Mappers
Director Plencore Wealth Ltd

glenis.phillips@financialmappers.com.au

(07) 3216 4132 (Direct Line) 0411 086 532

1300 162 945

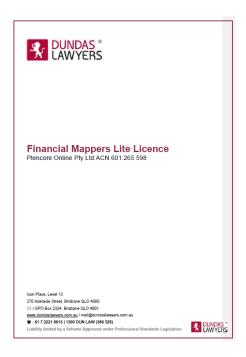
(Version: 04 11 2021)

Table of Contents

INT	RODUCTION	3
AC 0	COUNT CREATION AND CUSTOMIZATION - DETAILED STEPS	
2.	Account Creation	5
3.	Account Customisation	9
4.	Creating a set of Reports to use in the Plan Review	19
5.	Adding Users to your LITE Account	22
6.	Import Client Contact Details with a CSV File	23
AGF	REEMENT AND BILLING	25
Disc	closure Statement & Default Rates	25
Agreement		26
Billing		26
Bank Payment		26
Cont	itacts	26

Introduction

You will need to download, complete and return the **Financial Mappers LITE License**, found in the section **Financial Mappers LITE Onboarding Documents**.



These instructions are intended for the person who has been nominated by the Company to be the *Chief FM Administrator*. After the platform is registered, additional people can be assigned this role or that of *FM Administrator*. There is no adviser or paraplanner access to the software.

There may be times, when it is appropriate for accountants and brokers to have their own URL. (Refer to Pricing Document for details). Where this is the case, ensure that Glenis Phillips is advised of the name of the Chief FM Administrator and the sub-domain name. Each person will need to be sent their own link to register their platform.

Account Creation and Customization - Detailed Steps

At the time of completing the Financial Mappers Lite License, you will have indicated the nominated Chief FM Administrator who will be responsible for onboarding the platform. In that Agreement, you will have to nominate who is responsible for payment of fees after the first 12-months. If the Company is nominated the product will be referred to as **Financial Mappers Lite** and if the Client is nominated, the product will be referred to as **Financial Mappers Lite**^{PLUS}.

1. Chief FM Administrator Nomination

The **Chief FM Admin** is the <u>role</u> responsible for registering and customizing your company's Financial Mappers **LITE** account. The name and email of person who will have this role should be sent to Glenis Phillips of Plencore Online Pty Ltd. <u>glenis.phillips@financialmappers.com.au</u>

Role Description

The *Chief FM Admin* role is the highest level of capability and has *exclusive access* to the following software usage functions:

- Registration of the company's unique sub-domain name (the first section of the permanent website URL for the company's unique Financial Mappers **LITE** account).
- <u>Specification of Company settings</u> where the company's logo and color scheme together are nominated along with the wording of the company's Disclosure Statement (which appears on all reports). Nominating the Default Tax and Superannuation/Pension information where the product is being used in a country other than Australia.
- Setting of the company's default rates (that is all rates used in the model calculations).
- <u>Creation of the company specific reports</u> via the Report Builder. (At least one, visible to Clients must be activated)
- Appointment of FM admin roles and other user roles via the "Users" screen
- Appointment of additional Chief FM Admin roles via the "Users" screen. It is recommended that any
 additional appointments only be made for as long as required for a particular person to perform a
 specific task such as the creation of a report template via the Report Builder.
- Invite Clients to open their personal account. Both the FM Admin and the Chief FM Admin can access the contact details of the Lite Clients. With Financial Mappers LITE, where the company pays all client fees, you may now nominate clients to be Premium Lite Clients when they commence. With Financial Mappers Lite PLUS, all clients are registered as Lite Clients and the client may choose to upgrade and pay for Premium Access.

The *Chief FM Admin role* has access to all functions. (You can elect to have more than one Chief FM Admin role, and the roles can be changed, however it is recommended you keep the number of people with this role to a minimum)

The second administrative role is that of *FM Admin*. This person only has access to the *USER* page. There is no access to the role of **Adviser/Broker** or **Paraplanner**.

The nominated *Chief FM Admin* will be sent an email with the link (example shown below) where they can create and set up the company's Financial Mappers **LITE** account (website).

To create and customise your **Financial Mappers LITE** account the Chief FM Administrator follows these steps:

2. Account Creation

When the **Chief FM Admin** receives an email from Plencore Online Pty. Ltd. with link to the **New Financial Mappers LITE Registration**, they complete the online registration form shown here.

It is important that only the person nominated with the role of *Chief FM Admin* completes this form.

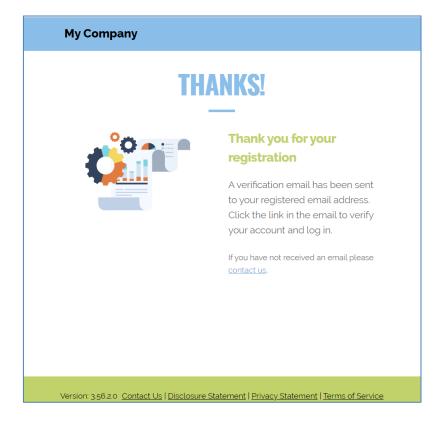
- First Name
- Last Name
- Email (Username)
- Confirm Email
- Company Name
- ABN
- Subdomain (URL Prefix)

The **subdomain name** to be used for your Financial Mappers LITE account, is shown as a prefix in front of the Financial Mappers URL in the following example for a company called "Good Advice".: https://goodadvice.financialmappers.com.au. This will typically be your business name, or a short version of it. Choose this carefully. It cannot be changed. Only enter the prefix for your company name. (highlighted).

- Billing Address
 - o Email for Billing
 - o Address Line 1
 - o Address Line 2
 - o Suburb
 - State and Post
 - Country
- Agree to terms

O 🗪 : 🗎	First Name			
	Last Name			
	Email (Username)			
inancial Mappers®LITE	Confirm Email			
/elcome to FinancialMappers Lite. To get our company started, it is important that	Company Name			
person who received the link to register he company is the first to register. This	ABN			
person will be the Administrator.	Sub Domain May contain letters, numbers and			
er registration, the Administrator should	hyphens			
to FM Admin to configure the company and invite users.	This will be part of the URL where your users acce FinancialMappers.			
	Billing Address			
	Email			
	Address Line 1			
	Address Line 2			
	Suburb			
	State Postcode			
	Australia			

When completed, the following will be displayed:



The *Chief FM Admin* will then receive via email a <u>link</u> which will take them to a page to set their password.

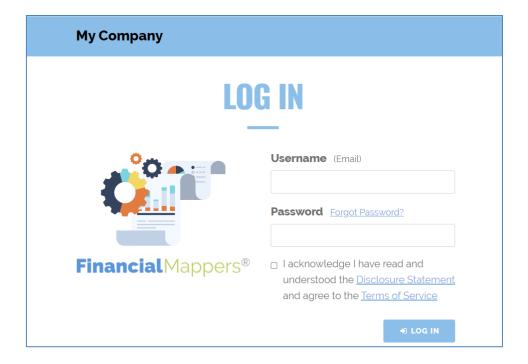
For the example below the company is called My Company Pty Ltd, and the *Chief FM Admin* is *Simon Simmons*.

The *Chief FM Admin* then receives an email to confirm that registration has been successful. They can then log into their newly created **Financial Mappers LITE** account using their username (email) and password.





Make sure you bookmark your subdomain. This is where everyone logs into the software.



The pages opens on Users, where the Chief FM Admin, can then invite Team Members.

3. Account Customisation

Company Settings

The *Chief FM Admin* selects the Drop-down list under their name (in this case *Simon Simmons*) and chooses *Company Settings*. (Note that only the Chief FM Admin role has access to this option):



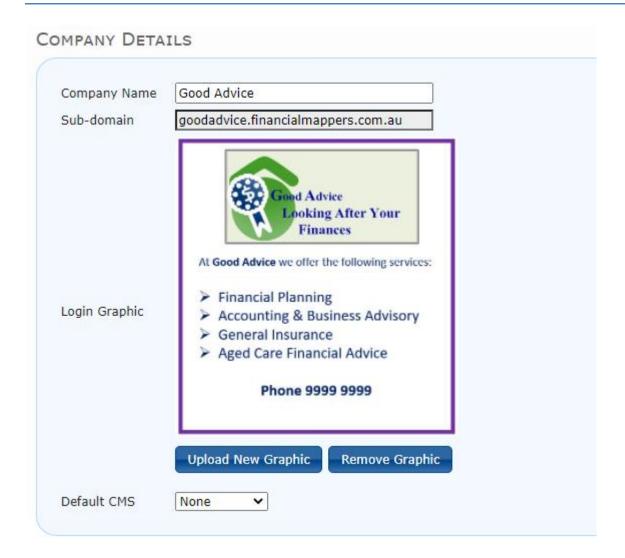
The Company Settings and Defaults are found under the TABS.



Company

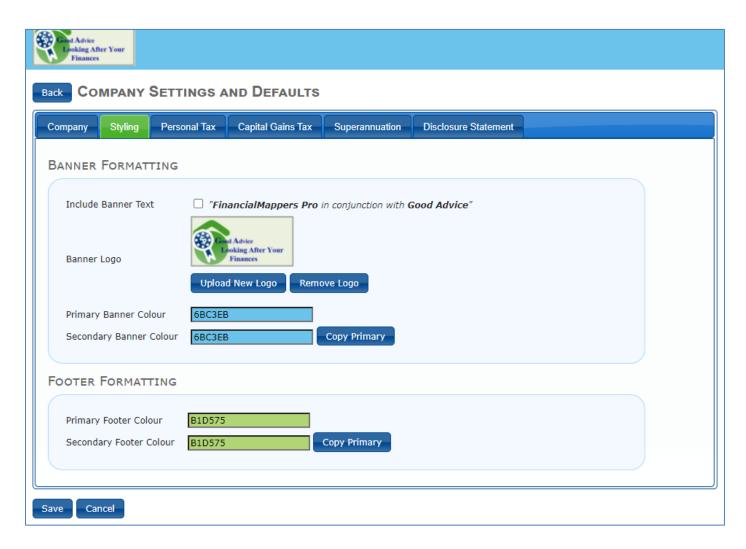
The Company Name should be what you want to see displayed on the platform. Therefore you would not include "Pty Ltd" or similar. The login in graphic is the image the user sees on the log in page. This space can be used to promote your business.

If you your site is integrated with a CMS (Content Management System) associated select from the dropdown list. Currently, the only option is Worksorted, a CRM for financial advisers.

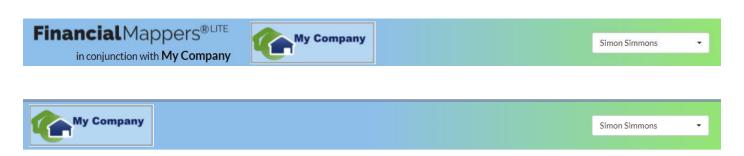


Styling

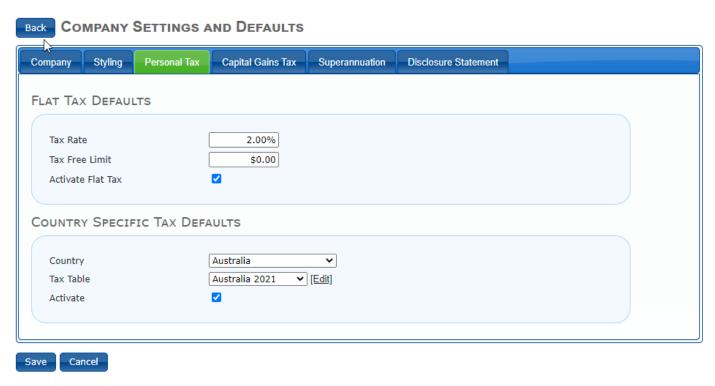
The *Chief FM Admin* uploads the company's Logo for the top banner and colors for the Banner and Footer. These can be two-toned if required.



You may choose whether or not to include Financial Mappers Lite in the banner.



Personal Tax



The tax information defaults to the current defaults for Financial Mappers in Australia. The 2.00 % Flat Tax accounts for the Medicare Levy.

Where the software is being used in another country, select the Country and the current Year for the Tax Table. These are updated when new rates have been activated. These are the rates for New Zealand in the tax year 2021-2022

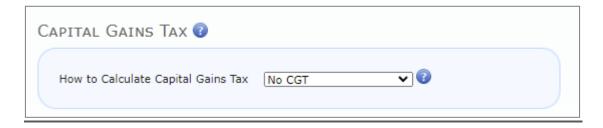


Capital Gains Tax

The Capital Gains Tax defaults to that of Australia.



The other options are No CGT as in New Zealand, or a Percentage of Capital Gain.



Superannuation

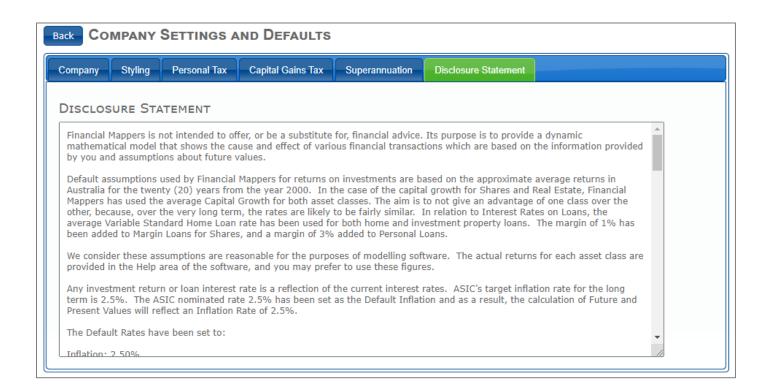
Currently there is the selection of two Country Specific Superannuation/Pension types. The default is Australian Superannuation.



The second option is KiwiSaver. (Note that New Zealan Superannuation is listed in Pensions from External Sources)



Disclosure Statement



The Disclosure Statement will be blank, and you must upload a suitable Disclosure Statement. The wording of the Disclosure Statement will depend on whether or not you have decided to change the Default Rates, from that of the 20-year average returns from the year 2000. Refer to the Sample Disclosure Statement in the section for Onboarding.

A template with the default disclosure statement is shown below, and this is also in a word document if you want to use this as a starting point during your trial, or for re-wording according to your business requirements if you proceed to continued usage of Financial Mappers Pro.

You can download the template here in the section *Onboarding Documents*.

If you intend to keep the same Default Rates as the base Financial Mappers product, then we believe that the Disclosure Statement template would be appropriate. If you choose to use a different set of Default Rates, the rationale for your choice of those rates should overwrite the <u>Financial Mappers Disclosure Statement Template</u> below.

Disclosure Statement Template

This software is not intended to offer, or be a substitute for, financial advice. 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.

Default assumptions used for returns on investments are based on the approximate average returns in Australia for the twenty (20) years from the year 2000. In the case of the capital growth for Shares and Real Estate, the software has used the average Capital Growth for both asset classes. The aim is to not give an advantage of one class over the other, because over the very long term, the rates are likely to be fairly similar. In relation to Interest Rates on Loans, the average Variable Standard Home Loan rate has been used for both home and investment property loans. A margin of 1% has been added to Margin Loans for Shares, and a margin of 3% added to Personal Loans. Gross Rent is increased at the rate of Inflation. Actual Rents may not rise in value at the same rate as Inflation.

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

All assumptions made and forecasts produced using this software are based on past performance. Past performance is not a reliable indicator of future performance.

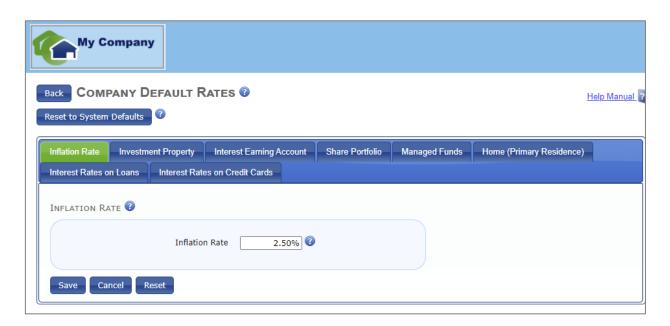
You should not rely solely on this software for the purpose of making a decision in relation to any financial product and you should consider obtaining advice from a financial services licensee before making any financial decision.

Default Rates Entry

To change the **Default Rates** from the starting values in the Financial Mappers software, the **Chief FM Admin** selects Company Default Rates, from the dropdown list under their Username, as shown below.



Select each Tab to review and reset the Default Rates. These Default Rates are applied to every account holder using the company's **Financial Mappers LITE** account. That is all Lite Clients will use these company-specific Default Rates. However, any **Default Value** can be substituted with a **Specified Rate** in the plan.



Default Rates – Starting Values in Financial Mappers

The *Default Rates* in *Financial Mappers* are based on the 20-year average returns from the Year 2000 and have been set as follows:

Inflation: 2.50% (This rate is an ASIC requirement)

Returns

Cash Accounts: 5.18% (90 Day Bank Bill + 1%)
Term Deposits: 4.29% (180 Day Bank Bill)
Bonds: 4.20% (5-year Bond Rate)

Shares: 10.37% (Dividends 4.25%, Capital Growth 6.12%)
Property: 10.37% (Net Rent 4.25%, Capital Growth 6.12%)
Managed Funds: 10.60% (Dividends 4.48%, Capital Growth 6.12%)

Superannuation Returns: 7.00% (Pre-filled entry per plan – not a default rate)

Loan Interest

Principal & Interest Loans

Home Loans: 6.67% Investment Property: 6.67% Shares: 7.67% Personal: 9.67%

Interest Only Loans

Home Loans: 7.17% Investment Property: 7.17% Shares: 8.17% Personal: 10.17%

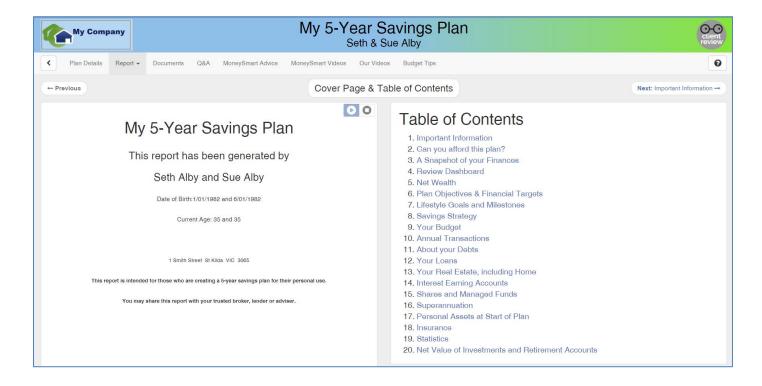
Credit Cards

Purchases Rate: 15.00% Introductory: 3.00%

If you decide to use Rates from a different time period, this information is based on historical data for the different time periods.

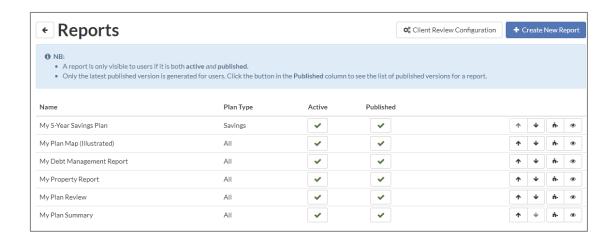
	Average Historical Rates			
	20 Yrs	15 Yrs	10 Yrs	5 Yrs
Start Year	2000	2005	2010	2015
End Year	2019	2019	2019	2019
Inflation	2.50%	2.40%	2.11%	1.74%
Home Loan Standard	6.67%	6.58%	6.07%	5.32%
Investment Property Loan (+ 0.5% Margin Home)	7.17%	7.08%	6.57%	5.82%
Share Portfolio Loan (+1% Margin Home)	7.67%	7.58%	7.07%	6.32%
Personal Loan (+3% Margin Home)	9.68%	9.60%	9.09%	8.35%
Cash Rate (90 BB +1%)	5.18%	4.80%	3.82%	2.90%
Term Deposit 180 BB	4.29%	3.93%	3.00%	2.02%
Bonds - 5 yrs	4.20%	3.76%	2.88%	2.00%
Share Dividend	4.36%	4.40%	4.55%	4.68%
Share Capital Growth	5.47%	4.94%	3.71%	4.67%
Managed Fund Dividend	4.48%	4.42%	4.28%	4.14%
Managed Fund Cap Grth	6.12%	5.10%	4.66%	4.48%
Pension Fund	10.80%	9.81%	9.16%	9.30%
Property Income	5.00%	5.00%	5.00%	5.00%
Property Cap Growth	6.76%	5.26%	5.62%	4.29%
Ave Share & Prop Cap Growth	6.12%	5.10%	4.66%	4.48%

4. Creating a set of Reports to use in the Plan Review



Financial Mappers provides a set of templated Reports. One was created specifically for Financial Mappers^{LITE}. We believe this report will meet the needs of both the client and the sponsor company who may be sent a copy of the report generated by the plan. This report is called **My 5-Year Savings Plan**.

We have expanded that list and we believe the first four would be sufficient for most companies.



It is recommended you start with a selection of these reports and they can be amended or changed later. You may like to book a Zoom Meeting to discuss what you would like changed and receive some guidance during the process. Meetings can be booked through Calendly.

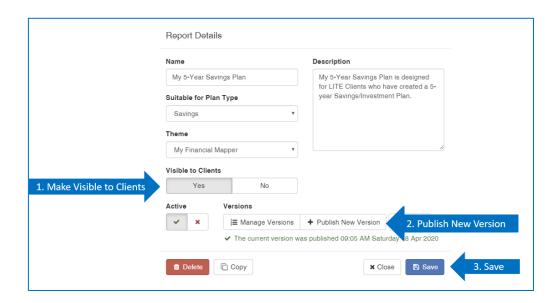
https://calendly.com/financialmappers/team-training

Read the manual on how to create reports for more information. *Financial Mappers* can guide you on how to do this. *Financial Mappers* has created a number of Report Templates for PRO and LITE. The primary report for *LITE* is My 5-Year Savings Plan. We believe this report will capture all the information both you and your client will need. Reports created in the Report Builder can be uploaded into the *Plan Review*. This report includes the information in the section *About Me and My Family* (Starting Position Page)

To use a Template Report, you must select the **COPY** icon. When it is listed in your Reports Section, click on the link and complete the following:

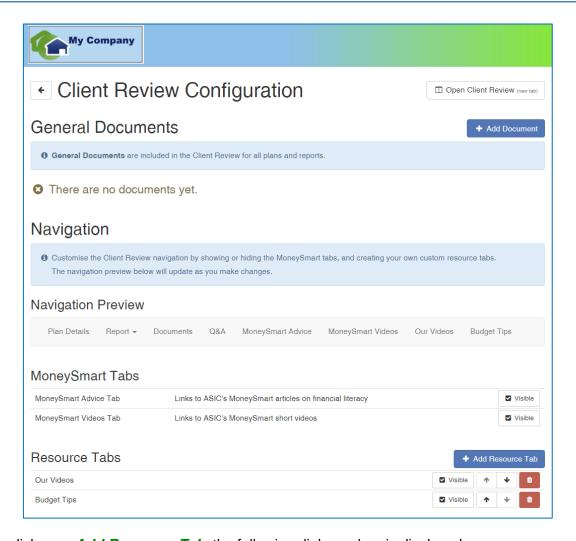
- 1. Click Yes, to make report Visible to Clients
- 2. Click Publish New Version
- 3. Click Save

If you edit the Report, you must always return to this screen and publish a new version.

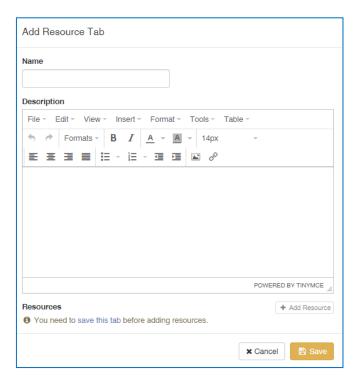


On the tab, *Client Review Configuration*, you can upload documents you want displayed for all Reports, such as your Financial Services Guide.

If you wanted to use the financial literacy information provided by the ASIC MoneySmart, **you could make this information visible**. You can also upload your own educational content in the form of PDF's or Videos. In this example the **MoneySmart** TABs have been made **Visible** and two additional **Resource** TABs have been created.



When you click on + Add Resource Tab, the following dialogue box is displayed.



Read the **Overview Document** on how you can customise and upload the **Financial Mappers Videos** if you wish to use this resource.

If may upload the three **How Clients Use Videos** which are on the website. These videos can be customised to use your branding.

5. Adding Users to your LITE Account

The *Chief FM Admin* now adds any other team members who will be accessing the administrative section of the software. This is done by inviting the nominated members to register.

They may have the role of either *Chief FM Admin* (access to all the software) or *FM Admin* (access limited to the USERS page.

Both roles can also *EDIT* the details of LITE Clients and Premium Lite Clients.

The *Chief FM Admin* must first go to the *Users* page, which is in the dropdown list under the Username.

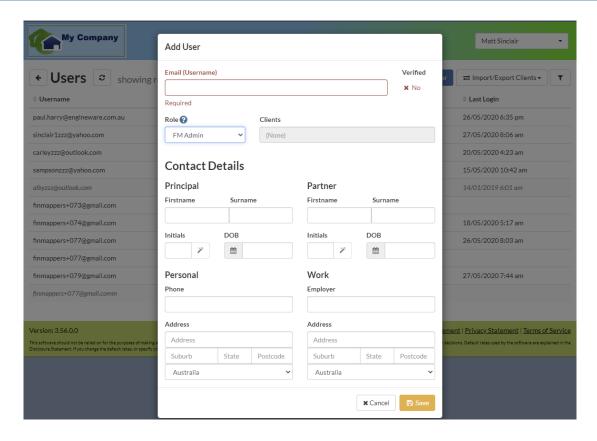


In the section, *Users*, click on the button *Invite User*, and enter the information.



The *Chief FM Admin* should also invite any other team members, whose role will be one of the following:

- Chief FM Admin (access to Users, Company Settings, Default Rates & Report Builder)
- FM Admin (access to Users only)



Each person receives an email to register an account within your company's Financial Mappers LITE site.

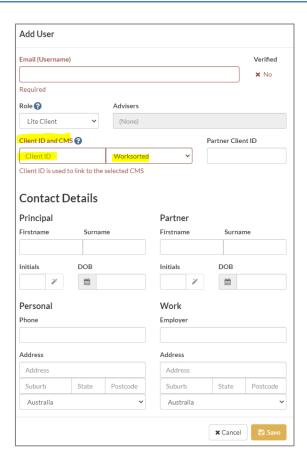
6. Import Client Contact Details with a CSV File

People with the role of either the Chief FM Admin or the FM Admin can import Client Contact Details.



Please read the details about this in the Financial Mappers Lite Overview Document.

Financial Mappers will be integrating with numerous CMSs (Customer Relationship Management Systems). The first was **WorkSorted** and there are more to follow. If your platform is integrated, you should select it from the drop-down list. You should also use the same Client ID.



Financial Mappers Lite offers a second choice of Client Type. It is anticipated that most of your clients will remain as *Lite Clients*. The second option is the *Premium Lite Client* who has access to all the features of Financial Mappers with a plan length extended to up to 50-years.

Refer to the **Overview Document** for details.

Agreement and Billing

Disclosure Statement & Default Rates

Your company is required to provide a **Disclosure Statement** for all Reports. Your company's Disclosure Statement should be uploaded into your Financial Mappers **LITE** account after registration of your account and prior to using Financial Mappers LITE with clients.

This Disclosure Statement must be uploaded via your Company Settings page, as described previously, prior to using Financial Mappers Lite with clients.

In the **Financial Mappers Lite Licence Agreement**, you will be asked to acknowledge that you have uploaded a suitable Disclosure Statement in line with the guidelines in this document.

If you change the Default Rates you MUST modify the Disclosure Statement accordingly and explain the reasons for that change.

Financial Mappers engaged Michael Anastas of HWL Ebsworth Lawyers to advise on a suitable **Disclosure Statement**. He also advised on making sure that Financial Mappers does **NOT** require an AFSL as it is **exempt** under **ASIC Class Order 05/1122**.

However, this will not apply if you are providing General or Personal Advice under your AFSL.

It is important that your Disclosure Statement does not breach the terms under which you operate your business.

Agreement

A blank copy of the *Financial Mappers LITE Licence Agreement* is in the <u>Onboarding Document Section</u>.

The *Financial Mappers LITE Licence Agreement* should be signed and returned to Glenis Phillips (glenis.phillips@financialmapeprs.com.au).

This can be completed electronically.

Billing

Once you have signed the Agreement, you will be sent an invoice for your URL License Fee, which is paid annually.

At the end of each month, you will be sent an invoice for the number of Lite Clients onboarded that month. The subscription is for a 12-month period. There are no fees for the roles of administrator.

Invoices should be paid to the following account. We have no credit card facility for company accounts.

Bank Payment

Account Name: Plencore Online Pty Ltd

Swift/BIC Code: NATAAU33 BSB: 083-088 Account Number: 74-183-7086

Contacts

Glenis Phillips

Director Plencore Online Pty Ltd

glenis.phillips@financialmappers.com.au

Mobile: 0411 086 532

Plencore Online Pty Ltd T/A Financial Mappers

ABN: 49 601 251 192 PO Box 133, Hamilton, QLD, 4007 1300 162 945

Plencore Online Pty Ltd is a wholly owned subsidiary of Plencore Wealth Ltd