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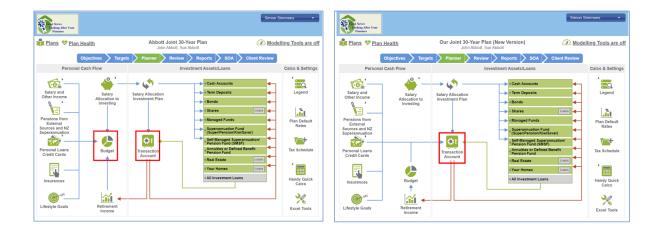
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Introduction

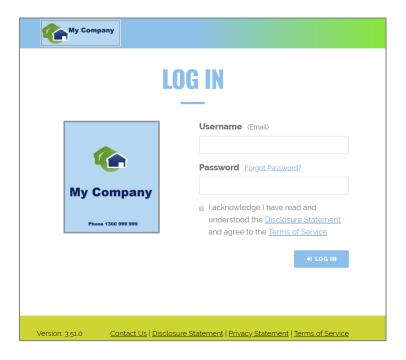
I would recommend that if you have not already done so, watch the following videos. (Links to these videos are found at the top of the Advisers QuickStart Resources.

- Demonstration Video, (60 mins)
- Introduction to Software Upgrade (3 mins)

In mid-October 2023 Financial Mappers underwent a major upgrade. Previously personal income and expenses were kept separate in the Budget and all other expenses were transacted through the Transaction Account. Now all income and expenses are transacted in the Transaction Account, which is like checking account. Please note the videos will be updated in the coming weeks.



Note on white labelling: When you have your own platform, you can choose whether or not to have the words "Financial Mappers Pro in conjunction with ..." in the top banner. You can also replace the Financial Mappers logo on the login page with you're your company promo. In this document you will see samples of different color banners.

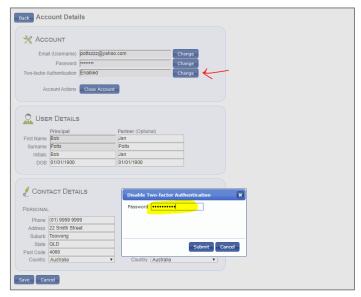


Two Factor Authentication

All account holders using Financial Mappers Pro, will have the option to use two factor identification, (2FA) using email for the second verification.

This feature is optional and may be disabled in the *Account Details*. (The feature defaults to being disabled so you can get started on your trial quickly)





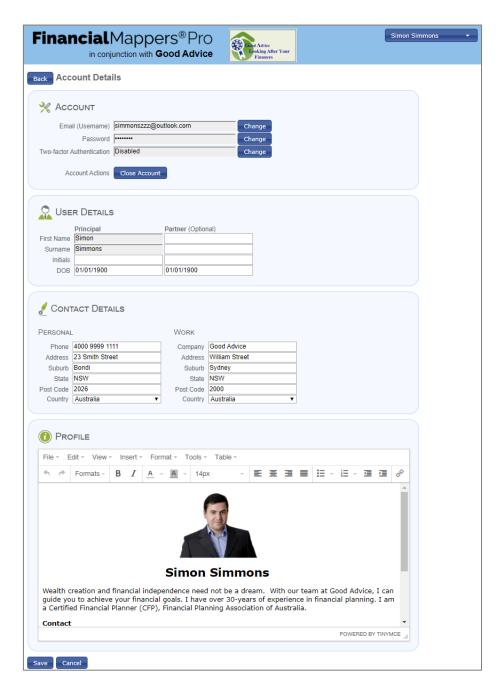
If you are using the optional feature ProConnect for you clients to access the software, they will have the same option to use 2-F-A which may be disabled if they don't want to use it.

Clients access the Client Review App through the link you send do not require any login.

Account Details for Adviser

In the Drop-down list, under the adviser's name you can complete your details. Each of these are fields called Placeholders, which can be included in reports. It is unlikely you would add your personal contact details however, you may want to include your Work Contacts, so this information can be added to reports. This is more important where a

In addition, you can add information in the *Profile Section*. This Placeholder, <<**Author**Profile>> can be added to your reports. This is in addition to the Placeholder, <<**Report**Generated by...>>



Financial Mappers Pro

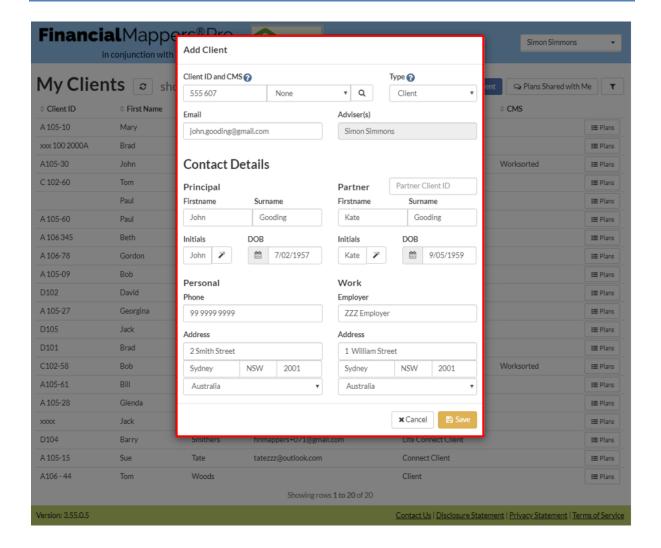
Refer to the *Financial Mappers Overview Document* for details of how the adviser registers their account. Later you can fill in your **Account Details** and add an **Adviser Profile**. This information can be included in your company reports, where a profile or company address has been included.

The adviser can add clients and then select the client for whom they wish to create a plan.



A pop-up dialogue box appears, called *Add Client*. The names of the client and their partner, if applicable together with the Client's ID, are added.

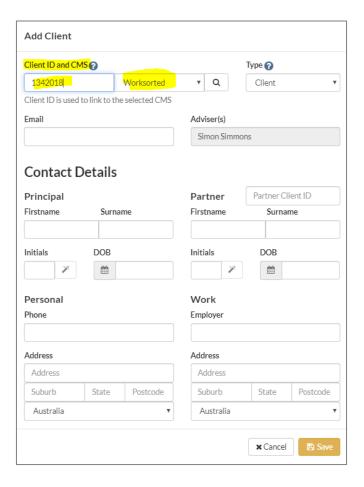
In this example *John and Kate Gooding* are added to the adviser's list after the *Save* button is clicked.



Special Note on CMS (Content Management System)

Financial Mappers has started to integrate with CRM platforms. Our first integration is with **Worksorted**. You can now select the CMS, in this case **Worksorted**, enter the Worksorted Client ID, and the information will automatically fill.

APIs for CRM integration have been developed. Please contact Glenis Phillips, the Designer of Financial Mappers if you want to consider this option.



In the *Field* for **Type**, there are three types of clients:

- Client (no access to software)
- Lite Connect Client (limited to 5-year plan)
- Connect Client (No limit to plan length)

<u>Please note that there are no additional annual fees for Connect type Clients</u>. To increase your Cyber-security, it is recommended that you provide each client with an account, so you can communicate within the portal. Each Connect Client will be sent an email, with a link to establish their Financial Mappers Account.

Once the *Save* button has been clicked, you will be advised, (top of page) when the registration has been successful. You must click *OK*, in order to proceed.

The client will then appear on the *My Clients Page*. To access their plans, click on the Plans Icon.



You can also *filter clients* or access *Plans Shared with Me*. Plans shared with me may be one of the following:

- If you are logged in as *Paraplanner*, you will find the plans shared by advisers for you to work on.
- If you are logged in as an Adviser, the plans made be shared from other Advisers in the group or Connect Clients.

The client, John Gooding, can now be selected. At this stage you have no plans and no financial information. Therefore, you need to click the *Starting Position* and select *Create* in the dropdown list. You can manually enter the information in the Starting Position or import it via a CSV file.





You have the option to *Import from CSV* file. This allows you to export from your CRM, the information required for the **Starting Position** and then map that CSV file to the **Financial Mappers CSV File**. A sample CSV file is included in the **Getting Started Documents** on the **Adviser's Quickstart Resource Page**. This is a test import which includes data Bob Potts as listed in the Demonstration Video. If you would like a CSV file which includes all the fields in the Starting Position, please request a copy or you can create your own by exporting a Starting Position with all fields completed and click the *Export CSV* file button. From here you can import that file into a new Starting Position.

The CSV file is located: https://www.financialmappers.com.au/trial-sequence-pages/starting-financial-position/

If you import the data, you should check the results. You may have to complete the following:

- Number of years for Salary, where the client is close to retirement.
- Select which Superannuation Fund is to receive Employer Contributions
- Nominate how much the client wants to save each month.

If you choose, not to import the data, data entry is quite fast. Please note that information regarding **SMSF** or **Annuities cannot** be imported due to the complexity. These must be entered manually into the plan. This is an example of the first three items in the **Starting Position.**

VERY IMPORTANT: If you are going to make plans with this information for two people, you must **Select** the **Joint Plan** before you proceed. (If you don't the names of the partners will not be displayed.)



At the end of the **Starting Position**, you have the option to view the **Starting Position Report**, which details all the information in the **Starting Position**. To start making plans, click the **Continue to My Plans** button.



When you return to the main planning page, you can now share the **Starting Position** information with your *Paraplanner* and commence a *New Plan from Starting Position*. In this case, all the information, except the Personal Assets is imported into the Plan. (*Personal Assets are only listed so that these items can be listed the* **Starting Position Report**, as part of the Assets and Liabilities Statement).



For more information on making plans, please refer to your *Financial Mappers Overview Document* in the *Advisers Quick Start Resource Page*.

https://www.financialmappers.com.au/trial-sequence-pages/getting-started/

Read the *Overview Document* to find out more about *Importing Client Contact Details* on the Users page. This page is accessible by the role of Chief FM Admin and FM Admin.

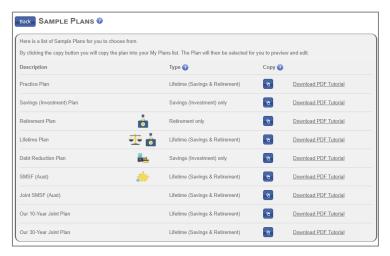


Plans List

Sample Plans

When you start your trial, you will have one test client, to which we have added the *Sample Plan* – Our Joint 30-Year Plan.

While you are learning to use the software, you may like to access the Sample Plans, make a copy and assign the plan to one of you test clients. Each Sample Plan has a PDF (How to) file which can be downloaded.



Plans

On the My Client's Page, you click the icon for Plans.



Note the following navigations points:

- Click on the Name to Edit the plan
- To work in the Plan, click Select
- To share the plan, click Manage Sharing
- To go to the Client Review of plan, click Client Review

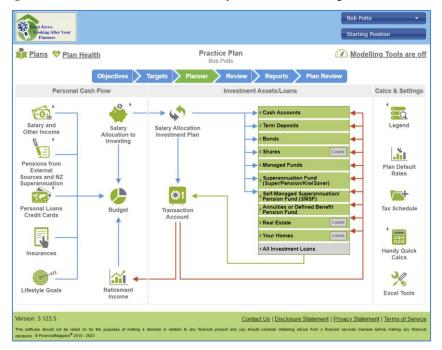
To go the *Client's Connect Portal*, go My Clients and select the TAB, Connect.



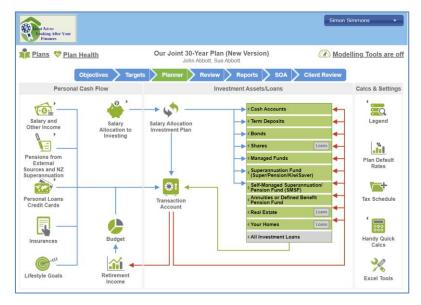
Plan Management Area

1. Planner

This will take you to the *Planner* page in the *Plan Management Area*, with the Practice Plan loaded, as you can see by the Plan name at the top of the screen. The navigation chevrons show you which part of the Plan Management Area you are in at any time. Your current page is shown by a *green* chevron. This is the view your client if using Pro^{Connect} would see.



As an example, a Practice Plan has been assigned to Bob Potts, the client used in the demonstration videos. This is the view the adviser Simon Simmons would have when creating plans.



The *Planner* page is the main hub used to enter the details of any plan. The Practice Plan has already been created for you so you can explore the entries made by clicking on the various icons and elements on the *Planner* page. You can test what happens if you make changes to this Practice Plan.

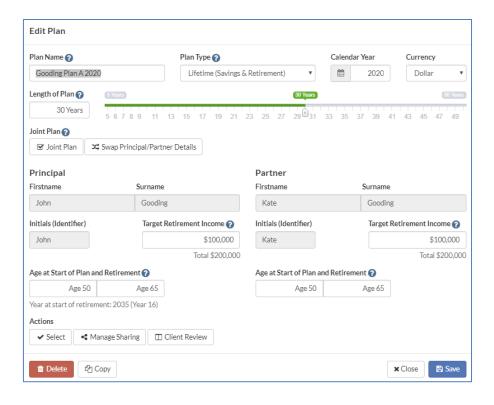
2. Returning to My Plans List

To get started for the first time, you will find a "Test Client" to practice on. A copy of the Sample Plan has been made for you. You can make a copy of any Sample Plan and assign the plan to your 'Test Client". From there you can experiment with the plan.

When you select a real client, you can start making a client plan immediately and after some time you will likely have a list of plans for that client. If you click on the name of the **Select**, next to the name of the plan, the plan will open.

If you click on the Name of Plan, you can do any of the following

- Edit the plan details or change the name of the plan after a copy has been made.
- Copy a Plan
- Delete a Plan



Note on Paraplanners: Paraplanners cannot create a plan, the adviser must start the plan and share with the paraplanner. If a paraplanner is trialing the software on the Good Advice platform, they will be assigned the role of Adviser, so they can make their own plans.

3. Other Plan Management Pages

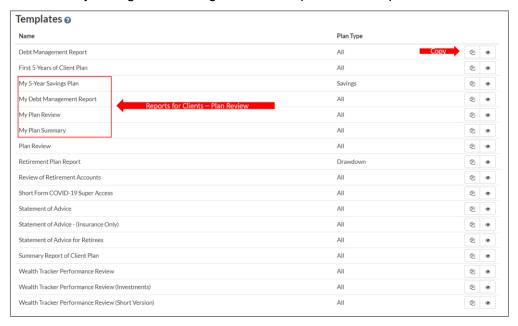
Click on each of the navigation *Chevrons* in the Plan Management Area to see what has been entered or reported for the Practice Plan or your plan. When you get to the *Reports*, select and generate a Report for the plan, for example **Plan Summary**.



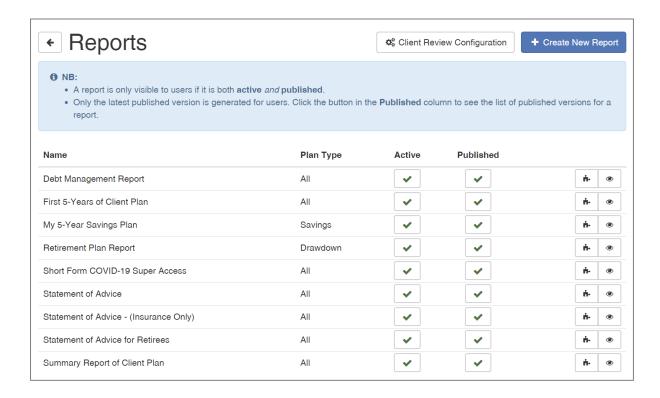
On the Reports page there is a 4th section for your customized reports.



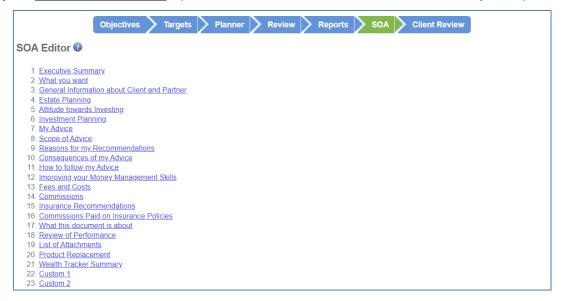
To assist adviser's getting familiar with the report section and Client Review section, there are a number of templates for these reports. It is simply a matter of making a copy of the Template, make any changes, including the title and publish the report.



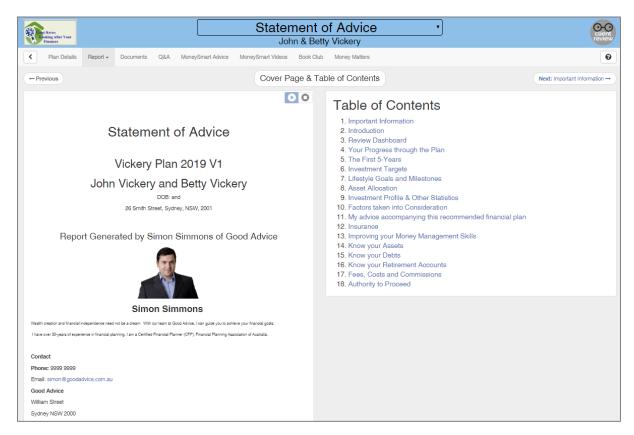
You will immediately have access to a wide range of reports to experiment with while testing the software. Later you can amend these reports or start from scratch with your report.



On the chevron, **SOA**, you can add the additional information, which is not part of the plan for your <u>Statement of Advice</u>. (Note there are an additional 20 blank custom panels)

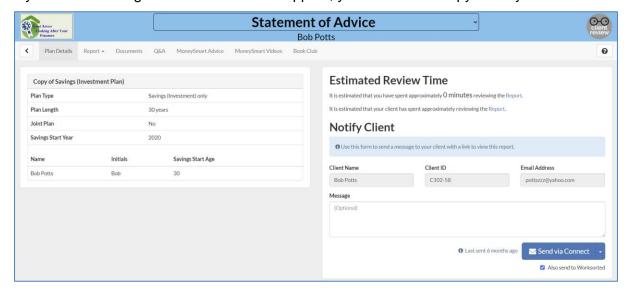


The *Client Review* chevron shows the same information that is provided to your client, who logs into the *Client Review Gateway*.



Using the **Client Review Gateway**, you can send the link directly to the client's Connect Portal. The second option is to email a link to the report, so that your client can view the report independent to you, but this is not as secure as using the Client Portal. (For full details, read the Masterclass Document **Client Review App**). Note that the time spent reviewing the TAB Report is timed.

If your CRM is integrated with Financial Mappers, you can send a copy directly to the CRM.



Note: WorkSorted Advisers can automatically upload a copy to their clients file in the CRM.

4. Header Button Options

Check out details for the Adviser or Paraplanner. This is the drop-down list for the *Chief FM Admin*. Other team members will have a list appropriate to their level of access. Those with the role of Adviser, will not see the highlighted items.



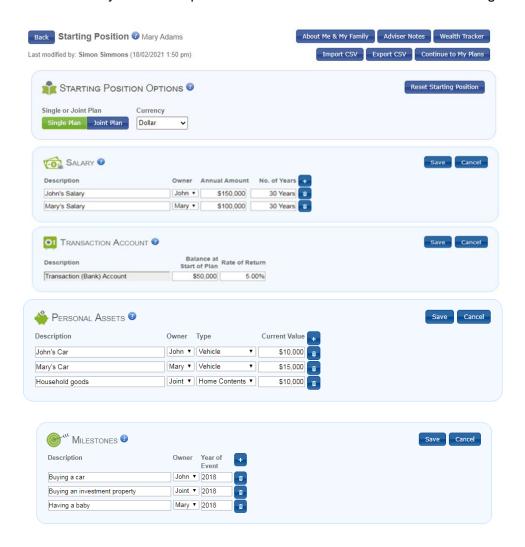
Starting Position

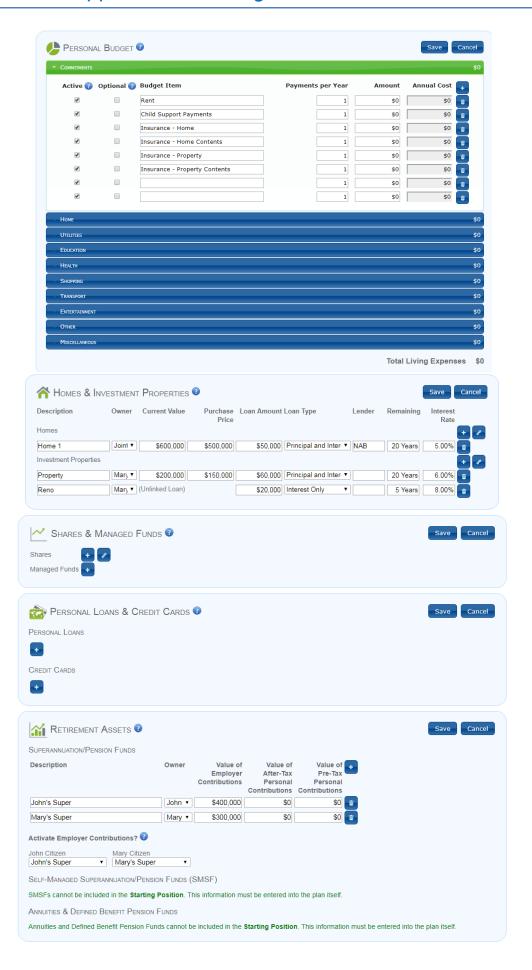
Click on the **Starting Position** / **Edit** in the blue rectangle. This will take you to the **Starting Position**.

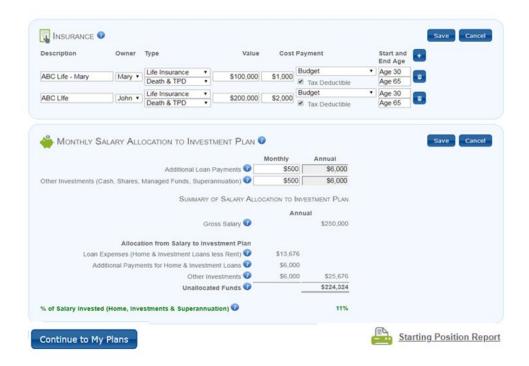


Create Your Starting Position

Enter all the details of your current personal and investment cash flow and holdings:







Changing the Starting Position

There are two types of changes that can be made, once a **Starting Financial Position** is created for your Account:

- Amendment of Details. This means changing, adding to, or deleting from items previously entered.
- 2. **Reset**. This means removing ALL entries, so that there is nothing in the Starting Financial Position.



** IMPORTANT **

Any changes made to the *Starting Position* will <u>not</u> change details in any PLANS that have been created *prior to* the point in time when the *Starting Position* changes are made.

The changes to the *Starting Position* will only be included in New Plans (made after the changes) when this plan creation option is specified.

There is no history kept of changes to the *Starting Position*. Whatever it is currently set to, is what is used for new plans when the above option is selected.

Note for Financial Advisers: Where you are using Pro^{Connect}, either <u>you or your client can update the Starting Position</u>. The Starting Position is changed on the adviser's and client's copy of the **Starting Position**. An email will be sent advising the other party of the change.

In the report, *Compare Two Plans*, the Starting Position calculated from the plan is used and not the Start Position Report. The reason is that information regarding SMSF and Annuities is not included in the Starting Position entries.

Note for Financial Advisers: The button *About Me and My Family* is intended where you have **Connect Clients** and you want them to complete this information /and or the Starting Position. You may choose to enter or update any information. Refer to the Overview Document.

Plan Creation

When you select **Plans** on the line of the client's name, you are taken to page which only has the plans for that client. To create a plan you can choose from these two options:

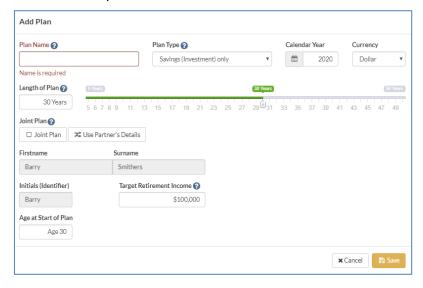
- 1. New Blank Plan
- 2. New Plan from Starting Financial Position.



When **New Blank Plan** is chosen, your current financial position will need to be entered into the new plan, before the future investing entries are made. With this option your current financial position information will ONLY apply to this plan.

When *New Plan from Starting Financial Position* is chosen, the new plan is pre-filled with all information that has been set up, or recently updated, in the *Starting Position* area.

Complete the name of the plan (or alter it, if creating using *New Plan from Starting Financial Position*) and choose whether the plan type will be a Savings (Investment) Plan, Retirement Plan or a Lifetime plan which is a combination of both.



Complete the remainder of information requested.

When you click "save", you will be taken to the *Planner Page* in the Plan Management Area.

We suggest that you select the *Objectives*, then *Targets* navigation chevrons and complete this information, however you can do this at any time. You will find it useful to have a written description of what outcomes you want your plan to achieve. And this is what the *Objectives* area is for. The *Targets* is for the specific numeric outcomes you want your plan to achieve. The information in these areas will be imported into some of the *Reports* so it is a good idea to complete, to add meaning to your Reports.

When creating your plan, there are some important things to understand:

- When creating an investment or retirement plan, you need to keep checking the
 funds in the *Transaction Account*. This is like a checking account, from which all
 income and expenses transact between account. Use the Plan Health Icon on the
 Planner Page to check that the balance of the account is not overdrawn.
- From the Salary, or Salary Allocation to Investing icons on the Planner page, you allocate a percentage of your Gross Salary, to fund the cost of home and investment loans, together with any savings you may want to allocate for other investments.
 Investments can also be purchased from specific accounts, such as Cash, Managed Funds, Shares and Personal Superannuation Contributions.
- There are two methods of purchasing assets.
 - The Salary Allocation Investment Plan on the Planner page should be used to allocate your investable funds nominated in the Savings from Salary area. Use this method to create a multi-year investment plan quickly. This method only uses the funds allocated from Savings from Salary area each year.
 - 2. The alternative option is to purchase assets directly using any asset account, for example going to the *Shares* section of the Assets block and entering specific amounts for specific years. When you do this, the entered amount is then withdrawn from the Transaction Account in the year selected for the purchase.
- There is one method for selling assets.

To sell any particular asset, go to the specific asset in the Asset Block and enter the amount you wish to sell, in the year you wish to sell. <u>The sale funds are deposited</u> into the transaction account.

- When you are in the Retirement Phase of a plan you can nominate how much you require for living expenses each year. This amount is entered as Retirement Income. You will need to allocate how much of your retirement accounts and other liquid assets you want to draw down each year (in each of these areas of the Planner). This money is transferred to your Transaction Account. As Living Expenses listed the Personal Budget are part of the Retirement Income, The Living Expenses are not included in the Transaction Account, once the Retirement/Income Plan has been activated.
- When you have completed your plan, check the Key Indicator Graphs, at the top of the Plan Outcomes report. Generally, these graphs will indicate if you have forgotten to do something, like spend more than you earn or not allocate funds to the Investment Plan or Retirement Plan.

Financial Mappers is modelling software working on a year by year basis. To maintain the ease of use and dynamic nature of the software these rules are applied.

- Assets are considered to be <u>purchased</u> at the start of the year. and <u>sold</u> at the end of the year in the <u>Transaction Account</u>. Thus if you want to sell your current home and buy a new one in Year 5, you would sell the current home at the end of Year 4, so the funds are in your <u>Transaction Account</u> at the start of Year 5, to purchase the property.
- Generally, you enter all future costs in Today's Dollar or Present Value. The
 Inflation rate is used to calculate Future Value amounts. The default inflation rate is
 2.5%.
- You will sometimes be asked to enter values as a percentage. For example, if you
 want to sell some of your share portfolio, you will be asked to nominate a percentage.
 The same applies when you are allocating funds in the *Salary Allocation Investment Plan*. This allows the values to adjust when you make other changes to
 your plan.

After you have completed your plan, you can **Compare Results**, with your initial **Financial Targets** and those achieved in the *Targets* area. You can then use the slider in the *Review* area, to check the results of 8-major outcomes of your plan for any one year.

Finally try some of the 20 *Reports* you can generate to give you quick, short and plain English answers.

Plan Health

From any page which includes the chevrons, you can access **Plan Health**, by clicking on the **Heartbeat** icon.



Plan Health is <u>intended to speed up the planning process</u> because you can access information from critical sections of the software without changing your current location.

When you click on the **Heartbeat** icon, a *floating window* will open with 4-graphs.

- Transaction Account Balance at End of Year
- Salary Allocation to Investment Plan & Percentage of Salary Saved
- Investment Plan Loan and Investment Allocation of Salary Savings

The aim is to use the data displayed while you are making financial choices in your plan. You can move the window to the side and use your mouse to examine the information. This will speed up your planning time because all the data you need will be available on one page.

Note that if you change plans, you should "RELOAD" the graphs. The program will recalculate all the and give you the new values.

All graph values are displayed in **Future Value**, so you may want to use the **Handy Quick Cals** – **Present Value and Future Value**, to calculate the Discounted Value. Otherwise, you can estimate the PV and the software will display the FV for you.

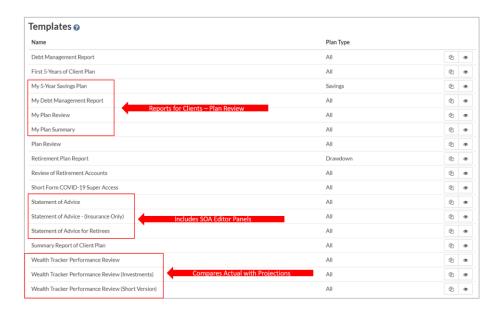
More detailed explanations are provided in the **Help Manual** of the software.



Client Review Gateway

Before the Client Review Gateway can be used, people with the role of **Chief FM Admin** must create a report using the **Report Builder**. It is only these reports which can be uploaded to the **Client Review**.

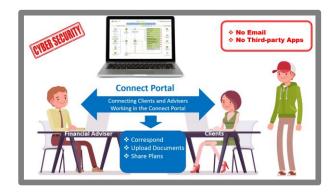
To make the process quick, *Financial Mappers* has provided several templates of reports. If you want to use any of these, simply copy the template, make any adjustments you desire, such as changing the names of the two SOA. You must always publish any changes and ensure the report is active. The reports for Statement of Advice include all of the SOA Editor Panels. The following is a short sample.



When trailing the software on the **Good Advice** platform all the Reports will be available.

Connect Portal

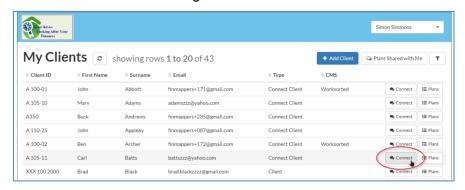
As part of improving cyber-security, Financial Mappers now allows you to communicate with your Connect Clients (only) through a *Connect Portal*. This means that no sensitive information is passed between client and adviser with the use of email or third-party apps.



Full details are provided in the Masterclass Document, *Sharing Software with Team Members and Clients*.

Here is a brief explanation

Adviser selects the *Connect* button to right of the client's name.



For Connect clients, there will be a new item, "Connect" in the dropdown at the top right of every page.

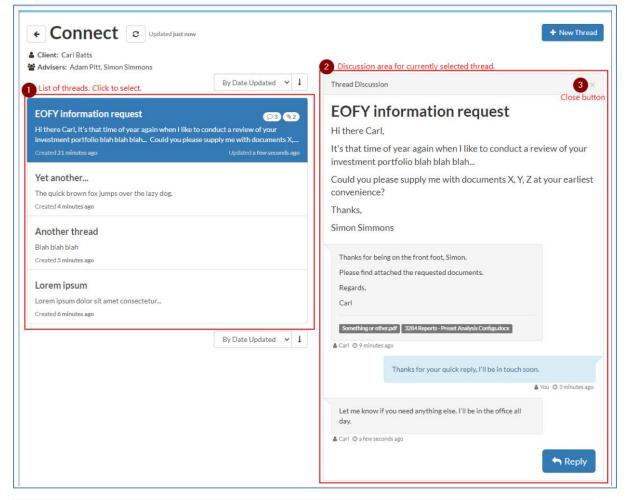


Here is an empty Connect Page for the adviser, Simon Simmons and client, Carl Batts.



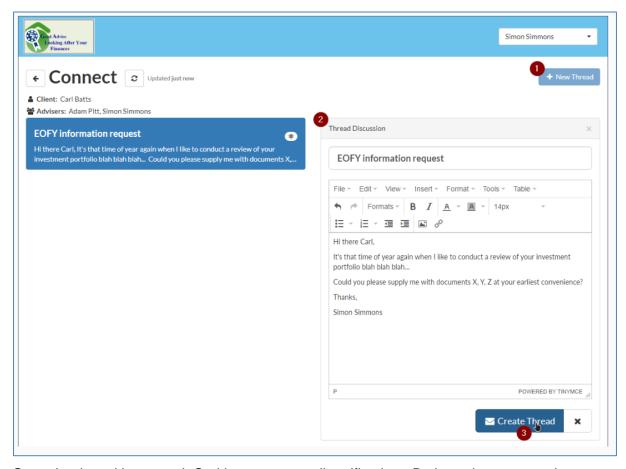
Once you start creating threads, they will be listed on the left-hand side of the page.

- Click a thread to select it. When a thread is selected, its discussion is shown on the right-hand side of the page.
- Click the small "x" to close the selected thread.

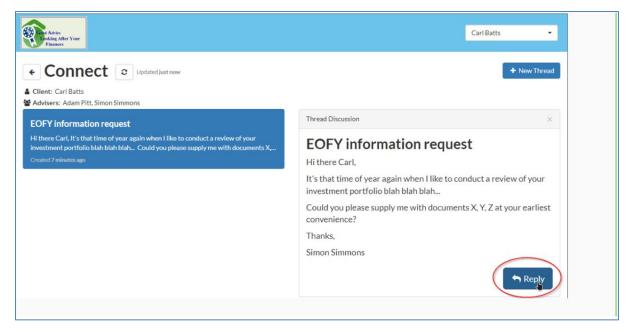


To start a conversation, either the Client or one of the Advisers can create a **New Thread**. The other party is notified by email.

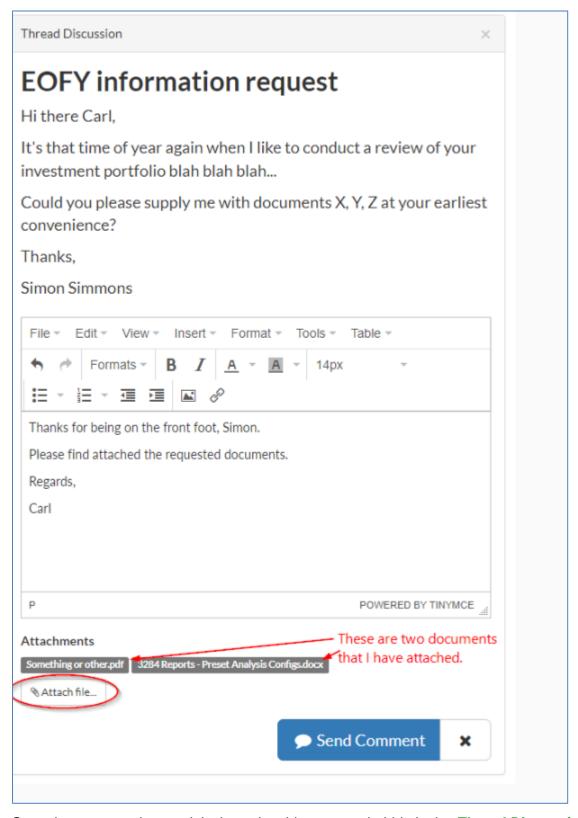
- Click the New Thread button.
- Write a subject and message.
- Click the Create Thread button.



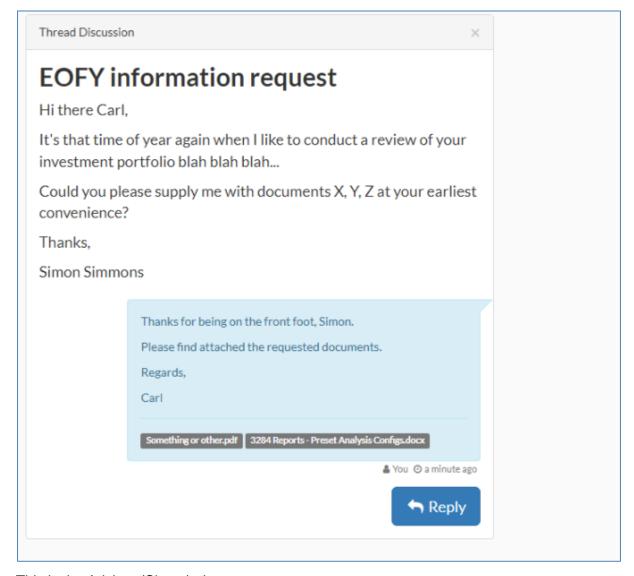
Once the thread is created, Carl is sent an email notification. Both parties can see the thread on their *Connect* page and can replay to it. To reply to a thread, click on the *Reply* button.



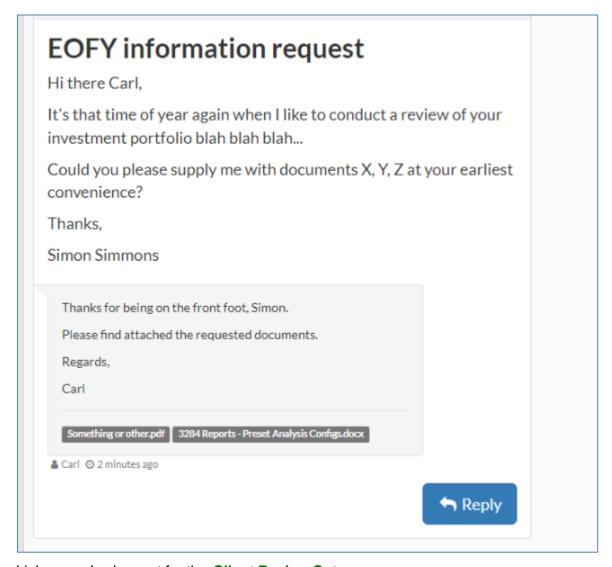
You can type the message and also attach documents using the Attach File button.



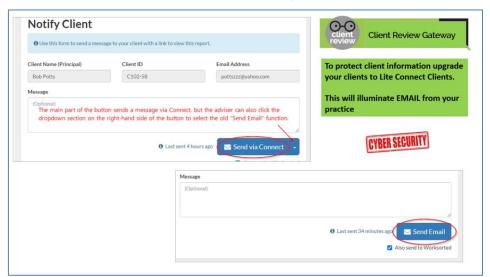
Once the comment is saved, it shows in a blue or grey bubble in the *Thread Discussion* area. Blue equals your comments and grey equals someone else's comments. You can also see the name of the person who sent a comment in the small text just below the comment. This is the Client (Carl) view.



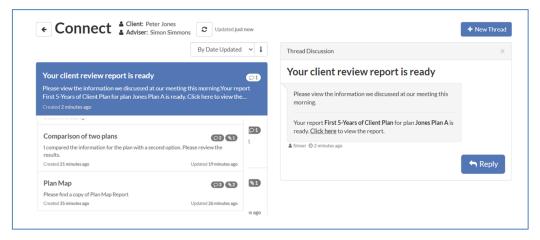
This is the Adviser (Simon) view:



Links can also be sent for the *Client Review Gateway*.



Over time you will create a series of threads for each client. This Connect Portal maintains a record for both you and your clients.



Contact for Support

If you have any questions please contact **Glenis Phillips**, the designer of Financial Mappers and she will assist you. You are most welcome to arrange a private Zoom meeting if you have any detailed questions or would like a demonstration for your team.

Office: (07) 32164132 (Direct line)

Mobile 0411 086 532

Email glenis.phillips@financialmappers.com.au

While trialing the software you will be sent a series of seven automated emails over two weeks. These are aimed to assist you in understanding the software.

Request a demonstration or discussion of Financial Mappers, using the Calendly link.

