Financial Mappers®

Financial Mappers® Pro

Proconnect

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Plencore Online Pty Ltd is a wholly owned subsidiary of Plencore Wealth Ltd and is the online retail section of the company. For additional information about the software, contact Glenis Phillips, the concept designer. (glenis.phillips@financialmappers.com.au or phone Direct Line)

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Introduction

Financial Mappers PRO is modelling software, with all inputs and lifestyle parameters entered and altered by the user. Detailed *Starting Position* (that can be entered by the client) information is first entered regarding the user's financial situation. This includes their holdings – home, other assets, liabilities, and superannuation, their personal cash flow – income and living expenses, and their aspirations in the form of lifestyle goals (e.g. cars or holidays) and milestones, such as having a baby or a major financial purchase like a home. This information can then be imported into any new plan.

The software has an inbuilt *Mini Fact Find*, the client can complete if the adviser has chosen to register them as either a Lite Connect Client (5-year access) or Connect Client (full access). There is no additional fee for this service. It is highly recommended you use this service as it will prevent all the double entry of data or relying on integration with other service providers.

Financial Mappers PRO is for advisers so they can create plans for the future (or past) representing their advice, and review the model, thereby testing the advice outcomes and showing these to *an unlimited number of* clients. **Financial Mappers Pro** features *optional* shared Financial Mappers plan access (with dual usage of the software between the adviser and their client) via the **Pro**^{CONNECT} facility. This connection between advisers and connect type clients is referred to as the **Client Portal**.

The Financial Mappers Pro license allows advisers also to customize the software interface to include their company's branding, license details and create additional reports exclusively for the use of their business and their clients. It is these customized reports which can be uploaded to the Client Review Gateway.

Financial Mappers has also been designed for quick release of country-specific versions as required. Content (New Zealand Superannuation and KiwiSaver) is already available for advisers with New Zealand clients. The defaults can be set to other countries.

Software Upgrade November 2023

There is a short video below the Demonstration Video in the Resources.

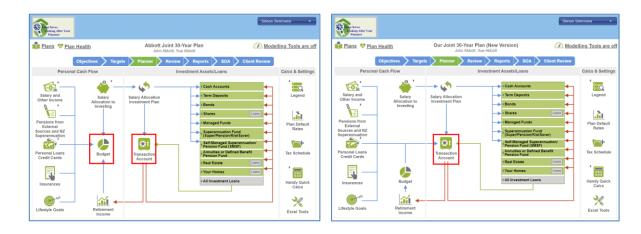
Financial Mappers has been improving its software since 2014.

It is a very mature product, but we felt that Financial Mappers could be improved if we changed the management of Cash Flows.

Currently, all personal income and expenditure transact through the Budget and all Investment, Homeownership and Superannuation transact through the Transaction Account.

All the accounts and features of Financial Mappers will remain the same.

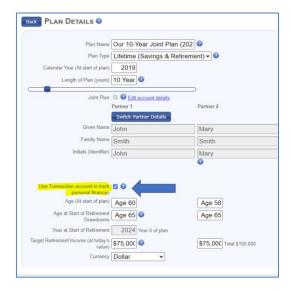
The only difference will be that all transactions are transacted through the Transaction Account.



For your existing plans, you can continue to use the old format.

However, you have the option to upgrade to the new format by ticking the box in Plan Details that says, "<u>Use Transaction account to track personal finances</u>".

All new plans you create will default to the new format.



The Personal Budget will no longer have the pre-filled labels. Instead, you will need to add the items required for each category.

The Future Values for the Personal Budget will be transferred to the Transaction Account as a monthly withdrawal.

Lifestyle Goals and Insurance are withdrawn at the Start of year.

Salaries and Pensions from External Sources are included in the Deposits paid monthly.

Another recent change we made to Financial Mappers was the provision of client accounts, free of charge. We recommend that for any clients who are tech-savvy, you give them a Lite Connect Account by changing their role from Client to Lite Connect Client.

You can then ask your clients to complete the Starting Position, saving you lots of time. This information can be imported to your plan. If you choose to share the plan with you client, they can only view the first 5-years of the plan. But they can also use the software independently.

When we upload the new version, all the Help File will have been updated, but it may take a little time to update all the videos.

Software – Technical Details

The software logic is written using the Microsoft .NET framework, communicating with a Microsoft SQL database, and interfaced through ASP.NET API and Web front-end extensively written using multiple JavaScript libraries. SSL is used for encrypting data transferred between the clients' browser and the webserver. The web service layer is REST. The mathematical platform and the interface are separate.

Our internal administration access to the *Financial Mappers* software allows its customization without having access to the actual code or IP. Elements of different tax rules, retirement account types, etc. are already created as options, and it is simply a matter of selecting the appropriate ones as the default options.

The administrative staff, including software developers, cannot access any user's account. Their account is completely private and can only be accessed by means of an encrypted password. If the password is lost, the account holder must email (support@financialmappers.com.au) for a link to reset their password. The account holder has the option to use 2FA.

Data transferred between browser and server is protected by 256-bit RapidSSL Encryption. For additional security, we recommend that generic account names are used by users for the various asset and liability accounts they create in the software, rather than any specific account details such as bank account numbers. One should always remember that <u>this is modelling software</u> and not accounting software.

Financial Mappers has Virtual Private Server Hosting. The VPS is hosted with Crucial Australia. https://www.crucial.com.au. Crucial's servers are located in a locked cage at the EY3 Data Centre (Equinix) in Alexandria, NSW. This is a private cage which they do not co-locate with other servers and only Crucial's employees have access.

The data centre's security practices and certifications can be found at: http://www.equinix.com.au/locations/australia-colocation/sydney-data-centers/sy3

The **Financial Mappers** software has been reviewed by Michael Anastas of HWL Ebsworth Lawyers and after reviewing it he believes that *Financial Mappers* can reply on the Class

Order (05/1122) relief and is not required to hold an AFSL. A full copy of the report will be supplied on request.

The software does not recommend or sell any financial products. Plan decisions are entered by the user, and then results based on that input are dynamically calculated and summarized in reports which the user may save as PDF files.

Where **Financial Mappers PRO** is used, security systems have been installed so that your company's FM Administrator will assign which adviser and paraplanner may access any client's account. The adviser may hide their 'plans' from **Pro**^{CONNECT} client view, but 'publish' the plan when in meetings with the client. The adviser can also leave a 'copy' of his plan in the **Pro**^{CONNECT} client's section 'My Plans'.

Where the client is a **Connect** type client, the **Client Portal** can be used to exchange information between adviser and client without use of email or third-party apps.

Two Factor Authentication

Email is used as the second authentication method, using the delivery of 6-digit verification codes.



This feature is optional and may be disabled in the *Account Details*. It is recommended you do not disable this feature.



If you are using the optional feature Pro^{Connect} for your 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 Gateway through the link you send and do not require any login or fee for this service. However, if the client is a Connect type client, the **Client Portal** can be used for sharing of information in the **Client Review Gateway**. Examples of 8 reports are on the *Financial* Mappers website/software/<u>Client e-Review</u>.

White Labelling your Platform

It is the role of the Chief FM Administrator to configure the platform. Detailed notes are included in Resources / Onboarding / Onboarding Process.

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.

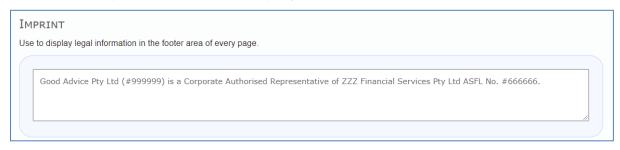
If you your site is integrated with a CMS (Content Management System) associated select from the drop-down list. Currently, the only option is Worksorted, a CRM for financial advisers.



On the same page you will find a section called *IMPRINT*.

Any information entered into this section will be included in the footer section of each page of the software. It is intended to enter any licensing information if your Company wants to display the information. Some *Dealer Groups* may require disclosure of licensing information.

This is an example for the fictitious company Good Advice.



Version: 3.118.0.0

Good Advice Pty Ltd (#999999) is a Corporate Authorised Representative of ZZZ Financial Services Pty Ltd ASFL No. #666666.

This software should not be relied on for the purposes 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 decisions. Default rates used by the software are explained in the Disclosure Statement. If you change the default rates, or specify your own rates, you are responsible for the calculation outcomes, and the Disclosure Statement does not apply.

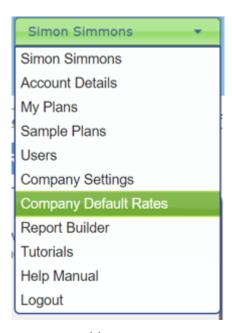
On the Styling Tab, the logo and banner colors can be added.



You will need to upload your Disclosure Statement. The other TABs default to Australia, however if you are in say, New Zealand, you can upload KiwiSaver and NZ Tax Rates at the default.

Default Rates

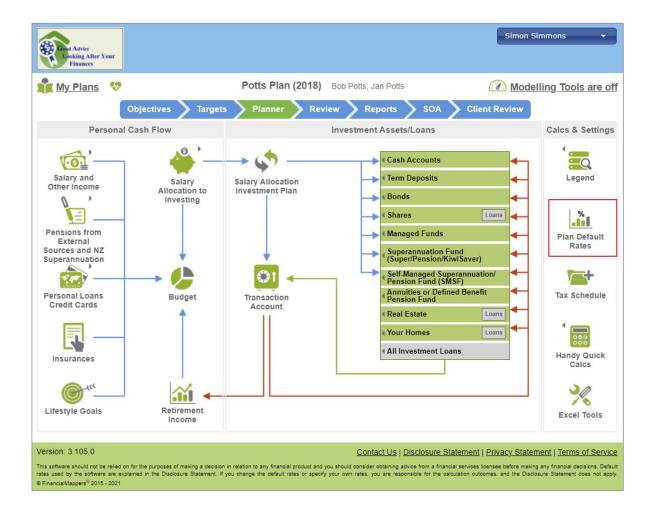
In **Financial Mappers Pro**, the **Chief FM Administrator** can set the **Company Default Rates** for all who use their version of the software. These default rates can only be changed by the *Chief FM Administrator*. This ensures that when plans are shared between team members or with **Pro**^{CONNECT} clients, the Default Rates remain the same.



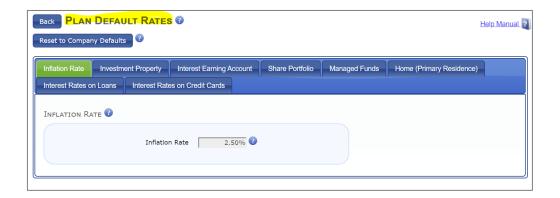
Only the Chief FM Admin has access to this area.



Occasionally the **Company Default Rates** in the software may need to be altered. Default rates for old plans will not change, only those created after the updated default rates. To view, the Default Rates for a specific plan, click on the icon for **Plan Default Rates**.



When returning to a plan, the **Plan Default Rates** are displayed by clicking the icon. Once accessed, the user may **RESET to Company Defaults** if they want to change the rates to any updated Defaults Rates. <u>Only the **FM Admin**, may change the Company's current Default Rates</u>. However, the user can change rates, by selecting the Specified Rate option.



The Default Rates in *Financial Mappers* were updated on the 09.04.2020. They reflect the 20-year average returns from 2000. (It is not intended to change these figures as rates are likely to return from the recent very low rates is those typical of those 20-year average rates)

Below are the new Default Rates used in Financial Mappers. Please read the Disclosure Statement on the software website (accessible in the footer of all screens) for a detailed explanation. Note that the same returns have been used for Real Estate and Shares, with the average capital growth rate applied to both. That is Shares (5.47%) and Real Estate (6.71%) to give an average rate of 6.12%. (We also maintain the same income rate of 4.25% for Shares and 4.25% Net Income for a property after 15% Expenses are deducted)

These are the rates used in Financial Mappers:

	Actual	Default
Inflation	2.50%	2.50%
Home Loan Standard	6.67%	6.67%
Investment Property Loan (Home Rate)	6.67%	6.67%
Share Portfolio Loan (1% Margin Home Rate)	7.67%	7.67%
Personal Loan (3% Margin Home Rate)	9.67%	9.67%
Cash Rate (90 BB +1%)	5.18%	5.18%
Term Deposit 180 BB	4.29%	4.29%
Bonds - 5 yrs	4.20%	4.20%
Share Dividend	4.36%	4.25%
Share Capital Growth	5.47%	6.12%
Managed Fund Dividend	4.48%	4.48%
Managed Fund Cap Grth	6.12%	6.12%
Pension Fund (Prefilled Entry)	20	7.00%
Property Income (N/A)	2.3	5.00%
Property Cap Growth	6.71%	6.12%

Note on Default Rates:

From time to time, the Company may decide to change the Company Default Rates. Default Rates selected should be explained in the *Company's Disclosure Statement*. You should consider if Default Rates for all time-periods listed are appropriate.

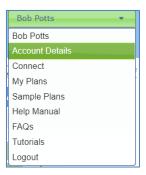
The following are average rates over different time-periods if you are looking for guidance:

	Average Historical Rates			
	20 Yrs	15 Yrs	10 Yrs	5 Yrs
Start Year	2001	2006	2011	2016
End Year	2020	2020	2020	2020
Inflation	2.39%	2.26%	1.92%	1.57%
Home Loan Standard	6.52%	6.42%	5.82%	5.16%
Investment Property Loan (+ 0.5% Margin Home)	7.02%	6.92%	6.32%	5.66%
Share Portfolio Loan (+1% Margin Home)	7.52%	7.42%	6.82%	6.16%
Personal Loan (+3% Margin Home)	9.53%	9.43%	8.85%	8.20%
Cash Rate (90 BB +1%)	4.86%	4.44%	3.38%	2.50%
Term Deposit 180 BB	3.97%	3.58%	2.54%	1.62%
Bonds - 5 yrs	3.91%	3.43%	2.42%	1.66%
Share Dividend	4.38%	4.42%	4.59%	4.49%
Share Capital Growth	5.00%	3.67%	3.82%	4.81%
Managed Fund Dividend	4.42%	4.35%	4.21%	3.98%
Managed Fund Cap Grth	5.74%	4.52%	3.91%	3.97%
Pension Fund	10.31%	9.04%	8.41%	8.69%
Property Income	5.00%	5.00%	5.00%	5.00%
Property Cap Growth	6.47%	5.38%	4.00%	3.13%
Ave Share & Prop Cap Growth	5.74%	4 52%	3 91%	3 97%

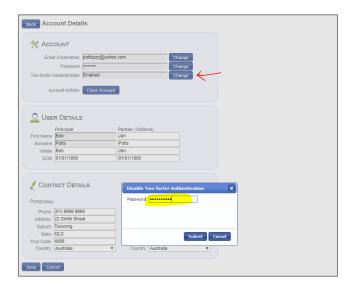
Account Details

In the top right-hand corner of every screen is the name of the person who owns the Financial Mappers account.

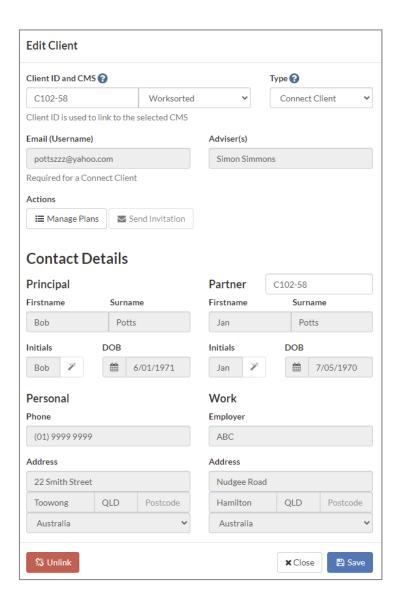
For individual usage of Financial Mappers, the drop-down **Menu** (under the account holder's name) will include the account details option and this is also where the user can **Logout** of the account.



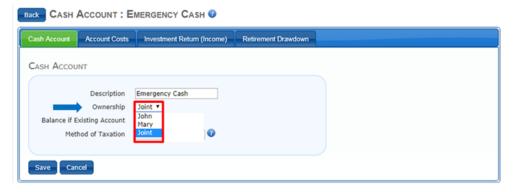
The account holder's name is pre-filled from the initial registration details, and if there is a partner, their name needs to be added here. It is on this screen, that the *email or password* for the account can be changed. You can also enable/disable 2FA. To disable, you will be asked to enter your password.



Financial advisers may find it helpful to access this information when working on a client's plan in **Financial Mappers Pro**.

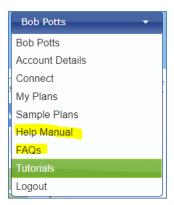


For all assets included in plans, the ownership is assigned to either one of the partners or it is identified as Joint. A 50%-50% ownership split is applied to jointly held assets.



Tutorials

With the increasing usage of the Pro^{CONNECT} option, we have a set of Tutorials, which can be accessed by both advisers and clients. We believe these PDFs are easier to read than the Help Manual or FAQ.



Each Tutorial will contain FAQ for that topic. In addition, we have introduced the concept of a **Doodle Pad**. Here the client is given some basic information and asked to explore options the see the "Cause and Effect" of financial decisions. For example, the client may be asked to consider a plan where there is \$100,000 in the Transaction Account and consider the outcome where the Interest Rate on the investment is changed by 1%.

In the **Help Manual**, the second section call *Help Videos – Learning Centre*, a video for each Tutorial has been created. In the Resources / Custom Pro Site & Team/Client Admin is a PDF document called **ProCONNECT Client Resources** that lists the links to all the video content.

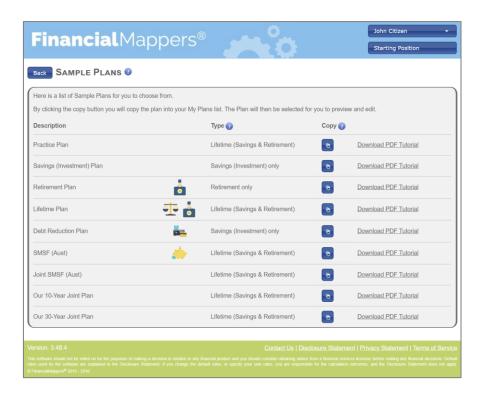


Sample Plans

A list of pre-created plans is accessible from the drop-down menu, for new users to get familiar with what plans look like, and the model screens and reports that are calculated for them.



Any plan can be viewed by clicking on the adjacent copy icon (shown above), which then adds that plan to the user's "My Plans" list. The adjacent PDF tutorial can also be downloaded which shows how the plan was created step by step.



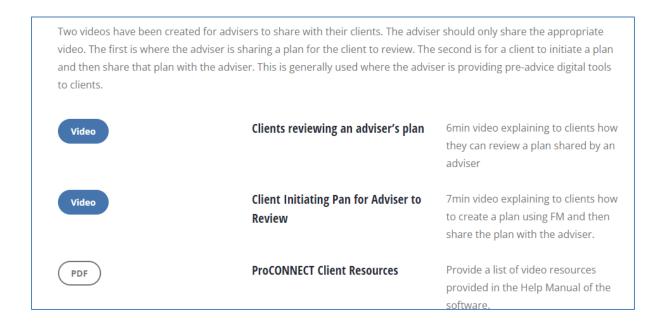
Videos have been made for the following Sample Plans and are found in the Help Videos section of the Help Manual.:

- Savings (Investment) Plan
- Retirement Plan
- Debt Reduction Plan
- 10-Year Joint Plan (Savings & Retirement)

Help Videos and Learning Centre

Where the adviser is sharing plans with the client there are two formats. These are not listed in the software. However the links are included in the *Getting Started Guide for ProConnect Clients*.

The adviser may want to share the appropriate video with the client. You may watch these two videos in the **Resources / Custom Pro Site & Team/Client Admin**. In addition, the PDF lists links to all the videos in the **Help Videos and Learning Centre**.



Help Videos - Learning Centre

Select an article to read

- The Starting Position & Report
- Sample Plans
- Tutorials
- Lesson 1: Basic Financial Concepts
- Lesson 2: Lifestyle Goals & Financial Targets
- Lesson 3: Debt Management
- Lesson 4: Financial Concepts from HILDA Report
- Lesson 5: Investments 3 Major Types
- Lesson 6: Superannuation

Starting (Financial) Position

To access the **Starting Position**, go to **My Clients**, and click on **Plans** at the end of the row for the particular client.



This is the plan owner or client's actual financial position as well as their future investing intentions. Details entered here are included in any new plan created when the *New Plan from Starting Position* option is selected on the *Plans for*(Name of Client) page.



The **Starting Position** holds information that relates to the client, rather than a specific plan. Details of information for each TAB on the top right-hand side will be discussed following the main section which is entering the client's current financial position. This information can then be imported into the plan.



Your Connect Clients View they will see the following TABs.



When entering the Starting Financial Position, it must first be decided whether plans for this owner or client will be *JOINT* or for just for the *Principal* plan owner only.



Note that where the software is shared with the client, either the client or the adviser can update the **Starting Position**. The program notes when the Starting Position was updated and by whom.

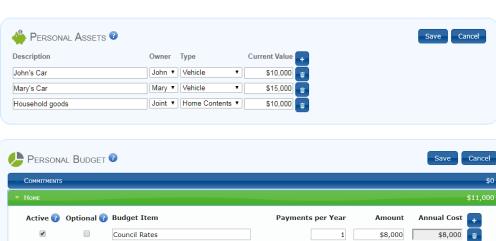
If you want to change the previously selected option, click on the RESET button, at the top of the Starting Financial Position page. **All the entries will be cleared**.

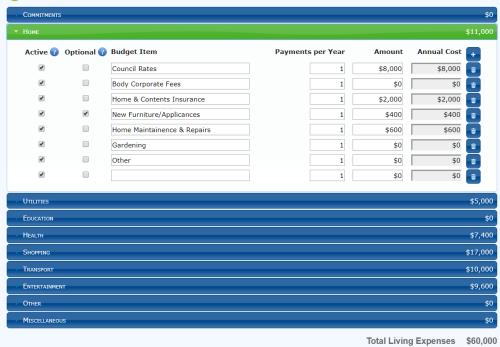
Reset Starting Position

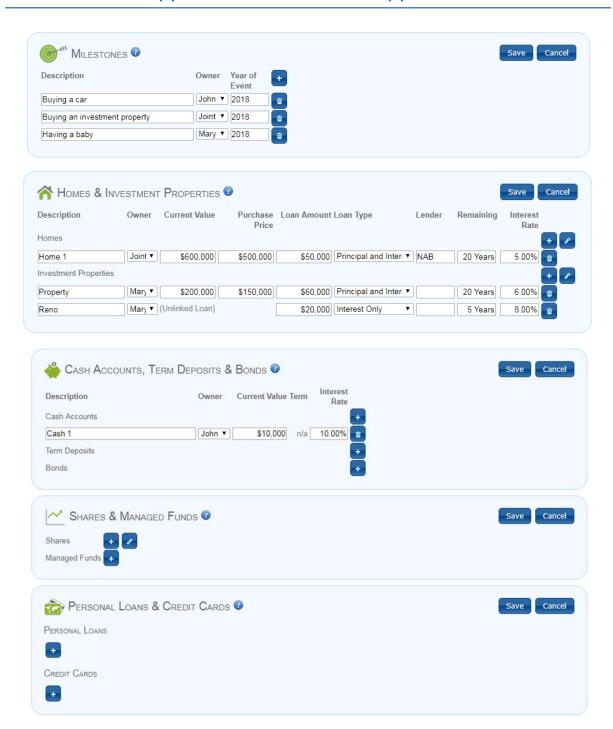
To edit information previously entered, go to the relevant area on the *Starting Position* page, edit the information, and select **SAVE**.

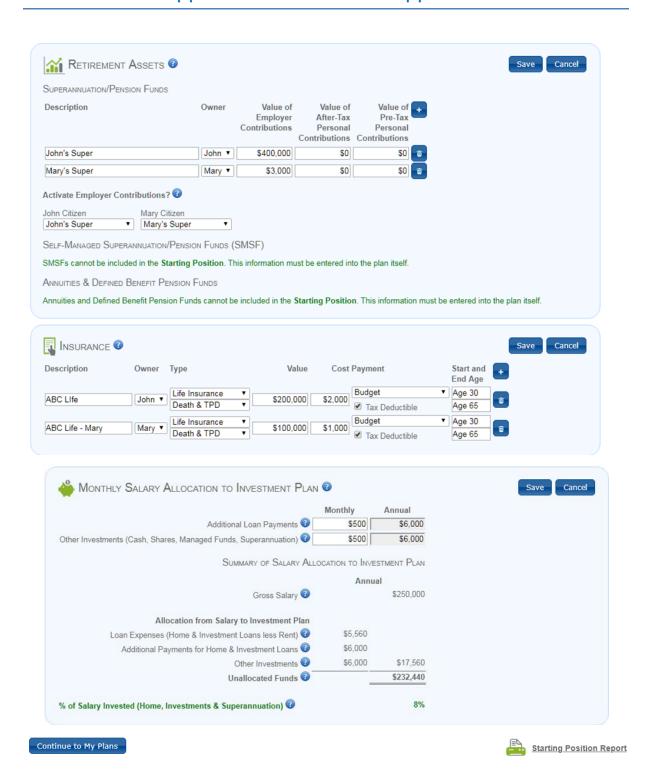
This is an example of Starting Position entries:











When completed, click the LINK Starting Position Report, to generate this Report which includes all the details listed in the Starting Position and the About Me and My Family.

On the Reports page in the Plan Management Area, a shorter version of the Starting Position at Start of Plan is available. This report includes the details, such as SMSF which are not included in the Starting Position.

This is an example of the report generated from a plan which has used the *Starting Position*. Note that this Report lists the plan as Starting Position as it can be generated prior to creating any plans. This is the information that will be imported into any new plans.

Starting Position Report

Based on plan "Starting Position" Bob Potts and Jan Potts

Net Worth

At the start of your plan, based on the assumptions you have made, you will have Net Investments (including Retirement Accounts) of \$920,000 and Net Personal Assets of \$565,000.

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	\$50,000	\$0	\$50,000
Shares and Managed Funds	\$50,000	\$0	\$50,000
Investment Property	\$300,000	\$200,000	\$100,000
Retirement Accounts	\$720,000	\$0	\$720,000
Total	\$1,120,000	\$200,000	\$920,000
Home	\$500,000	\$20,000	\$480,000
Other Personal	\$90,000	\$5,000	\$85,000
Total	\$590,000	\$25,000	\$565,000
TOTAL NET WORTH			\$1,485,000

Asset Allocation

Your investment profile at the start of your plan is Aggressive, 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	Aggressive
Cash, Term Deposits, Bonds	4.46%
Shares and Managed Funds	4.46%
Investment Property	26.79%
Retirement Accounts	64.29%



Starting Position Report

Based on plan "Starting Position" Bob Potts and Jan Potts

Assets

Non-Retirement Assets	Bob	Jan	Total	\$400,000
Bank Account	\$15,000	\$15,000	\$30,000	
Investment Property 1 (Bob)	\$300,000	\$0	\$300,000	
Emergency Cash (Joint)	\$10,000	\$10,000	\$20,000	
Jan's Shares (Jan)	\$0	\$50,000	\$50,000	
Home	Bob	Jan	Total	\$500,000
Home 1 (Joint)	\$250,000	\$250,000	\$500,000	
Personal Assets	Bob	Jan	Total	\$90,000
Bob's Car (Bob)	\$20,000	\$0	\$20,000	
Jan's Car (Jan)	\$0	\$15,000	\$15,000	
Caravan (Joint)	\$20,000	\$20,000	\$40,000	
Furniture and Fittings (Joint)	\$7,500	\$7,500	\$15,000	
Retirement Accounts	Bob	Jan	Total	\$720,000
Bob's Super (Bob)	\$400,000	\$0	\$400,000	
Jan's Super (Jan)	\$0	\$300,000	\$300,000	
Bob's Old Super (Bob)	\$20,000	\$0	\$20,000	

Liabilities

Investment Loans	Bob	Jan	Total	\$200,000
Bank Overdraft	\$0	\$0	\$0	
Investment Property 1 [Loan] (Bob)	\$200,000	\$0	\$200,000	
Home Loans	Bob	Jan	Total	\$20,000
Home 1 [Loan] (Joint)	\$10,000	\$10,000	\$20,000	
Personal Loans	Bob	Jan	Total	\$5,000
Car Loan (Bob)	\$5,000	\$0	\$5,000	

Starting Position Report

Based on plan "Starting Position" Bob Potts and Jan Potts

Salaries and Expenses allocated in the Starting Position

Salary	Bob	Jan	Total	\$300,000
Jan's Salary (Jan)	\$0	\$140,000	\$140,000	
Bob's Salary (Bob)	\$160,000	\$0	\$160,000	
Living Expenses				\$60,000
Commitments			\$0	
Home			\$11,000	
Utilities			\$5,000	
Education			\$0	
Health			\$7,400	
Shopping			\$17,000	
Transport			\$10,000	
Entertainment			\$9,600	
Other			\$0	
Miscellaneous			\$0	
Insurance	Bob	Jan	Total	\$1,000
ABC Life (Bob)	\$1,000	\$0	\$1,000	
Salary Allocation to Investment Plan				\$40,007
Loan Expenses (Home & Investment Loans less Rent)			\$7,607	
Additional Payments for Home & Investment Loans			\$2,400	
Other Investments			\$30,000	
Unallocated Funds (including Tax Liability)				\$259,993

Starting Position Report

Based on plan "Starting Position" Bob Potts and Jan Potts

Milestones

Description	Year of Event
Buying a car (Jan)	2018

Insurance

Bob Potts								
Description	Туре	Value	Cost	Payment				
ABC Life	Life Insurance (Death & TPD)	\$200,000	\$1,000	Superannuation				

Loans & Credit Cards

Description	Туре	Lender	Interest Rate	Length	Bob	Jan	Amount
Investment Property 1 [Loan] (Bob)	Principal and Interest	NAB	6.74%	20 Years	\$200,000	\$0	\$200,000
Home 1 [Loan] (Joint)	Principal and Interest	NAB	6.74%	15 Years	\$10,000	\$10,000	\$20,000
Car Loan (Bob)	Principal and Interest	NAB	10.00%	2 Years	\$5,000	\$0	\$5,000

Starting Position Report

Based on plan "Starting Position" Bob Potts and Jan Potts

About Me and My Family

Family

My wife and I were both born in 1970, are currently 50-years old.

We have two adult children and 3 grandchildren.

Peter (Born 1995) married with 2 children

Judy (Born 1993) married with 1 child

Employment

We are both employed in fairly secure positions

Health

We are both in good health and non-smokers

Estate Planning

We both have Wills and Enduring Power of Attorney. All documents are held with our solicitor (Jackson Lawyers)

Investment Experience

We are not very experienced investors but have started reading some books on the subject.

We are not sure what 4 (Risk/Return) & 5 (Debt Servicing Ratio) mean.

We would love to join any Financial Literacy Program you may have.

Investment Risk Profile

We would not consider ourselves risk-takers, but e do want to be involved in the management of our investments.

Our preferred investment would be in (3) a High Growth Fund. However, we would like to keep the investment property we currently own.

Your Objectives for the Next 5 Years

Start an Investment Plan that will provide an income of \$150,000 in retirement.
 Ensure we can upgrade our home in 6-years
 Ensure we can complete a renovation on our Investment Property in 10-years

Advice You Require

We would like you to review our plan and make recommendations as you see fit.

Updating the Starting Position

When working with a *Pro-Connect Client*, either the client or the adviser can update the *Starting Position*. The updated information will be updated in both the client and the adviser's account information.

Some Important Notes about Starting Position

Transaction Account

This is the account through which all transactions are processed by the software. This will include all activity for Personal, Home, Investment and Retirement Accounts. You *must* enter a starting balance (even if it is zero) and **SAVE** this account.

Loan Types

The entry of *Loan Type* is limited in the Starting Position, to either *Interest Only* or *Principal and Interest*. For each loan, the user can also enter the name of the lender.

In the Plan Management Area, there is a choice of four types of loans. After any plan is created, the user can **EDIT** the *Loan Type* if necessary, to specify any of the additional two types of loans which are:

- Interest Only followed by a Principal and Interest Loan
- Principal and Interest Loan with Options (Introductory Interest Rates, Redraw Facility and Refinancing)

Self-Managed Superannuation

The information for this asset account is too complex to enter in the Starting Position. Details need to be added in the SMSF area after a plan is created. Therefore, this information will not be included in the Starting Position Report. In this case, you would be better to commence a plan, add the SMSF or annuity information, and then generate the Report, Starting Position at Start of Plan.

Annuities

Annuities can only be used in the **Retirement Phase** of a plan. Because the information is dependent on age and plan type, it must be entered from the **Planner** page after a plan is created.

Annuities also include **Defined Benefit Superannuation/Pension Accounts**.

Allocation of Funds to Investment Plan

Allocation of a Percentage of the **Gross Salary** to investing is the action that creates funds available for investing, for each year of any plan. Later, after a plan is created, this allocation can be specified or fine-tuned, and this is done by the entry of a percentage figure.

In the **Starting Position**, the user is helped to calculate the starting percentage figure to be used in any plan. After entering the proposed additional home or investment loan payments and amounts to be used to purchase non-property assets on a regular basis, the allocation percentage is calculated as shown below.

Note that the Unallocated Funds, includes tax liabilities, as these are not calculated in the Starting Position.



At the end of the entries for the Starting Position, the user may create a *Report* showing all the data entries in the *Starting Position* and the section *About Me and My Family* or return to the My Plans page.



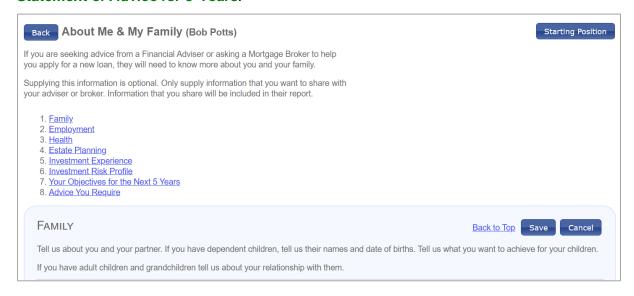
Personal Assets

The user can create a list of current *Personal Assets*. This data is only used in the creation of an *Assets and Liabilities* at *Start of Plan* and are not displayed on the Planner Page of the plan.



About Me and My Family

The Connect Client is asked to complete this information. It can also be entered or amended by the adviser. This information is imported into reports such as the *Short Statement of Advice for 5-Years*.



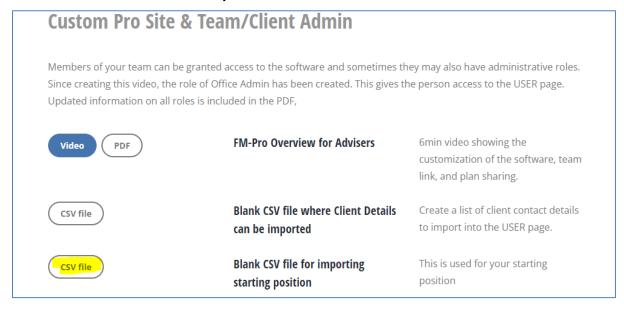
Importing and Exporting CSV Files

Importing and Exporting CSV Files to and from Starting Position



If you can Export a CSV file from your platform, this information can be imported via a Financial Mappers CSV file. Likewise, you can export a client's Starting Position to CSV File.

A sample Blank CSV file for importing Starting Position, together with a Blank CSV file where Client Details can be imported are included in the Resources.



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).

It is recommended that you use the Connect Lite feature so that you do not have to rely on other methods of importation.

Importing and Exporting Client Contact Details

To import or export Client Contact Details, go to the *Users Page*. This page is only accessible by people with the role of Chief FM Admin or FM Admin.

Client information can be imported using a CSV file.



To test the format, simply use the Export Clients to make a file.

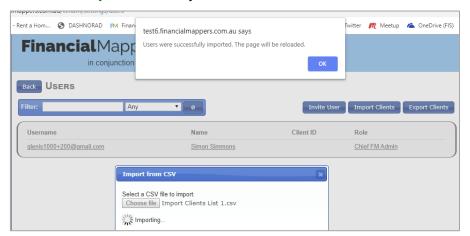
The order of the columns are:

- 1. Client Code
- 2. Email
- 3. First Name
- 4. Surname
- 5. Initials
- 6. DOB
- 7. Partner Code
- 8. Partner Firstname
- 9. Partner Surname
- 10. Partner Initials
- 11. Partner DOB
- 12. Phone
- 13. Address
- 14. Suburb
- 15. State
- 16. Country
- 17. Company
- 18. Company Address
- 19. Company Suburb
- 20. Company State
- 21. Company Postcode
- 22. Adviser
- 23. CMS

The columns 17 - 21, refer to your client's employer and employer's address. 22 is the field for the client's adviser and 23 for the CMS if required.

Example of importing a set of 5-clients

When you click on the Import Clients, you will be asked to choose a file



The clients are now listed on the User's Page.



Note: The information on this page has since been updated and may be sorted by the headings.



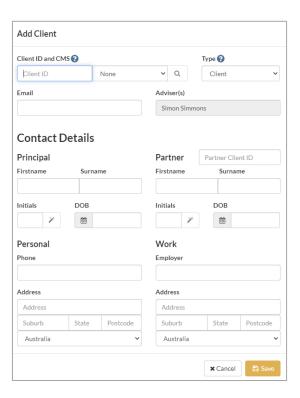
The adviser can be included in the import. If not, as in this case,

Simon Simmons adds the client to his list he must do the following on the My Clients page.:

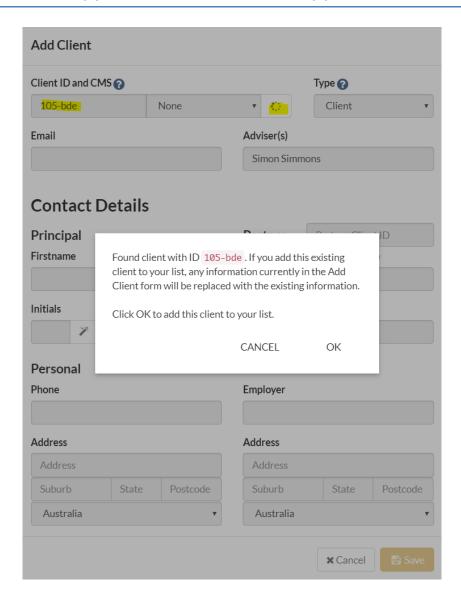
Click on the Add Client button.



This blank screen will be displayed.



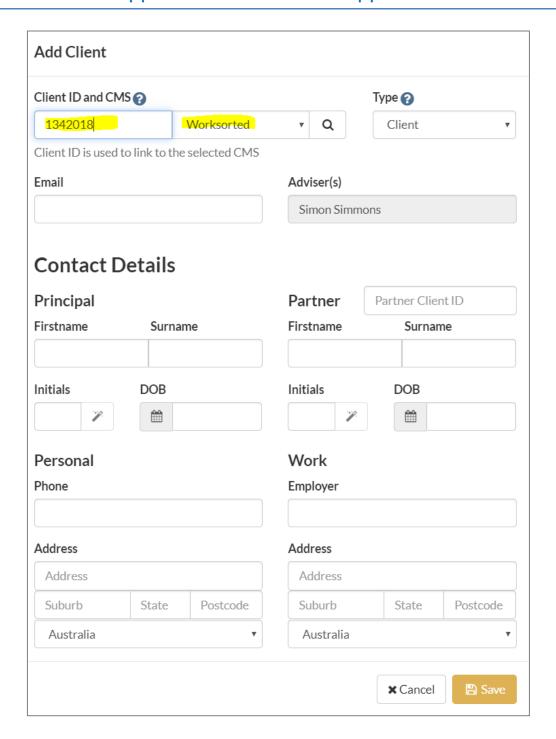
There may be times, when the client detail have been imported to the USERS page, without being assigned to an adviser. In this case, the adviser must enter the *Client ID*, and click on the *Lookup Icon*



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 SMS, in this case, Worksorted, enter the Worksorted Client ID, and the information will automatically fill.

We have recently developed APIs for the integration of Financial Mappers with CRMs. Please discuss this with Glenis Phillips, the Designer of Financial Mappers.



Adviser Notes

In the Starting Position for each client, you will find a new TAB, Adviser Notes.



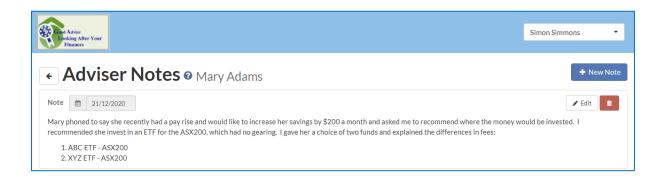
Adviser Notes is intended for those advisers who wish to keep a log of activity with a particular client. Generally, your CRM is likely to provide a place where you can maintain this type of information so it is immediately ready should you undergo an Audit.

For those who don't have an account for this type of compliance process, *Adviser Notes* could be considered as an alternative place for you to keep a record of the type of information required during an audit.

The second purpose could be to just keep some quick notes about your client and how you are progressing through the advice process. This could be a quick way to refresh your memory about client requirements or changes you or your client have made to the plan.



Simply click on the TAB, *New Note,* and complete the information you want to store. The date on which the note was written is automatically generated.



About Me and My Family

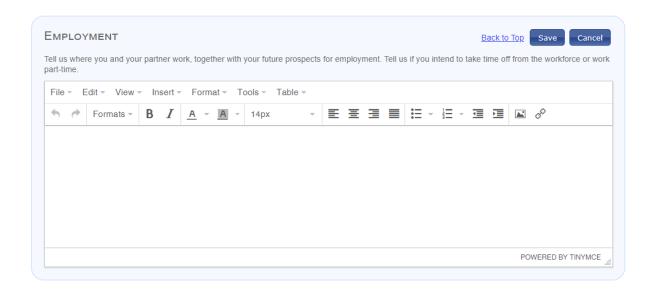
On the *Starting Position* Page, will be a new TAB, About Me and My Family. When this TAB is clicked, there will be seven panels like that in the SOA Editor. Here the client will be asked to add information. Each section will be created as a *SmartPanel* in the section (*called "About Me"*) which can be added to your reports. The panels will advise the client about the type of information required. If no information is added to a panel, the Heading is not included in the report. The adviser may also complete or copy this information from the Fact Find.

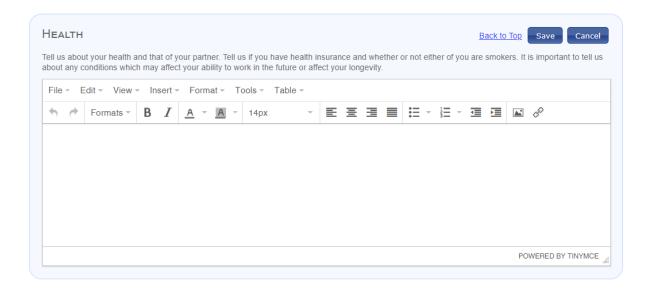
The headings for the panels will be:

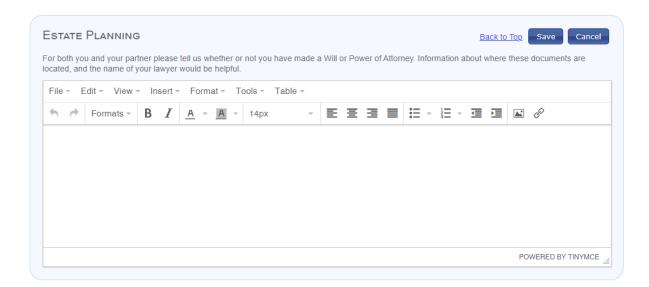
- My Family
- My Employment
- Health
- Estate Planning
- Investment Experience
- Investment Risk Profile
- Your Objectives for the Next 5 Years
- What Advice you Require

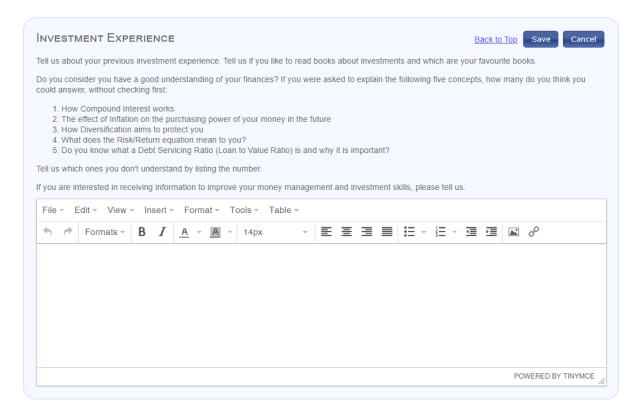
This information and the Starting Position information can be updated by either the client or the adviser.

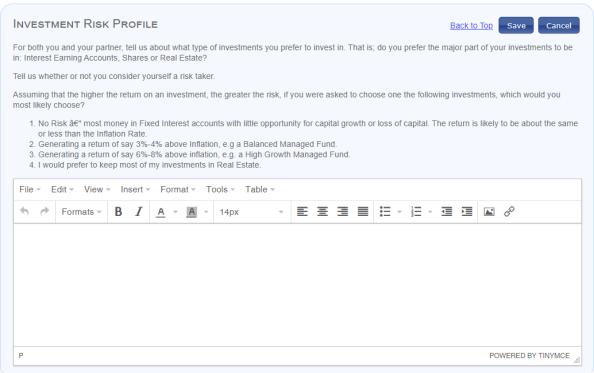


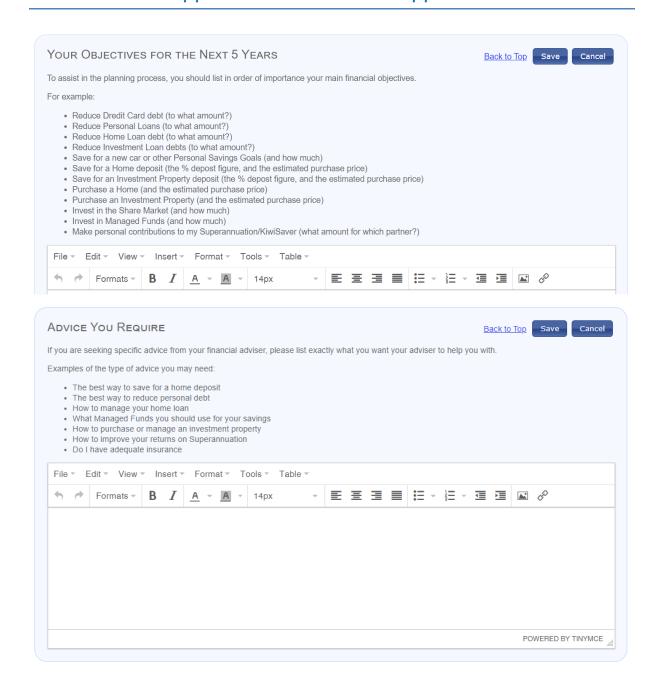




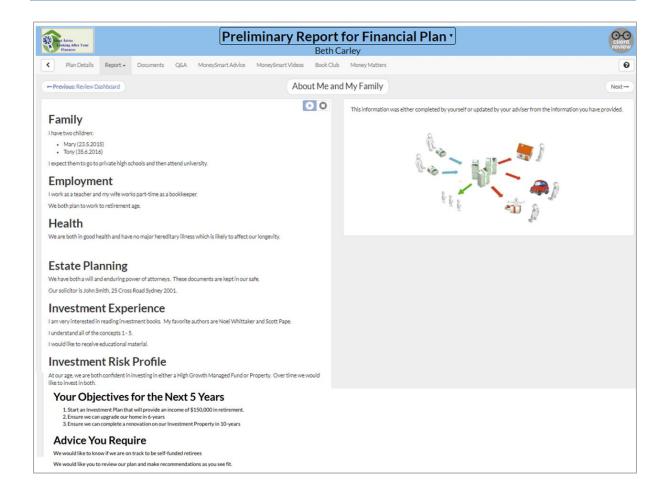








This is an example of information that may have been completed by the Pro^{Connect} Client or added by you from your *Fact Find*. If a panel has been left blank, the panel will not be displayed. That is the heading will not be selected.



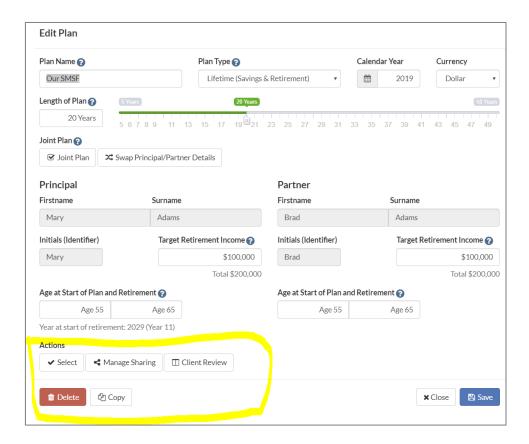
Plan Creation

When first logging in, the adviser is in the *My Clients* area. This can be navigated from the drop-down list under the account holder's name, *My Clients*.

A new plan is created by clicking on one of the button, **+New Plan** and select how you want to create a new plan. – *New Blank Plan* or *New Plan from Starting Position*. In the latter, the information is imported directly into the plan.

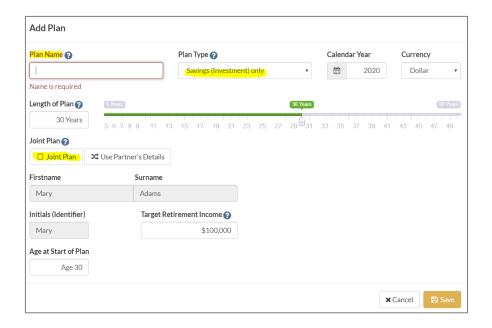


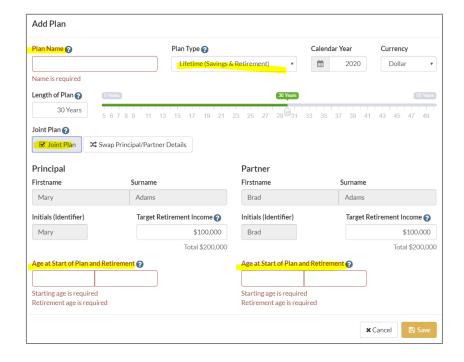
Once a plan has been created, you can click on the Name of the plan, to Edit Plan details. You can also **DELETE** or **COPY** a plan.



Plan Details

The various information about the new plan is entered as shown.





There are three types of plans:

 Savings (Investment) - No retirement income will be included because Drawdown functionality does not apply

2. Retirement only - Only includes the retirement phase

3. Lifetime (Savings and Retirement) Includes both life phases with retirement starting in year specified in Retirement Income

area of PLANNER

The Target Retirement Income (in today's value) is an important entry value at this stage, as the calculated model will be compared to this desired outcome.

Plan Length – 50 years

A length of a plan may be from 5-years to 50-years. You can change the length of the plan, and any data entered after the end of the current plan will be retained if you decide to increase the length of the plan later.

It may be that during your client meeting, you only want to show the client the plan up to the end of the Savings Period at first, but then extend it to 50 years so you can show the likely outcome in the drawdown period.

If you are using the *Pro-Connect* option, you may make a 50-year plan for yourself, but only share a 5 or 10-year plan with the client. Of course, if they change the length of the plan, then all your entries will be retained. To do this, you would make a copy of the plan and then change the length of the plan.

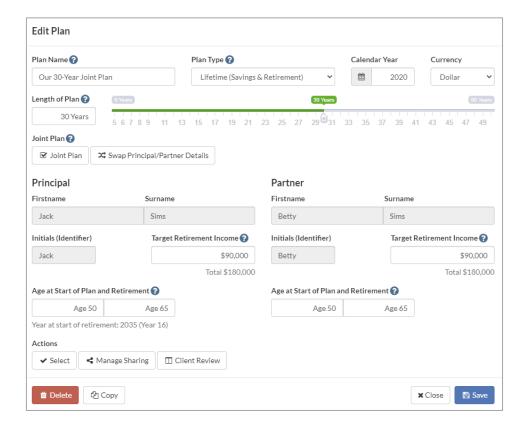
If you have a Pro^{ConnectLITE} client, then the plan you share with the client will only show the first 5-years of the plan.

Plan Ownership

Plans can be owned by single individuals or partners. When creating a New Plan for partners, the **Joint Plan** option must be ticked if the plan is to include ownership options for both partners and joint ownership of assets. The **Initials (Identifier)** must be entered. This allows up to eight characters to be used as a nickname to identify each partner. This

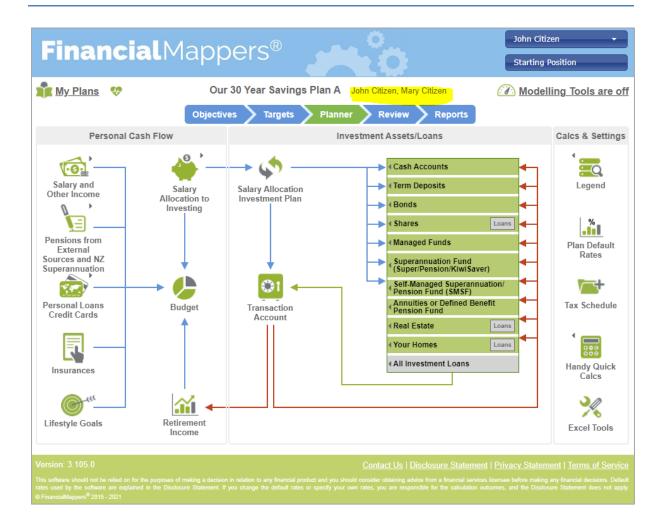
identifier then suffixed to the name of any asset held by each partner on screens and in reports. Where the account is Joint, the word **Joint** will be suffixed to the asset name.

Single plans cannot be *changed* to Joint Plans or vice versa. When a change of plan ownership is required, a new plan needs to be created.



When the **SAVE** button is clicked after entering the *Add Plan* area, the plan is created, and the user is transferred to the Plan Management Area. You may return to this section, by clicking on the Name of the Plan. In this case, the panel will be called *Edit Plan*.

In the **Plan Management** area, the names of the plan owner(s) are shown next to the plan name.



Plan Management Area – Navigation Chevrons



Please Note: If your clients are using the ProConnect option, they do not have the SOA option. The chevron for the Client Review is changed to Plan Review.

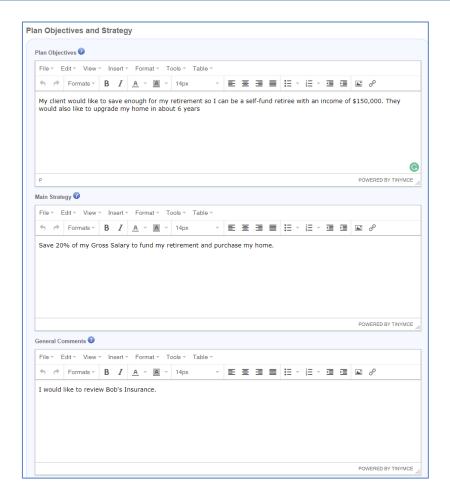


For clients to view the *Client Review App*, you will send a link to the client.

Objectives

On the *Objectives* page, the following information related to the plan can be entered:

- 1. Plan Objectives: The desired outcome of this plan.
- 2. **Main Strategy**: The intended "big picture" steps included in the plan, that enable the Plan Objectives to be reached.
- 3. **General Comments**: Any additional comments about this particular plan that may need to be recorded.

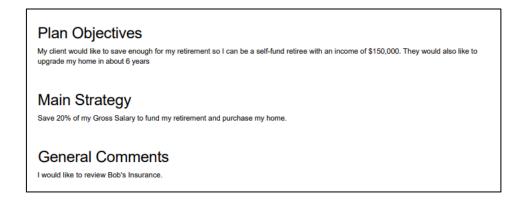


Note: If you are using the report *Simple Statement of Advice for 5 Years*, this is where you will add your advice. The *SOA Editor* panels are not used for this report.

Each plan created can have a different set of Objectives. When information has been entered here in the *Objectives* area, it will be included in the following reports in the *Reports* area:

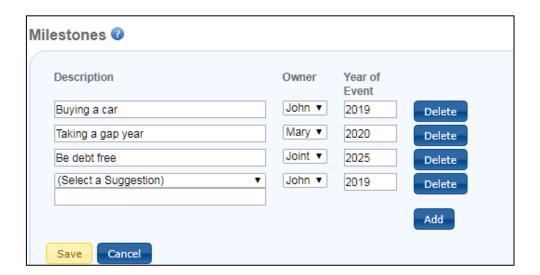
- Plan Map
- · Financial Objectives and Lifestyle Goals
- Check Your Plan Outcomes
- Wealth Guidance Report

This is how the entered information is displayed in the *Reports*. Note that you do not need to add the heading to the panel. These headings, unlike the SOA Editor panels, are automatically added.



Milestones

To help the adviser understand the needs of the client, a list of milestones can be created. These can be added to when advisers request more milestones. Currently, they list major personal events and major purchases. They are added to the bottom of the Chevron – **Objectives.**

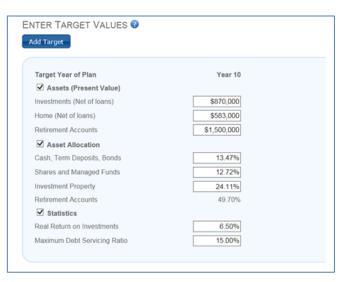


Targets

The user can set their financial targets and then test whether these targets have been met.

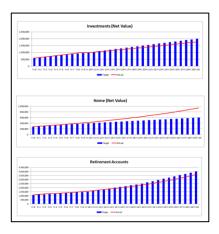
The user enters a selection of financial targets. The program then gives a score out of 100, depending on how close the user comes to achieving their targets.

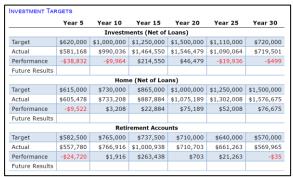
The user can add also the targets for years 20 and 30 of a plan. The following is an example using Year 10 targets only, selecting all three options.





This information can be imported into customized reports in either graph or table mode as shown below. The gap between the maximum of 3 times periods, is calculated by the software, depending on the length of the plan.

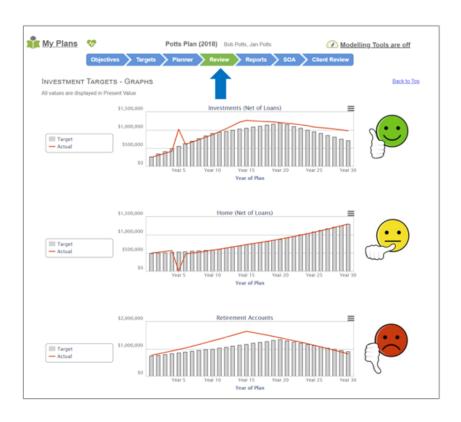




The Financial Targets chevron can be a good place to discuss and demonstrate a *Gap Analysis*. You may have strategies to show your client as to how the gap could be closed. With the <u>Interactive SmartPanel</u>, graphics are included, depending on the targets are achieved.

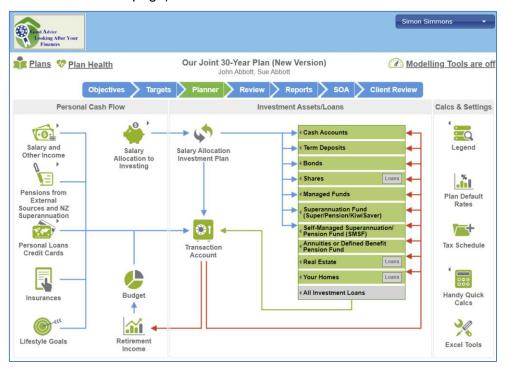


Also, the chevron *Review* will display the interactive SmartPanel, for *Financial Targets*.



Planner Page – Personal Cash Flow Section

This page is the workstation where the plan strategy is entered. (Default Rates and Tax Schedules can be changed if required by clicking on their icons in the Calcs and Settings on the rightmost section of the page).



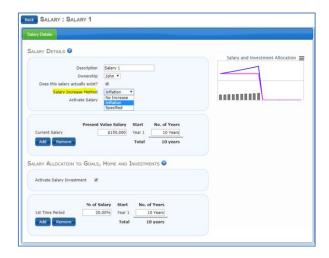
Salary & Other Income Streams

This module allows the selection of a Salary, from which the SGL may be automatically calculated. In addition, income streams from Family Trusts, Investment Companies and Business may be included.

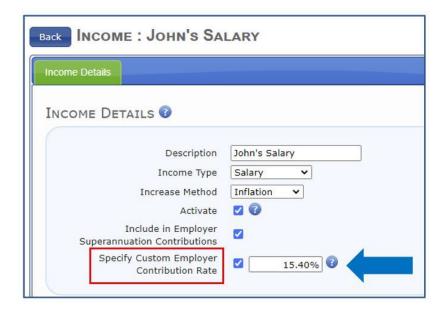
Salary

The method of salary increases has three options. These are:

- No increase
- Inflation
- Specified (nominate a percentage increase to be applied)



The "include in employer superannuation contributions" item can be unchecked where the salary does not qualify for Employer Contributions. If the client has a different Employer Contribution rate, this can be included.



Report Conversational SmartPanel

Conversational: Salary

Salaries

Note all values are listed in "Today's Dollar Value" (PV).

Salary: Salary A (John)

This salary is increased at the inflation rate.

The salary has been listed as:

- Years 1 to 15: \$160,000
- Years 16 to 30: \$0

Following is the percentage of the gross salary that is allocated to savings from salary. This money is used to pay for home loans and home improvements, investment loans net of rent, investments, and personal contributions to retirement accounts.

- Years 1 to 15: 14.00%
- Years 16 to 30: 0.00%

Salary: Salary B (Betty)

This salary is increased at the inflation rate.

The salary has been listed as:

- Years 1 to 15: \$140,000
- Years 16 to 30: \$0

Following is the percentage of the gross salary that is allocated to savings from salary. This money is used to pay for home loans and home improvements, investment loans net of rent, investments, and personal contributions to retirement accounts.

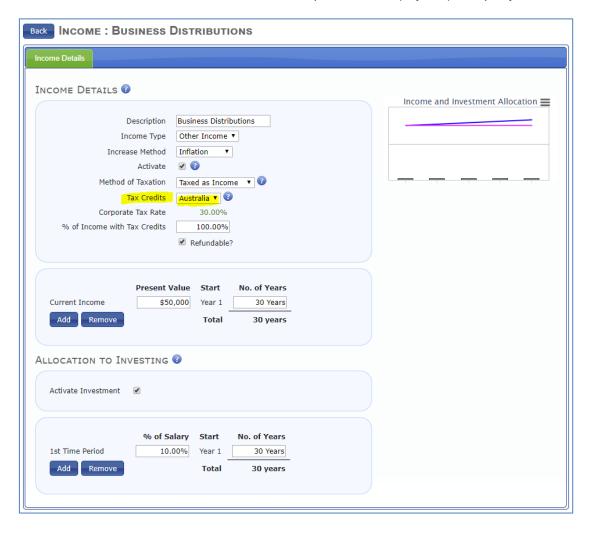
- Years 1 to 15: 14.00%
- Years 16 to 30: 0.00%

Other Income Streams

In this selection, the method of taxation can be selected, together with the application of *Imputation Credits* if appropriate. A percentage of this income stream may also be allocation to *Salary Savings for Investments*.

This account would be suitable for:

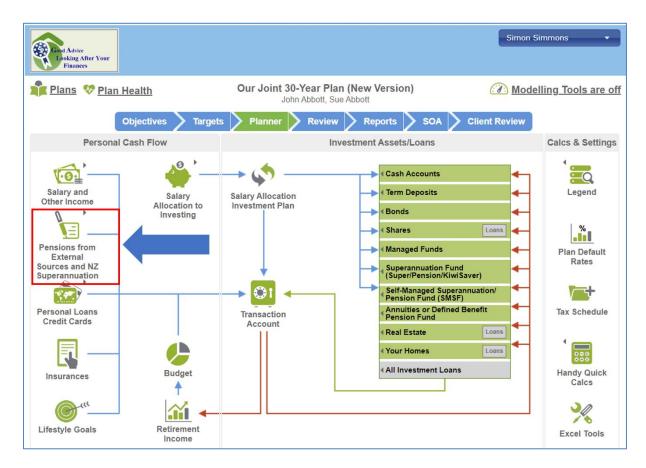
- Property Trusts
- Investment Entities
- Business Income
- Professionals with distributions from their professional (Pty Ltd) company



Pensions from External Sources

The program has two options:

- Non-Means Tested Pension Including New Zealand Superannuation
- Means-Tested Pension



Non-Means Tested Pension

The user can simply add the estimated pension amount.

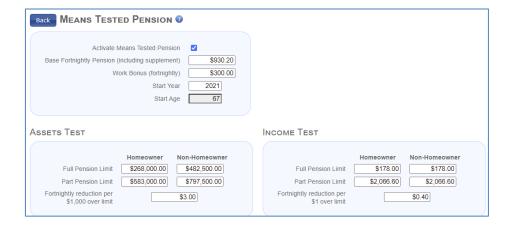
PENSIONS FROM EX	(TERNAL S	Sourc	ES (INCLUDIN	IG NZ S	UPERAN	NUATION	ı) 🕡
Activate Drawdown Allocation Age at Start of Pension Entitlements Activate Tax Credits	Bob Potts Age 65	Jan Po					
Вов Роттѕ							
1st Time Period Add Remove JAN POTTS	\$10,000	Start Age 65 Total	No. of Years 10 Years 10 years				
JAN POTTS							
1st Time Period Add Remove	\$10,000	Start Age 65 Total	No. of Years 10 Years 10 years				

Means-Tested Pension

This calculator follows the rules the Australian Aged Pension for Single/Couples who are either Non-homeowners or Homeowners. The program determines which they are according to either the plan is a Joint Plan and if they own a home in that particular year.

The current parameters for all the information required are prefilled, but allows the user to overtype, should the values change, or the client is one with specific circumstances such as a couple being each assessed as a single.

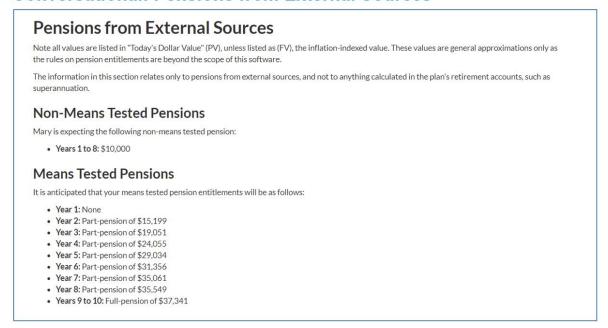
Because the calculations are not restricted to retirement age, this account can be used for clients on Disability Pensions. However, you may need to edit the parameters for eligibility. The software selects whether the plan is single or joint and assess homeownership each year.



Note: The thresholds and pension are updated each quarter.

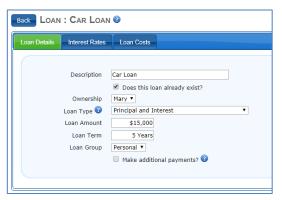
Conversational SmartPanel

Conversational: Pensions from External Sources



Personal Loans and Credit Card Debt

Both personal loans and credit card debt can be entered. There is a comprehensive list of options for both Interest Rates and Payment Schedules





Conversational SmartPanels

Conversational: Personal Loans

Personal Loans

This plan has 2 personal loans. Note all values are listed in "Today's Dollar Value" (PV), unless listed as (FV), the inflation-indexed value.

Personal Loan: Boat Loan

This is an existing loan with a value at the start of the plan of \$20,000. It is owned by Brad.

Boat Loan is an Interest Only followed by Principal & Interest Ioan with a term of 5 Years. The Interest Only Ioan has an interest rate of 12.00% which is not fixed. The Principal and Interest Ioan that follows has an interest rate of 10.00% which is not fixed.

You have not planned to make any additional payments.

Personal Loan: Car Loan

This loan commences in Year 1 with a balance of \$20,000. It is owned by Mary.

Car Loan is a Principal and Interest Ioan with a term of 5 Years. It has an interest rate of 10.67% which is fixed for 2 Years.

You plan to make additional payments totalling the following amounts each year:

- Years 1 to 3: \$1,200
- Year 4: \$966

With these additional payments it is estimated you will save \$1,458 (FV) in interest charges.

Conversational: Credit Cards

Credit Cards

This plan has 2 credit cards. Note all values are listed in "Today's Dollar Value" (PV), unless listed as (FV), the inflation-indexed value.

Credit Card: NAB Card

NAB Card has a balance of \$3,000 at the start of the plan, and the debt is owned by Mary.

The interest rate is 15.00%. It is estimated that the debt will be repaid in 1 year and 6 months.

Credit Card: Big CC Debt

Big CC Debt has a balance of \$50,000 at the start of the plan, and the debt is owned jointly.

The interest rate is 15.00%. It is estimated that the debt will be repaid in more than 10 years.

Insurance

The user can enter current insurances and those planned for future years. These policies may be allocated as paid from either the personal budget or superannuation.

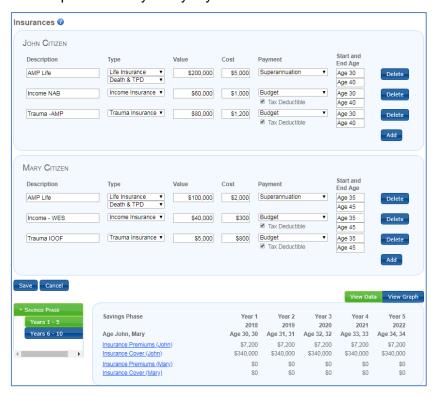
When **superannuation** is specified, the cost is not automatically added to the Superannuation Account. It needs to be entered into that account by the user.

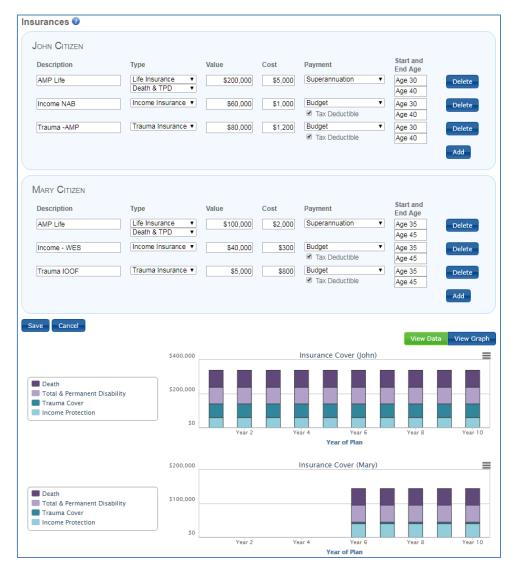
Where the cost is assigned to the **Transaction** Account, this may be specified as **Tax Deductible** when appropriate. When this occurs, the costs are added to Tax Deductions in the Tax Estimator.

This information is automatically included in the **Insurance Needs Report**. Where the policy is for Life and TPD, the amount of the policy cover is entered in both the Death and TPD sections of the Insurance Needs Report, with half the premium allocated to each section.

In this example, both partners are aged 30, but Mary does not start her policies until age 35 (for demonstration).

Because either the Value or Cost is indexed, it is recommended a schedule of payments be created over different periods – say every 5-years.





Conversational SmartPanel

Conversational: Insurance

Insurance

Betty has no insurance listed in this plan.

Life Insurance (Death & TPD): ABC Life (John)

 $John \ has \ ABC \ Life \ as \ Life \ Insurance \ (Death \& \ TPD) \ with \ a \ value \ of \$200,000 \ and \ premiums \ of \$1,000. \ This \ cover \ is \ from \ Age \ 50 \ to \ Age \ 60.$

The payments are made from superannuation.

Life Insurance (Death & TPD): ABC Trauma (John)

 $John \ has \ ABC\ Trauma\ as\ Life\ Insurance\ (Death\ \&\ TPD)\ with\ a\ value\ of\ \$50,000\ and\ premiums\ of\ \$1,000.\ This\ cover\ is\ from\ Age\ 50\ to\ Age\ 60.$

The payments are made from the budget and are not tax deductible.

Income Insurance: ABC Income (John)

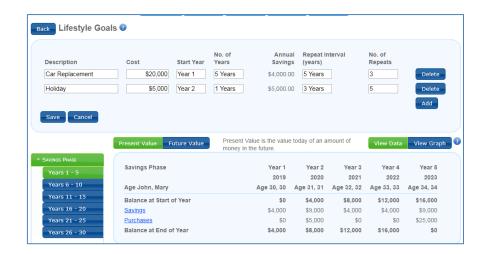
John has ABC Income as Income Insurance with a value of \$60,000 and premiums of \$5,000. This cover is from Age 50 to Age 60.

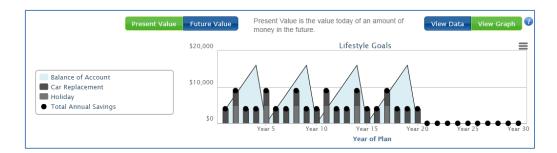
The payments are made from the budget and are tax deductible.

Lifestyle Goals

Lifestyle Goals are included in the *Personal Cash Flow* section of the BUDGET area. The program allows you to include recurring savings. For example, you may plan to replace your car every 5-years and wish to save for it on an annual basis.

You may want to allocate in your Budget a holiday every 3 years.





The Lifestyle Goals information can be included Reports in either graph as above or table format:

Lifestyle Goals (PV)	2019	2020	2021	2022	2023 Age 34, 34	
Age John, Mary	Age 30, 30	Age 31, 31	Age 32, 32	Age 33, 33		
Balance at Start of Year	\$0	\$4,000	\$8,000	\$12,000	\$16,000	
Savings	\$4,000	\$9,000	\$4,000	\$4,000	\$9,000	
Car Replacement	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000	
Holiday	\$0	\$5,000	\$0	\$0	\$5,000	
Purchases	\$0	\$5,000	\$0	\$0	\$25,000	
Car Replacement	\$0	\$0	\$0	\$0	\$20,000	
Holiday	\$0	\$5,000	\$0	\$0	\$5,000	
Balance at End of Year	\$4,000	\$8,000	\$12,000	\$16,000	so	

Conversational SmartPanel

Conversational: Lifestyle Goals

Lifestyle Goals

Lifestyle Goals are savings for personal expenses which are deducted from the budget. This plan has 2 lifestyle goals. Note all values are listed in "Today's Dollar Value" (PV), unless listed as (FV), the inflation-indexed value.

Lifestyle Goal: Car Replacement

You plan to start saving for your Car Replacement in Year 1. The total cost is \$20,000 and you will save \$4,000.00 per year for 5 Years. You plan to repeat the savings schedule 1 time.

Lifestyle Goal: Holidays

You plan to start saving for your Holidays in Year 1. The total cost is \$9,000 and you will save \$3,000.00 per year for 3 Years. You plan to repeat the savings schedule 2 times.

Budget

A detailed budget of personal expenditure (in present value) can be entered. The annual living expenses can be entered as a single overall value, or a separate single value for each of the 10 main categories (shown as tabs), or in as much detail using subcategories as required.



Retirement Income

Income for each year of retirement is specified here. Where the Retirement Phase is part of the plan. (Retirement Plan or Lifetime Plan) The funds to be used by the drawdown are withdrawn from the specific asset accounts and deposited into the **Transaction Account**.

These values are displayed on the Retirement Income page as Funding for Drawdown.

The drawdown amounts are calculated by the software as coming from a mixture of retirement accounts, investment income, and investment capital.

Where funds from the sale of real estate are required to contribute enough retirement income, a real estate sale transaction must be entered by the user and the funds will then be deposited in the **Transaction Account**.



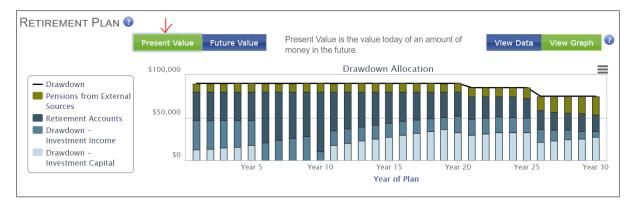
The retirement income is then transferred to the **Transaction Account** at the start of each year.

Check

There is an option to include any Social Security or other Pensions that may be available. When this occurs, the amount transferred to from the Transaction Account to the Budget is reduced by the amount of the Pensions from External Sources. These funds are deposited to the Budget directly.

The following is a sample of the drawdown in a 30-Year Retirement Plan which has a \$10,000 pension, included in the retirement income.

Results can be displayed in Present or Future Value by clicking the desired button as shown below.



If the plan has included any *Pensions from External Sources*, including the automated *Means-Tested Pension*, the values would be included here. However, this income is not included in the above graphs. It is included in the **Budget – Income**.



Conversational SmartPanel

Conversational: Retirement Income

Retirement Income

The drawdown for retirement income commences when Mary is Age 65 and Brad is Age 65. Pensions from external sources are included in the retirement income

 $Retirement\ income\ is\ transferred\ from\ the\ Transaction\ Account\ to\ the\ Budget\ to\ cover\ any\ tax\ due\ on\ this\ income\ and\ your\ living\ expenses\ in\ retirement.$

The plan has allocated the following retirement income:

- Years 1 to 5: \$120,000
- Years 6 to 10: \$100,000

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 3-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.

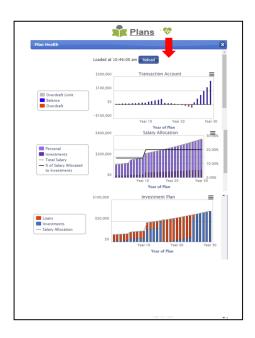
Note that if you change plans, you should "RELOAD" the graphs. The program will recalculate all the and give you the new values.

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.



This is an example where the Transaction Account is overdrawn, the loan expenses exceed the salary allocation in Years 3-5, and there are Insufficient Funds, in the Budget for some years.



Planner Page – Investing Section

Salary Allocation Investment Plan

This is where the portion of salary allocated to investing each year is assigned to the repayment of home and investment loans, and regular purchases of assets (other than real estate) including personal contributions to superannuation.

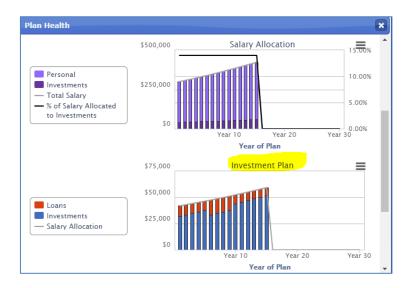


Home and net investment loan expenses are automatically subtracted from the investable fund's allocation. The Home and Investment loans Expenses, net of rent, are displayed as separate items. The remaining balance can be assigned by the user to specific asset accounts by percentages. This allows the actual amounts of assigned funds to be automatically adjusted by the software as loan costs and other variables change.

The following is an example of the *Salary Allocation to Investment Plan* for the 15-year Savings (Investment) Phase of a Lifetime Plan. These graphs can be found in the Plan Outcomes Report in the REPORTS page.



In the **Plan Health**, the allocation is divided in to **Net Loan Expenses** and **Investments** including **Superannuation**.



Transaction Account

The **Transaction Account** is an interest-earning account, through which all transactions are processed. It is the cash-flow hub for the investing activities entered into the plan **outside** of the **Salary Allocation Investment Plan**.

Funds are moved into the Transaction Account each year by the software calculations, with the exact amount shown in the *Salary Allocation Investment Plan*, previously described.

** Please note that any percentage amounts specified in the Salary Allocation to Investment Plan, which is the "assigned" investing, (which means the direct purchase of those assets) are included in the Transaction Account. Any unallocated distribution in the

Investment Plan will remain in the Transaction Account and may be later used for payment of tax, buying additional investments or increasing personal expenditure.

When any assets are sold, the sale proceeds are deposited into the **Transaction Account**. When any assets are purchased, the funds are withdrawn from the Transaction Account.

These sale and purchase transactions are entered by going into the specific asset accounts and nominating the buy or sell activity.

The **One-off Receipts** area of the Transaction Account allows the inclusion of incoming money from external sources, such as a gift or inheritance.

The **One-off Expenses** area allows the inclusion of business expenses such as accountant or adviser fees. You can nominate if the expense is **Tax Deductible**. (There may be times, such as in New Zealand where Interest on Loan Tax deductibility is being phased out this option could be used. The interest cost over this period could be included as an Expense.) With all TABs one can create a schedule of receipts or withdrawals.

The **One-off Withdrawals** is a carryover from the old version of Financial Mappers. Now it simply withdraws fund from the plan at the start of the year. **One-off Expenses** is usually a better option as the expenses are documented.

The Transaction Account may also have an overdraft facility. The Transaction Account is always owned jointly when the plan ownership is "Joint".

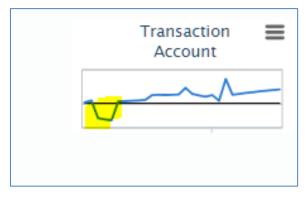
Special Note on Overdraft:

It is recommended that you do not use this as business overdraft, and that you nominate 0% for the interest rate. The reason is that interest costs should be assigned to the correct loan type – home, investment property or shares. In addition, if the account is accidentally overdrawn, including an Interest Cost exaggerates the effect on the plan.



The **Transaction (Bank) Account must be monitored** as a plan is created, to ensure it is never overdrawn. The software does not limit the user's investing activities, so they need to check that the Transaction Account is never below the overdraft line if an overdraft is specified, or never below a zero balance if no overdraft has been specified.

This is a vital part of Financial Mappers' plan creation that must be understood. If the Transaction Account is in deficit, this means the plan is NOT actionable in real life! It is the user's responsibility to keep the Transaction Account "in the black".



To alert you to a deficiency of funds, there are two interactive SmartPanels which include the image displayed, if the account is overdrawn, by more than the nominated Overdraft Limit.





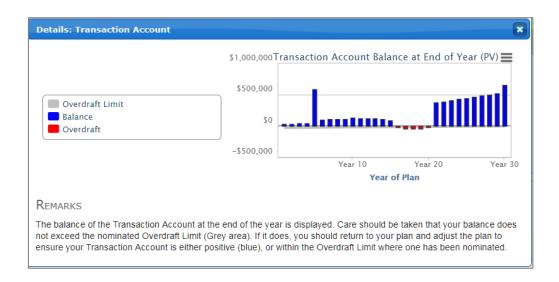
In the **Plan Health**, the balance of the *Transaction Account* at the end of the year is displayed. After any changes are made to the plan, you should *RELOAD*, the Plan Health graphs to view the new calculated answers.



On the **Review chevron**, and overdue amount (at the end of the year) will be displayed as a negative red value.



When the Information Icon is clicked, the overdraft values are displayed in red. The grey line represents the overdraft limit.



One-Off Receipts & One-off Expenses

One-off Receipts is any injection of investable funds at some future and often unknown date. For example, the user may be expecting to sell a business or have an inheritance at some future time. One-off Receipts may also be used for regular income which is not to be taxed as salary or other income streams. Therefore, you have a time schedule.

In this example, Income from a Family Trust is included and an anticipated Inheritance. If the Family Trust income is included here, the money is not taxed. Therefore, a better place for this type of income would be in the section *Salary*, with the option for SGL to be deactivated. However regular income from a hobby which is not taxed could be included here.



One-Off Expenses allow the inclusion of investment related expenses where they cannot be accommodated in other sections of the plan. The cost of the expense can be allocated to the correct partner and may be listed as "Tax Deductible" if appropriate.

Examples of other expenses are:

- Accountant fees
- Adviser fees
- Work related expenses which are tax deductible (currently these are listed in the Budget, but tax deductibility is not included)
- Interest on loans for the 4-year phase out period in New Zealand
- Capital Gains Tax in New Zealand, where an investment property is sold within the first 10-years and do not qualify for any tax relief.
- Personal Expenses that you wish to withdraw from the Transaction Account rather than the Budget. For example, you may want to withdraw the cost of school fees as these are likely to change over a short period of time.

Note that **Ownership** is only displayed if the item is **Tax Deductible**.

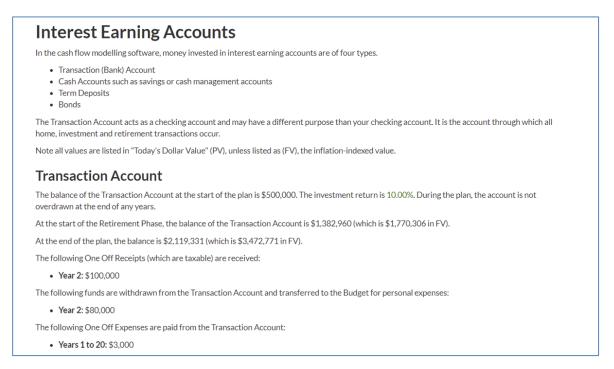


The information for the Transaction account is included in the Conversational SmartPanel for all Interest Earning Accounts. The following only shows the section for the *Transaction Account*. (This is followed by examples of other Interest Earning Accounts)

Conversational SmartPanel

Conversational: Interest Earning Accounts

This SmartPanel will always include the Transaction Account and then add any other Interest Earning Accounts in the Plan – Cash, <u>TDs</u> and Bonds.



Cash Accounts

The Transaction Account is like an checking account. It is recommended that any Cash held as an investment, should be isolated in a separate account. You could create a Cash Account for this purpose – Say Emergency Funds.













Conversational SmartPanel

This information is included in the Interest-Earning SmartPanel.

Cash Account: Cash 1

 ${\it Cash\,1}$ is an existing cash account. It is owned by Mary. Its value at the start of the plan is \$20,000.

The investment return is 3.00% and interest is reinvested until Year 4, and then paid to the Transaction Account. The interest is taxed as income.

This plan uses the automated Investment Plan which allocates salary savings by a percentage. This percentage is calculated from the total savings allocation less any loan expenses. The allocation in the Investment Plan is:

• Years 1 to 10: 20.00%

The following deposits are made from the Transaction Account:

- Year 1: \$5,000
- Year 6: \$5,000

The following withdrawals to the Transaction Account are made (excluding any retirement drawdown):

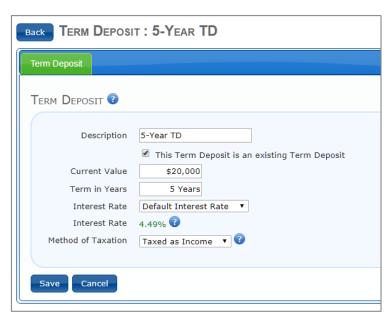
- Year 10: 5% which is \$10,723 (FV)
- Year 16: 5% which is \$6,797 (FV)

At the start of the Retirement Phase, this cash account is worth \$159,156 (which is \$203,733 in FV). The Retirement Drawdown commences in Year 1 of the Reitrement Phase and the funds are drawn down over 25 Years.

At the end of the plan, this cash account is worth \$57,039 (which is \$93,465 in FV).

Term Deposits

Because **Financial Mappers** is working on **Annual Cash Flows**, it is <u>not appropriate to have TD's of less than 12-months</u>. There could be value in using a **Cash Account** for your short term TD's.



Conversational SmartPanel

This information is included in the Interest-Earning SmartPanel.

Term Deposit: TD 1 TD 1 is a term deposit opened during the plan. It is owned by Mary. The investment return is 5.00% and interest is paid to the Transaction Account. The interest is tax free. The term is 2 Years. This plan uses the automated Investment Plan which allocates salary savings by a percentage. This percentage is calculated from the total savings allocation less any loan expenses. The allocation in the Investment Plan is: • Years 1 to 10: 20.00% At the start of the Retirement Phase, this term deposit is worth \$15,610 (which is \$19,982 in FV). At the end of the plan, this term deposit is worth \$0. Term Deposit: TD 2 TD 2 is a term deposit opened during the plan. It is owned by Brad. The investment return is 7.00% and interest is paid to the Transaction Account. The interest is taxed at a specified rate of 20.00%. The term is 5 Years.The following term deposits with the same term and investment return are purchased during the plan: • Year 1: \$10,000 • Year 6: \$10,000 • Year 11: \$10,000 This plan uses the automated Investment Plan which allocates salary savings by a percentage. This percentage is calculated from the total savings allocation less any loan expenses. The allocation in the Investment Plan is: • Years 1 to 10: 20.00% At the start of the Retirement Phase, this term deposit is worth \$60,192 (which is \$77,050 in FV). At the end of the plan, this term deposit is worth \$9,518 (which is \$15,597 in FV).

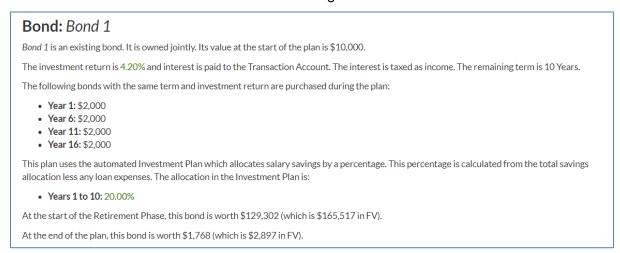
Bonds

The program assumes that *Income* is paid as a <u>twice-yearly coupon</u>. Therefore the Income is transferred to the *Transaction Account* and listed as a **Monthly** transaction so that the two payments are averaged for calculation of income in the *Transaction Account*.



Conversational SmartPanel

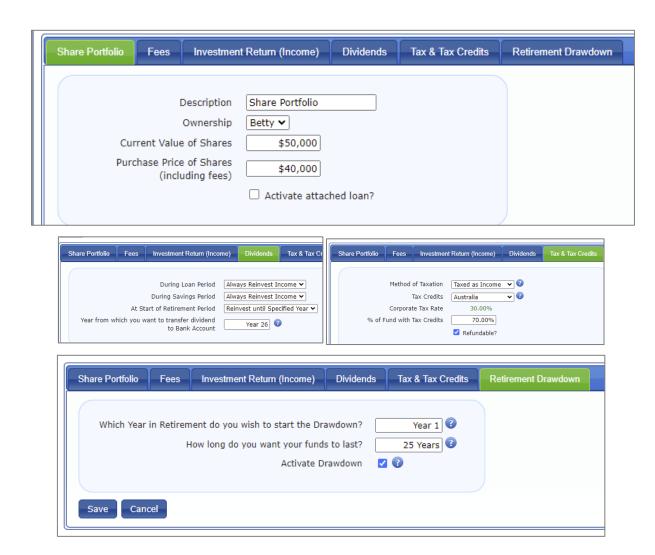
This information is included in the Interest-Earning SmartPanel.



Shares

This account assumes a portfolio of shares and does not list individual holdings – this is cash flow modelling software.

The Share Portfolio provides the option to include a loan. Under each TAB, the user can select the appropriate values.



Conversational SmartPanel

Conversational: Shares

Share Portfolios

This plan has 1 Share Portfolio. Note all values are listed in "Today's Dollar Value" (PV), unless listed as (FV), the inflation-indexed value.

Share Portfolio: Shares 1

This Share Portfolio is owned by Mary.

The funds held in the account at the start of the plan is \$200,000

It is estimated that the income from dividends will be 4.25% and the capital growth rate will be 6.12%, a total return of 10.37%.

This portfolio has a linked loan.

Dividends from this portfolio will be:

- · Paid to the Transaction Account during the loan period.
- Reinvested during the Savings Phase.
- · Paid to the Transaction Account during the Retirement Phase.

The dividends will be Taxed as Income

Imputation credits for Australia have been activated and 60.00% of the fund will be eligible for these tax credits.

This plan uses the automated Investment Plan which allocates salary savings by a percentage. This percentage is calculated from the total savings allocation less any loan expenses. The allocation in the Investment Plan is:

Years 1 to 5: 20.00%

These purchases are made from the creation of a Loan Account:

Year 2: \$24,875

At the start of the Retirement Phase, your Share Portfolio will be worth \$337,499 (which is \$381,849 in FV). The Retirement Drawdown will commence in Year 1 of the Reitrement Phase and the funds will be drawn down over 25 Years.

At the end of the plan, your Share Portfolio will be worth \$288,129 (which is \$368,829 in FV).

Loans

The following loans have been assigned to your Share Portfolios:

Share Portfolio Loan: Shares 1 [Loan]

This loan was commenced in Year 2.

Shares 1 [Loan] is an Interest Only followed by Principal & Interest loan with a term of 10 Years. The Interest Only loan has an interest rate of 8.17% which is not fixed. The Principal and Interest loan that follows has an interest rate of 7.67% which is not fixed.

You have not planned to make any additional payments.

Notes

In this plan, it is assumed that dividends and capital growth remain the same. However, there may be considerable rise and falls of share prices for any specific share portfolio or the ASX200. It is estimated that the total return for the ASX200 for the 20-year period from the year 2001 was 9.38% with an average Inflation Rate of 2.39%. In the 5-year period from 2016, the estimated total return was 9.29% with an average Inflation Rate of 1.53%. These are Real (After-inflation) rates of 6.82% and 7.60%.

Where loans have been included, the interest rates are assumed to remain the same. Where the interest rate is not a fixed rate, then the interest charges may change. According to the Reserve Bank of Australia, the average Standard Variable Home Loan rate for the 20-year period from 2001 was 6.52% with an average Inflation Rate of 2.39%. In the 5-year period from 2016, the estimated rate was 5.16% with an average Inflation Rate of 1.53%. These are Real (After-inflation) rates of 4.33% and 3.57%.

Margin loans, where the shares are the only security, are likely to attract a higher interest rate than the standard home loan.

Managed Funds

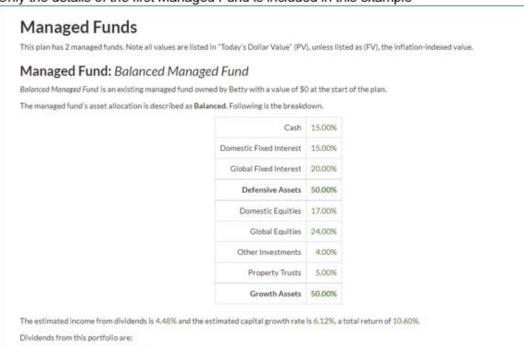
The Managed Funds is similar to Shares, except Loans are not available for this account. In addition, the Asset Allocation can be nominated from No Growth to Aggressive. This asset allocation can be changed over the life of the plan. It may be that as people move towards retirement they may choose to have more defensive assets.



Conversational SmartPanel

Conversational: Managed Funds

Only the details of the first Managed Fund is included in this example



- Reinvested during the Savings Phase.
- · Reinvested until Year 21, and then paid to the Transaction Account during the Retirement Phase.

The dividends are taxed as income

This plan uses the automated Investment Plan which allocates salary savings by a percentage. This percentage is calculated from the total savings allocation less any loan expenses. The allocation in the Investment Plan is:

Years 1 to 15: 20.009

At the start of the Retirement Phase, this managed fund is worth \$165,796 (which is \$240,122 in FV). The Retirement Drawdown commences in Year 1 of the Reitrement Phase and the funds are drawn down over 25 Years.

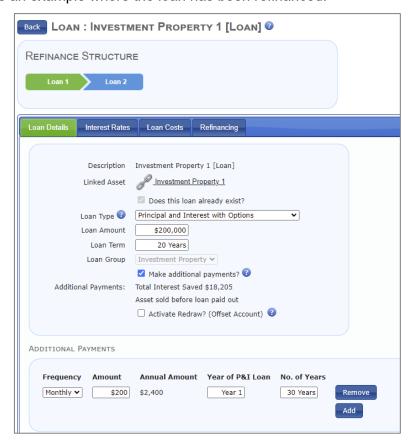
At the end of the plan, this managed fund is worth \$94,513 (which is \$198,247 in FV).

Investment Property

The Investment Property Account provides and array of options suitable for the serious real estate investor.



One loan can be attached to the property, but other loans can be added as "Unlinked Loans". This is an example where the loan has been refinanced.



Conversational SmartPanel

Conversational: Investment Properties

Investment Properties

This plan has 3 investment properties. Note all values are listed in "Today's Dollar Value" (PV), unless listed as (FV), the inflation-indexed value.

Investment Property: Property 1

Property 2 is an existing investment property. It is owned by Mary. Its value at the start of the plan is \$300,000. The purchase price including costs was \$250,000.

The estimated gross income is 5.00% p.a. with recurrent costs of 15.00% p.a. of the gross income. It is estimated that the value of the investment property will rise at 6.12% p.a.

You plan the following building improvements:

• Year 2: \$30,000 (which is \$30,750 in FV)

You plan the following capital purchases:

• Year 2: \$10,000 (which is \$10,250 in FV)

At the start of the Retirement Phase, this investment property is worth \$391,320 (which is \$442,743 in FV).

At the end of the plan, this investment property is worth \$465,478 (which is \$595,851 in FV).

Investment Property: Property 2

Property 2 is an existing investment property. It is owned by Brad. Its value at the start of the plan is \$200,000. The purchase price including costs was \$150,000.

The estimated gross income is 6.00% p.a. with recurrent costs of 20.00% p.a. of the gross income. It is estimated that the value of the investment property will rise at 5.00% p.a.

You plan the following building improvements:

• Year 3: \$25,000 (which is \$26,266 in FV)

You plan the following capital purchases:

Year 3: \$15,000 (which is \$15,759 in FV)

At the start of the Retirement Phase, this investment property is worth \$252,484 (which is \$285,662 in FV).

This investment property is sold at the end of Year 9. It is estimated that the profit after selling costs is \$123,053 (which is \$149,929 in FV).

Investment Property: Property 3

Property 3 is an investment property purchased in Year 2.1t is owned jointly. The purchase price is \$300,000 with a deposit of \$250,000.

The estimated gross income is 5.00% p.a. with recurrent costs of 15.00% p.a. of the gross income. It is estimated that the value of the investment property will rise at 6.12% p.a.

There are no building improvements planned for this investment property

You have not included any capital purchases such as replacement of furnishings or carpets.

At the start of the Retirement Phase, this investment property is worth \$344,679 (which is \$389,973 in FV).

At the end of the plan, this investment property is worth \$409,998 (which is \$524,832 in FV).

Loans

The following loans are assigned to your investment properties. If the investment property is sold, the loan is paid out at the same time.

Investment Property Loan: Property 1 [Loan]

This is an existing loan with a value at the start of the plan of \$50,000.

Property 1 [Loan] is a Principal and Interest loan with a term of 10 Years. It has an interest rate of 6.67% which is not fixed.

You plan to make additional payments totalling the following amounts each year:

- Years 1 to 4: \$6,000
- Year 5: \$2,470

With these additional payments it is estimated you will save \$10,722 (FV) in interest charges.

Investment Property Loan: Property 2 [Loan]

This is an existing loan with a value at the start of the plan of \$20,000.

Property 2 [Loon] is a Principal and Interest with Options loan with a term of 10 Years. It has an interest rate of 5.00% which is fixed for 3 Years. It has an introductory rate of 3.00% for 1 Years.

The loan is refinanced in Year 3, where the loan amount is increased by \$15,000. The refinanced loan has a term of 10 Years and an interest rate of 6.67% which is not fixed.

You plan to make additional payments totalling the following amounts each year:

- Years 1 to 2: \$1,200
- Year 3: \$12,000
- Year 4: \$10,677

With these additional payments it is estimated you will save \$8.889 (FV) in interest charges.

Investment Property Loan: Property 3 [Loan]

This loan commences in Year 2 with a balance of \$50,000.

Property 3 [Loan] is an Interest Only followed by Principal & Interest Ioan with a term of 8 Years. The Interest Only Ioan has an interest rate of 7.17% which is not fixed. The Principal and Interest Ioan that follows has an interest rate of 6.67% which is not fixed.

You have not planned to make any additional payments.

Investment Property Loan: Extension to Property 1

This loan commences in Year 2 with a balance of \$20,000. It is owned by Mary.

Extension to Property 1 is an Interest Only Ioan with a term of 3 Years. It has an interest rate of 8.00% which is fixed for 3 Years.

Notes

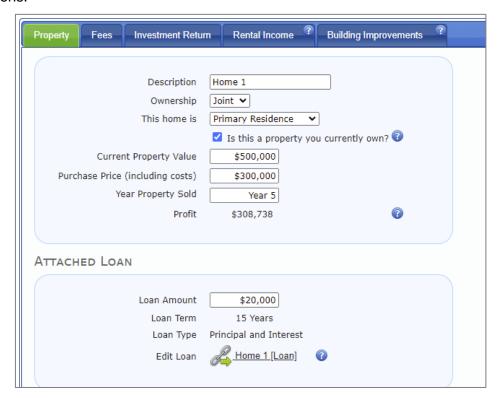
When using cash flow modelling software to estimate future changes in real estate prices, an average Capital Growth is selected. The value of each property will change year by year and no one can predict what these changes will be for a specific property or property in general.

The Bureau of Statistics keeps an historical record of changes in property prices. They have estimated that the price rise of Established Houses for the 20year period from 2001 was 6.46% with an average Inflation Rate of 2.39%. In the 5-year period from 2016, the estimated the price rise was 3.13% with an Inflation Rate of 1.57%. The Real (after-inflation) Capital Growth Rates were 3.99% for the 20-year period and 1.53% for the 5-year period.

Where loans have been included, the interest rates are assumed to remain the same. Where the interest rate is not a fixed rate, then the interest charges may change. According to the Reserve Bank of Australia, the average Standard Variable Home Loan rate for the 20-year period from 2001 was 6.52% with an average Inflation Rate of 2.39%. In the 5-year period from 2016, the estimated rate was 5.16% with an average Inflation Rate of 1.53%. These are Real (after-inflation) rates of 4.33% and 3.57%.

Home

The Home account is kept separate to Investments. It does not include the Non-Cash Tax Deductions.



Conversational SmartPanel

Conversational: Homes

Homes

This plan has 1 home. Note all values are listed in "Today's Dollar Value" (PV), unless listed as (FV), the inflation-indexed value.

Home: Home 1

Home 1 is an existing home. It is owned by Mary. Its value at the start of the plan is \$500,000. The purchase price including costs was \$400,000.

It is estimated that the value of the home will rise at 6.12% p.a.

There are no building improvements planned for this home.

At the start of the Retirement Phase, this home is worth \$707,463 (which is \$905.613 in FV).

At the end of the plan, this home is worth \$1,001,008 (which is \$1,640,268 in FV).

Loans

The following loans are assigned to your homes. If the home is sold, the loan is paid out at the same time.

Home Loan: Home 1 [Loan]

This is an existing loan with a value at the start of the plan of \$200,000.

Home 1 [Loan] is a Principal and Interest with Options loan with a term of 20 Years. It has an interest rate of 6.67% which is not fixed. It has an introductory rate of 6.67% for 1 Years.

The loan is refinanced in Year 2, where the loan amount is not increased. The refinanced loan has a term of 19 Years and an interest rate of 6.67% which is not fixed. It has an introductory rate of 6.67% for 5 Years.

You plan to make additional payments totalling the following amounts each year:

- Years 1 to 8: \$12,000
- Year 9: \$8,930

With these additional payments it is estimated you will save \$97,318 (FV) in interest charges.

Notes

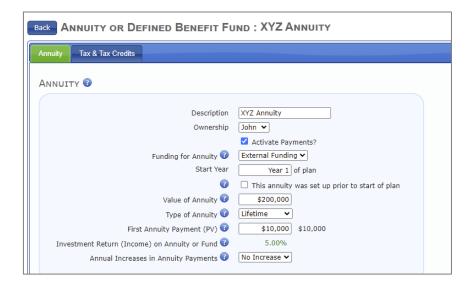
When using cash flow modelling software to estimate future changes in real estate prices, an average Capital Growth is selected. The value of each property will change year by year and no one can predict what these changes will be for a specific property or property in general.

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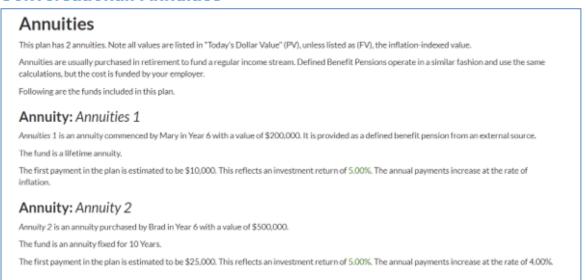
Annuities

Annuities can only be included in the Retirement Phase. They can be used for either Defined Benefit Pension Funds, or annuities purchased with private funds. Superannuation Funds can also be converted to an annuity at the start of the drawdown.



Conversational SmartPanel

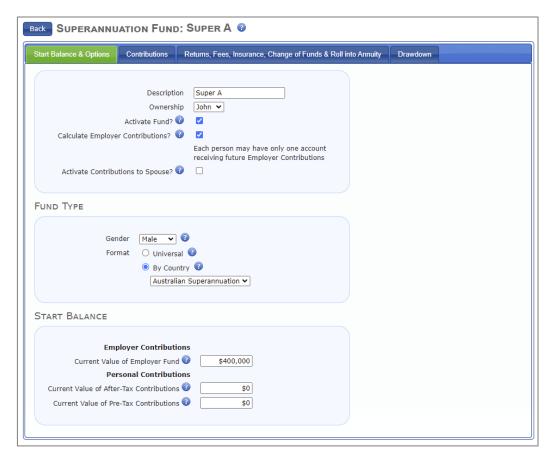
Conversational: Annuities



Superannuation Account

For detailed explanation refer to the Masterclass Document Retirement Accounts.

This account has default options for *Australian Superannuation* and *KiwiSaver*. The user can also create their own account rules by using the option *Universal Mode*.



Conversational SmartPanel

Conversational: Superannuation

Superannuation/Pension Funds

This plan has 2 superannuation/pension funds that are employer sponsored and are defined contribution funds. Note all values are listed in "Today's Dollar Value" (PV), unless listed as (FV), the inflation-indexed value.

Super/Pension/KiwiSaver Fund: Bob's Super

Bob's Super is a fund for Bob. Employer contributions are paid to this superannuation account.

At the start of the plan, the total value of the fund is \$400,000. The account balances are:

- · Employer funded contributions: \$400,000
- · Personal pre-tax contributions: \$0
- Personal after-tax contributions: \$0

The following contributions are made from the bank account.

- · Pre-tax contributions:
 - Years 1 to 10: \$5,000

The following investment profiles are selected:

Start Year	Investment Profile	% pa Return
Year 1	Balanced	7.00%
Year 15	Conservative	7.00%

At the start of your drawdown at Age 65, the balance of this super/pension/KiwiSaver fund is \$890,120.

The drawdown amount has been calculated to be drawn down over 25 Years.

At the end of the plan, this super/pension/KiwiSaver fund is worth \$424,549 (which is \$890,521 in FV).

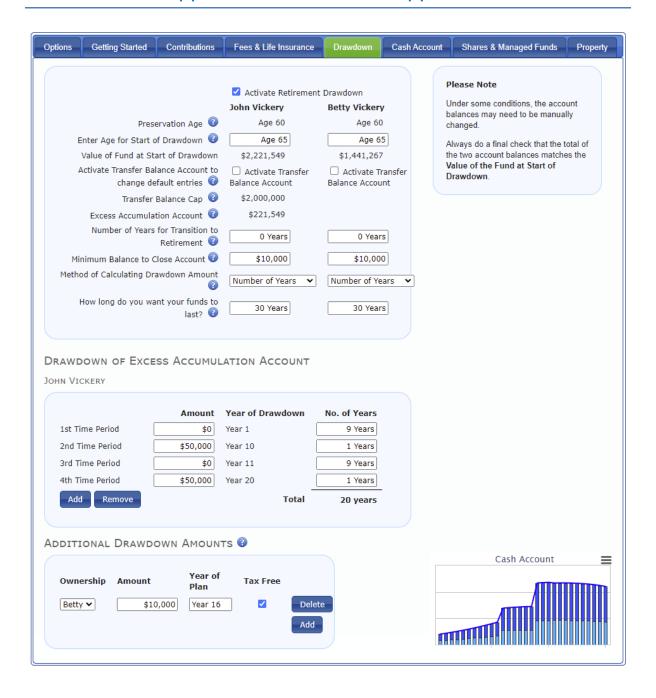
Self-Managed Superannuation Fund (SMSF)

The SMSF account can include information for two people. The account balances, in various formats are maintained. The Account divides assets into three groups:

- Cash Account, through which all transactions occur
- Shares and Managed Funds
- Property with one loan for each property held.



The Drawdown is calculated for each partner. Where the account exceeds the TBC, the Excess Funds are held in a separate account, where they continue to pay tax.



Conversational SmartPanel

Conversational: SMSF

SMSF: Our SMSF

Our SMSF is a self-managed superannuation fund for John & Betty. Employer contributions are paid to this superannuation account.

At the start of the plan, the total value of the fund (net of loans) is \$1,500,000. The account balances are:

- . Employer funded contributions: \$752,984
- Personal pre-tax contributions: \$587,719
- · Personal after-tax contributions: \$159,297

The funds are held in the following accounts:

- Cash Account: \$400,000
- Shares & Managed Funds: \$600,000
- · Properties (net of loans): \$500,000
 - Total Value: \$600,000
 - o Loans: \$100,000

In the investment plan, the following percentage of salary savings (after loan expenses) is allocated to the fund:

- · After-tax contributions (John):
 - Years 1 to 10: 5.00%
- · After-tax contributions (Betty):
 - Years 1 to 10: 5.00%

The following contributions are made from the bank account,

- · Pre-tax contributions (John):
 - Years 1 to 10: \$1,000
- · After-tax contributions (John):
 - · Years 1 to 10: \$5,000
- · After-tax contributions (Betty):
 - Years 1 to 10: \$1,000

The Spouse Contribution has been activated. This may entitle your spouse to contributions paid by you, where the contributions and your partner's income meet the requirement for that allocation of after-tax contributions.

According to the plan, you may be entitled to a government co-payment.

At the start of the drawdown for John at Age 65, the balance exceeds the Transfer Balance Cap. This results in \$1,562,397 in the Transfer Balance Account and \$173,074 in the Excess Accountation Account.

The funds in the Excess Accumulation Account are drawn down as follows:

- Year 20: \$50,000
- · Year 30; \$50,000

The drawdown amount for the funds held in the Transfer Balance Account has been calculated to be drawn down over 30 Years.

At the start of the drawdown for Betty at Age 65, the portion of the balance of this SMSF allocated to Betty is \$1,125,915.

The drawdown amount has been calculated to be drawn down over 30 Years.

Additional drawdown amounts are planned as follows:

Year 16: \$10,000

At the end of the plan, this SMSF is worth 1,607,185 (which is 3,371,180 in FV).

Review

The *Plan Dashboard* shows on a year-by-year basis the value of eight important categories of the planning model, displayed in present value. Below the Plan Dashboard are the *Key Indicator Graphs* and the *Financial Targets Graph*.

Plan Dashboard

The Plan Dashboard is intended to be the main visual representation of the calculated model, to show to clients and discuss with them. By clicking on the Information Icon, one graph at a time can be displayed and discussed with the client.



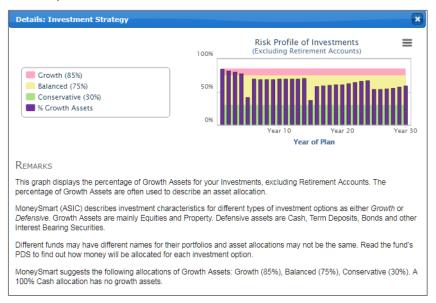
With the introduction of the **Client Review Gateway**, a new SmartPanel, called **Review** *** has been created. When included in a report, this dashboard becomes part of the Client Review area.



Plan Dashboard Graphs

Investment Strategy

On the Dashboard, the Investment Profile is listed for each year. This gives more detail by displaying the Percentage of Growth Assets for each year. This can be very useful if you are using Risk Profiling software which matches a client's risk tolerance to the percentage of Growth Assets in the plan.



Home

In this example, the home is sold at the end of the year 6, and a new home purchased at the beginning of the next year, hence a \$0, value. You will see that the proceeds have been added to the Investments for that brief time period.

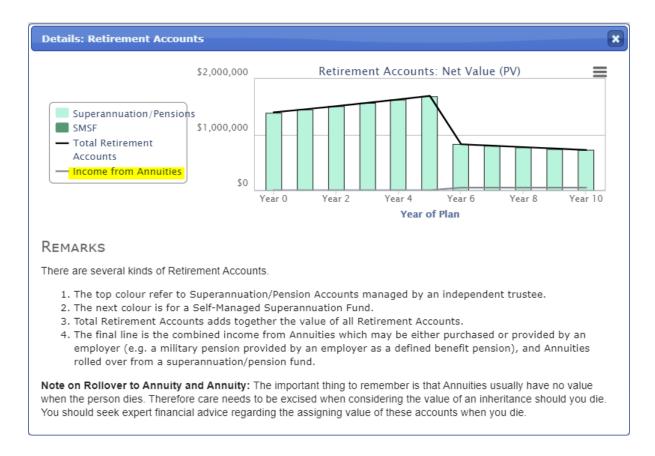


Investments

By dividing assets into three categories and including the loans, a detailed discussion of the client's asset values will be much clearer.



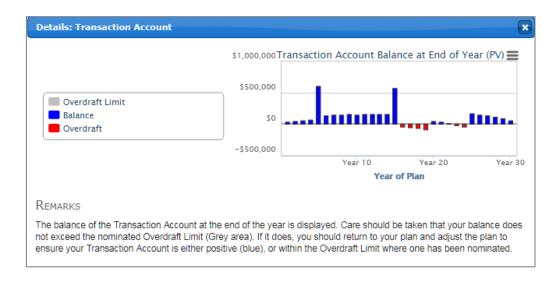
Retirement Accounts



Note that Annuities have <u>no dollar value</u>, but the *Income from Annuities* is displayed as a grey line in the graph. Other graphs have the Income from Annuities, displayed as a subgraph, but not in this case.

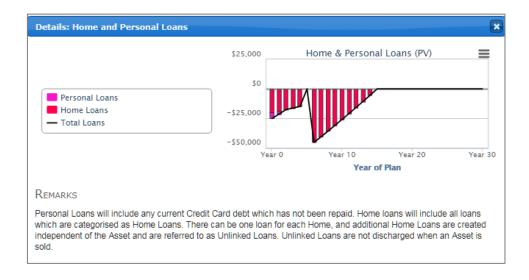
Transaction Account

Where the account is overdrawn, the columns are red. This allows for easy identification of where the plan may need adjustment to ensure that the account balance is within the limits of the overdraft or a positive balance if there is no overdraft limit nominated in the plan.



Home and Personal Loans

As Personal Loans are likely to be considerably less than Home Loans, you can use the "Zoom" feature to read the figures, if needed.



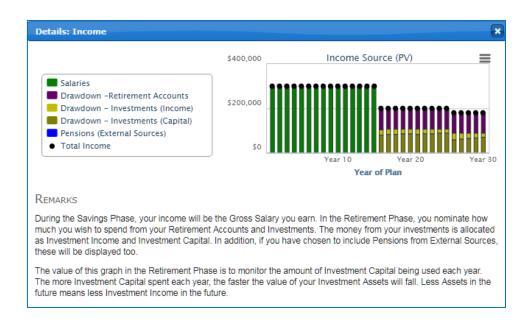
Investment Loans

Where an Overdraft is displayed, check that the value is within the Overdraft Limit. If not you should adjust your plan.



Income

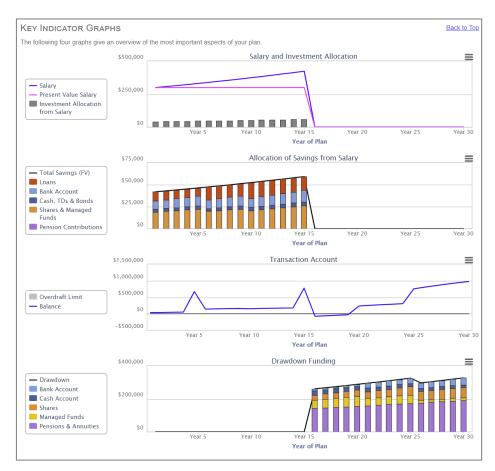
In the Retirement Phase, the Income is that nominated in the Retirement Plan together with Pensions such as Centrelink. Having the income from investments allocated to investment income and investment capital caters for a discussion as to whether the client is drawing down too much capital in the early stages of retirement.



Key Indicator Graphs

The *Key Indicator Graphs* are intended to alert you to any omissions in the plan. For example:

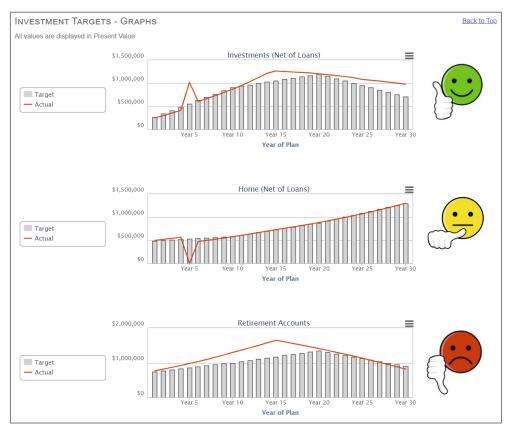
- Have all the Salaries and Investment Allocation been made?
- In the Allocation of Savings from Salary, are the Loan expenses greater than the allocated savings?
- In the Transaction Account Overdrawn?
- In the Drawdown Funding, has the Drawdown been activated in the accounts you want to use for funding of the Retirement Account?
- In the Drawdown Funding, have the combined drawdown exceeded the requirements for the nominated Retirement Income? (These funds will be displayed as a Credit for the Transaction Account and the Light Blue column will extend above the line displaying the Total Funding amount.



These graphs provide additional information, you may wish to discuss with your client.

Financial Targets

Financial Targets demonstrate to your client whether or not the plan will achieve their financial targets. You can then explain how you managed to exceed their expectations. If you are unable to achieve their expectations, you can explain why and what may need to be done to achieve those targets. For example, should the client save more or reduce their expectations.

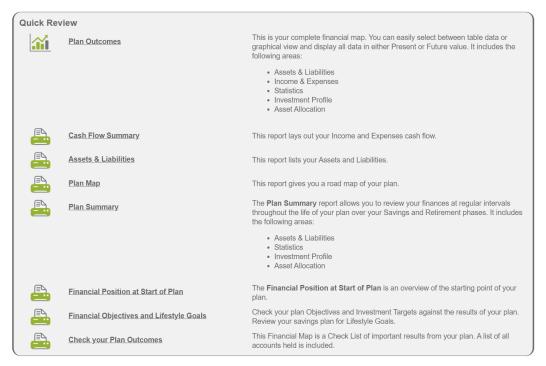


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Reports

Plan Map

The plan is viewable via on-screen reports which can all be produced as PDFs. The default reports have been divided into 3 sections:



Specific Reports			
Insurance Needs Evaluation (John Smith)	The Insurance Needs Evaluation gives you an opportunity to list and review your insurances. It then reports on how well you are covered against your current income and asset base.		
Insurance Needs Evaluation (Mary Smith)	The Insurance Needs Evaluation gives you an opportunity to list and review your insurances. It then reports on how well you are covered against your current income and asset base.		
<u>Plan Summary - First 5 Years</u>	The Plan Summary - First 5 Years gives a 5-year snapshot of how your savings strategy is tracking.		
<u>Plan Summary - First 10 Years in Data View</u>	View the Cash Flow Summary and Assets & Liabilities for the first 10-years of your Savings and Retirement Phases of the Plan.		
5-Year Loan Report	The 5-Year Loan Report summarizes, and lets you analyze, your loans and debts to aid you in managing them.		
Debt Management Report	The Debt Management Report summarizes, and lets you analyze, your loans and debts to aid you in managing them.		
Superannuation Report	This report details your Superannuation Fund.		
Self-Managed Superannuation Report	This report details your Self-Managed Superannuation Fund or Self-Directed Pension Fund.		
<u>Tax Estimator</u>	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 (John Smith)	Displays Tax Estimator for one person only. Combined tax is displayed in Report: Tax Estimator .		
Tax Estimator (Mary Smith)	Displays Tax Estimator for one person only. Combined tax is displayed in Report: Tax Estimator .		
Comparison of Two Plans	Compare the results between two of your plans.		
	Insurance Needs Evaluation (John Smith) Insurance Needs Evaluation (Mary Smith) Plan Summary - First 5 Years Plan Summary - First 10 Years in Data View 5-Year Loan Report Debt Management Report Superannuation Report Self-Managed Superannuation Report Tax Estimator Tax Estimator (John Smith) Tax Estimator (Mary Smith)		



Samples of the following reports can be found in the Resources / Core Software Features.:

- Starting Financial Position and Starting Position Report (with video)
- Insurance Needs Evaluation (with video)

These additional reports are found by clicking on the button *Read More Reports*.

- Plan Map
- Plan Summary First Five Years
- Check your plan Outcomes
- Financial Objectives and Lifestyle Goals
- Insurance Needs Evaluation
- 5-Year Loan Report
- Comparison of Two Plans

Report: Compare Two Plans

This report is very valuable for client reviews. Here are a number of scenarios for which you could use the report.

Scenario 1:

You first advised your client 3-years ago and you want to demonstrate the value you have added over the last three years. You could create either of these options:

- Compare the estimated results, of Plan 1 at the end of Year 3, with the New Plan's Starting Position. Here you can see the estimated result with what has been achieved.
- Compare the Starting Position of Plan 1, with the Starting Position of the New
 Plan and compare the actual results of where they were 3-years ago and where they are now.

Scenario 2:

Advisers often like to demonstrate to their client, their projected financial future if they take no action. Let's call this plan the **Pre-Existing Plan**. You can create this plan type for each client and keep it as the reference point for future years.

You can then create **Your Plan**. Using the new Report, you will be able to select any year in either plans or compare the outcomes.

- When your client comes back for review in a year's time, you can compare where
 they would have been at the end of Year 1 in the Pre-Existing Plan and Your New
 Plan which shows where they are at the start of his year
- Three years down the track, when your client comes back, you can compare the data from the Pre-Existing Plan at end of Year 3, with the actuals of another New Plan created for their 3-year review.

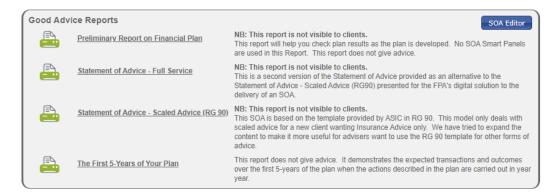
Scenario 3:

Your client has asked you to complete a detailed full-service plan for say the next 20-years. You decide to present to your client two options.

You can quickly use *Financial Mappers Pro* to demonstrate both plans, and then have prepared the Report, **Compare Two Plans** showing the different outcomes at the end of any nominated year. With this data, you can explain the differences. It may be the one with the best financial outcome, may also have a higher risk or higher debt.

Note: We hope to develop shortly a new report similar to this report, but you will be able to compare two managed funds and is hoped to assist those who need to create a **Statement** of **Product Replacement**.

In *Financial Mappers Pro*, you have the option of a 4th Panel for your customized reports which will be discussed in the Pro functions. Your platform comes with a set of templates for the reports displayed below. You simply make a copy of the template; make any changes you require and then publish the report.



Reports can be made available to Connect Clients, but selecting the option to **Make Visible** to **Clients**. In the **Template Reports**, these reports are preceded by the words **My**.

Wealth Tracker Performance Review

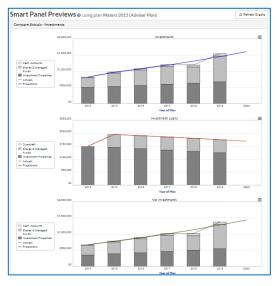
This report compares the plan **Projected** results with the **Actual** results.

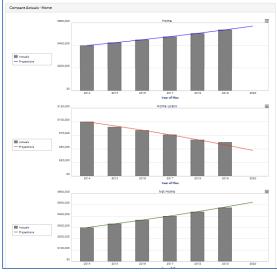
On the **Financial Mappers** website – **SOA / ROA**, an example of the Template Report **Wealth Tracker Performance Review** has been uploaded for the plan **Waters 2015** (Adviser Plan), in the section <u>Featured Reports</u>.

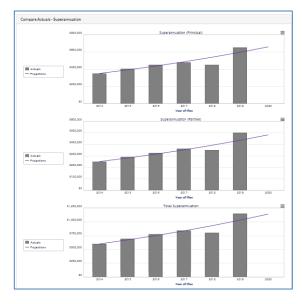
In the <u>Adviser QuickStart Resources/Advanced Training</u>, a new *Masterclass* document has been added called **Wealth Tracker Performance Review**. This document provides a detailed explanation of how to set up and use the Wealth Tracker information.

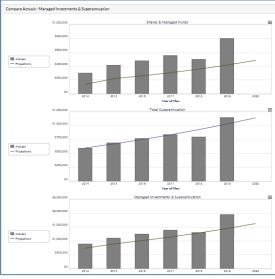
SmartPanels (Compare Actuals):

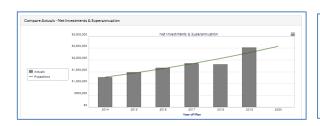
Some Smart Panels have three sets of graphs and others have just one.

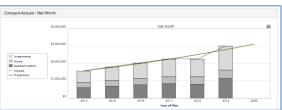




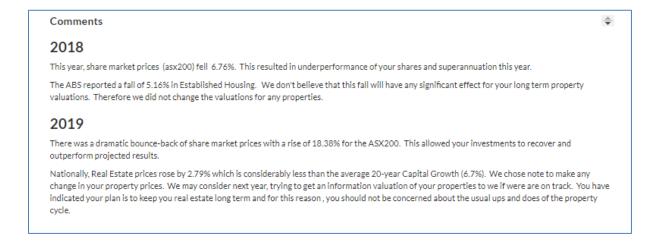








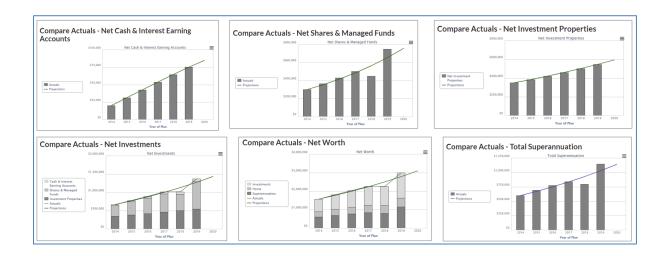
This is a sample of *Comments* which could be added to a SmartPanel, *Investments*.



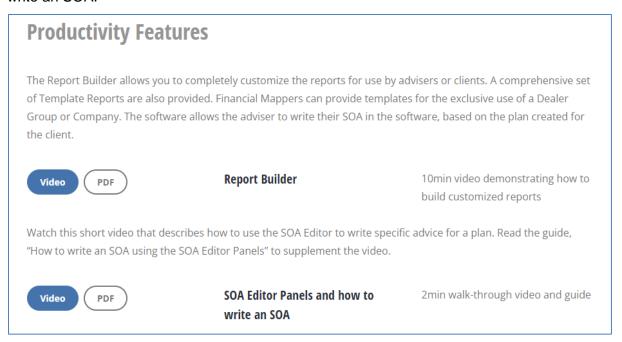
This is a sample of *Comments* added to the SmartPanel, *Home*.



For those who want to keep the information and graphs simpler, the **Wealth Tracker Performance Review (Investments)** or **Wealth Tracker Performance Review (Short Version)** may be a better choice. Graphs are limited to one.



In **Resources** / Productivity Features, there are two videos accompanied with PDFs assist in understanding the workings of the Report Builder and the SOA Editor Panels and how to write an SOA.



SOA (Advice Record)

Note on SOAs and ROAs

Michelle Levy, in a recent webinar Quality of Advice, indicated she expected that "Good Advice" would be the gold standard. She indicated that SOAs and ROAs are likely to be become redundant. However, until such time as the law is changed, we have left the SOA document in place. On interesting comment was that she could see advice being delivered in different formats such as Video or Recorded Advice.

In the Client Review Gateway, these formats (mp4 and mp3) can be uploaded to the Document section for client to review.

This area is for the entry of text information that will be used in your Customized Statement of Advice Report. (Please see the later section on the *Report Builder* for information on building customized reports.) It is only available for Financial Mappers PRO licensees. A panel has been added for the *Wealth Tracker Report*. This is for additional information, specific to that plan. This panel has only been included in the Template Reports for Wealth Tracker.

13 June 2023

Under stream one, Mr Jones said the government intends to scrap fee disclosure statements, while replacing statements of advice (SOAs) with "fit-for-purpose" advice records.

You can include in your reports a <u>Fit for Purpose Advice Record</u> when the Government has determined the requirements. It will most likely be a less complex and shorter document than the SoA. At the time, this document will be updated accordingly, and comments could still be entered in the various **SOA SmartPanels**.



The name of each panel can be changed and are only included in the SOA where data is typed into the panel. (*This means you must type a heading – use Heading 2 to format*):

- 1. Executive Summary
- 2. What you want
- 3. General Information about Client and Partner
- 4. Estate Planning
- 5. Attitude toward investing
- 6. Investment planning
- 7. My Advice

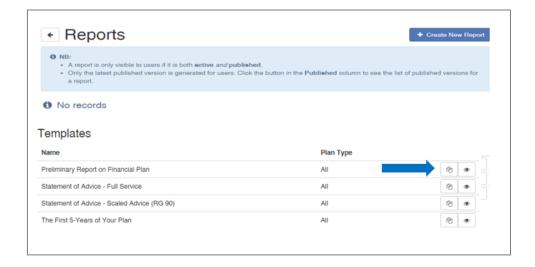
- 8. Scope of Advice
- 9. Reasons for my Recommendations
- 10. Consequences of My Advice
- 11. How to follow My Advice
- 12. Improving your Money Management Skills
- 13. Fees and Costs
- 14. Commissions
- 15. Insurance Recommendations
- 16. Commissions paid on Insurance Policies
- 17. What this document is about (Front page of SOA)
- 18. Review of Performance
- 19. List of Attachments (Front page of SOA)
- 20. Product Replacement
- 21. Wealth Tracker Summary

In addition, there are twenty unnamed panels. This will allow an adviser to create their own list.

When information is entered into any of these text sections, for a particular plan it will show up on the SOA for that plan, when the company's SOA has been customized in the Report Builder to include that particular section. Although each panel has been given a name for easy identification, the information in a panel can be called whatever you choose as you format the heading within the Text Panel. You can also import images, placeholders and calculated answers which are discussed later.

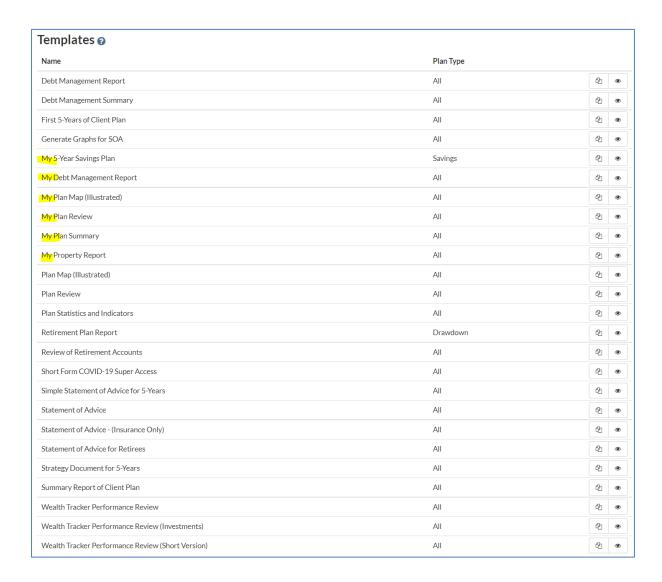
To help you quickly assess this feature and the **Client Review**, the report Builder a set of template reports. You can make a copy of these templates. You should also edit any changes you want to make, and then publish the report.

The *Plan Map (Illustrated)*, *Summary Report on Financial Plan* and the <u>First 5-Years of Client Plan</u> of your plan is intended to use before writing the SOA and does not include any SOA Editor Panels. All versions of the SOA include all SOA panels. If no information is written in a panel, the panel is not displayed in the report.



Template Reports

Please note we are constantly adding new templates as advisers request new report types. This was the list as of 14.07.2022.



Note: The Report called My 5-Year Savings Plan, was created for *Financial Mappers Lite*. Advisers should not use this report, however, if they activate this report and have Pro-Connect Clients, they will be able to upload this report to their *Plan Review*. Any Template Report commencing with "My", is intended for use by the *Pro-Connect Client* and not the adviser.

The **Plan Review** is similar to the Client Review, without the adviser features of uploading documents or Q&A.

More information about the **Report Builder** can be found on the **Resources** page. (Adding more templated reports is an ongoing process. If there is a report format you think is worthy of inclusion please discuss it with Glenis Phillips.)

If requested, Glenis Phillips can also upload Template Reports required for the exclusive use of your company or Dealer Group.

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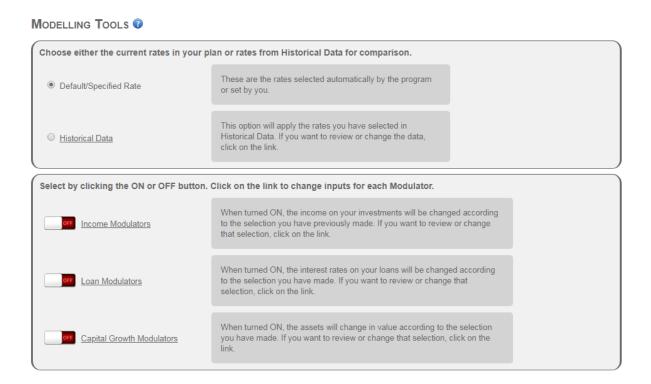
Modelling Tools

The **Modelling Tools** allow an overlay of change to be applied to the entered plan, in order to test the outcomes for certain situations. They are accessed by clicking on this icon or phrase at the top right of the Plan Management Area.



When either the *Historical Rates* (as either Historical Data or Previous Economic Cycles) or the *Modulators* are selected to overlay on the current plan, this will now show in the Plan Management area instead, until the Modulators or Historical Rates are later switched off. This is to remind the user whether the original rates are or the modelling tool rates are currently being used to calculate the plan outcomes.

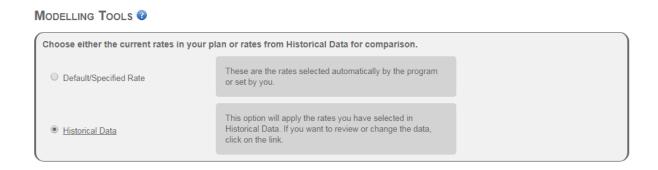




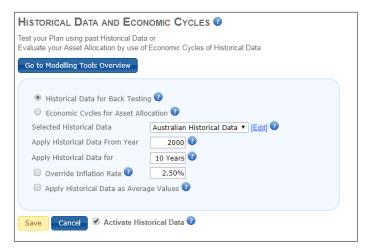
Historical Data

This area allows the user to apply an overlay of historical rates to their plan instead of the previously entered rates.

The Historical Data option needs to be selected, then clicked.



The historical data option is then selected on the next screen, with the desired further parameters entered.

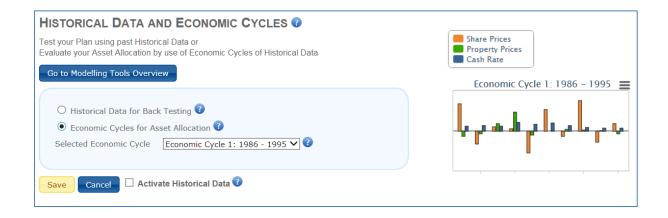


The effects of this selection on the rates of return for each asset class are then shown on the screen:



Economic Cycles

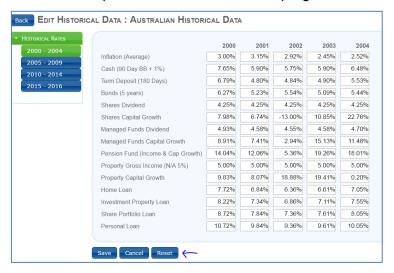
Alternatively, there is a series of economic cycles from which the user can select, to apply to the plan.



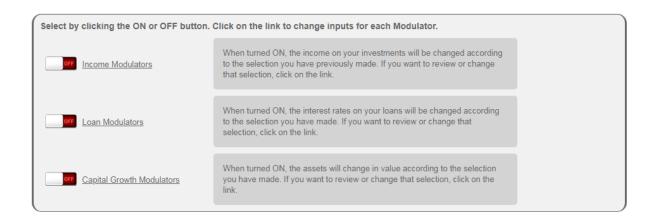
Edited Historical Data

There may be times when reliable data is not available and the administrator must choose how to make an allocation. In the Australian model, a fixed dividend of 4.25% for Shares has been allocated and a Gross Rental Income of 5%, which translated to a Net Income of 4.25% when expenses were allocated at 15% of Gross Income. Note that Pension returns have been combined to one value which includes dividends and capital growth. This was necessary to meet the format in which returns on pension funds are reported. (See notes about changing this option)

The user can edit this data if required and then reset to the program's default.



Modulators

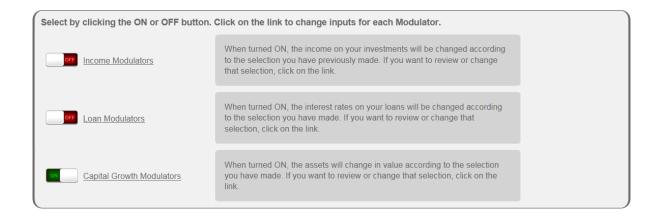


Modulators allow the user to overlay a variance of:

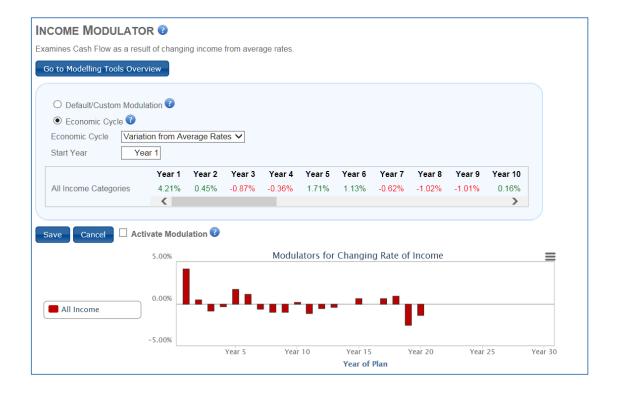
- loan interest rates
- income returns
- · capital growth

This allows the user to see the effect of these variations on their plan outcomes (model).

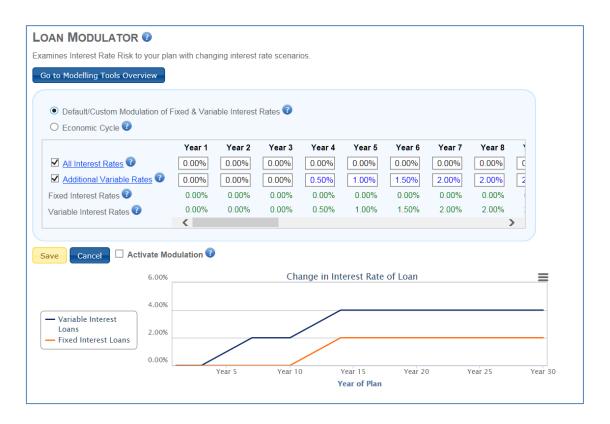
When any of these three modulators is switched on, the default modulator values are used by the software, for its model calculations. The user can then adjust the default modulator values to match the future situation they want to test the plan for.



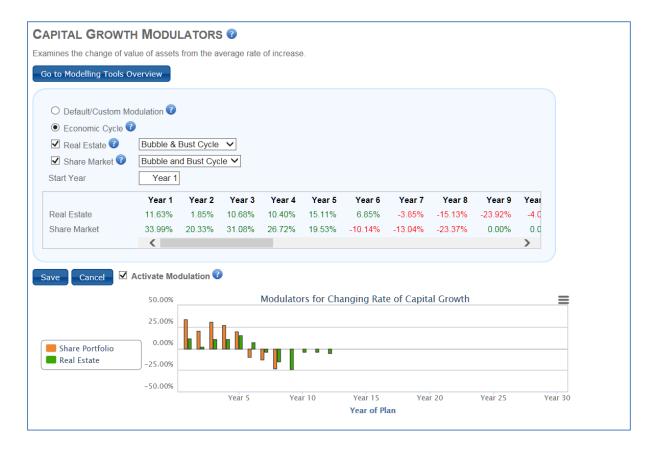
Income Modulator



Loan Modulator



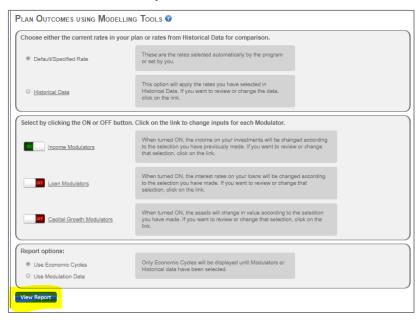
Capital Growth Modulator



The user can then produce a report showing the before and after-effects on the plan, divided into eight sections of the plan. These consider a change in asset values, income, and loan payments.

Plan Outcomes Using Modelling Tools - Report

This report shows the effect on the plan of any selected modulators or the choice of either historical data or selected economic cycles.



The default report option is the application of all four economic cycles to the one plan in the report.

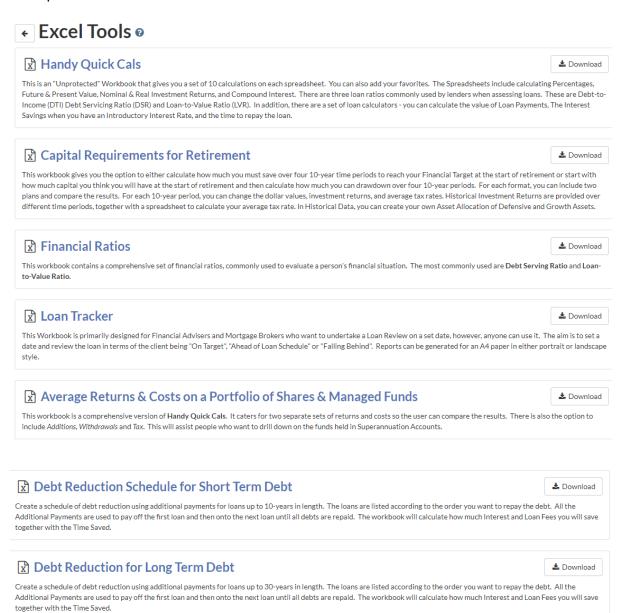


If any Modulators have been selected, there is the alternative report option, to include the modulation data in the report.



Excel Tools

The **Excel Tools** provide the adviser with a set of workbooks to quickly workout a mud-map of the future plan or demonstrate to the client the cause and effect of their financial choices. As advisers request new types of workbooks, Financial Mappers will try to accommodate and upload a version to Excel Tools.



🖈 What If Analysis - Goal Seek

≛ Download

Goal Seek is a function in Excel that provides a method of solving for the desired output. The function essentially uses a Trial and Error approach to back-solving the problem by plugging in guesses until it arrives at the desired answer. That is, Goal Seek determines Input values needed to achieve a specific goal.

In this workbook there are a set of useful calculations designed to give you the answers you are looking for:

- Savings Goal: How much do I need to save to reach a savings goal (for retirement) Savings are Indexed
- Drawdown Goal: If I know the estimated value of my investments at the start of Retirement, how long will my funds last
- . Combined Savings and Drawdown Goal: Set your Savings Plan and then find out how long your funds will last.
- Optimize Your Savings or Drawdown Plan: This is an "Am I on Track?" exercise where to can optimize and compare the plan with your Current Plan.
- Real Investment Returns: Find the Real (After-Inflation) Investment Return
- . Loans: What Deposit is required to achieve the Monthly Payments I can afford

Snowballing Short Term Debt

♣ Download

Dave Ramsay is one of the most famous advocates of having no personal debts and reducing any other loans as quickly as you can afford. Dave Ramsay created a method of repaying debts which he calls "Snowballing". You create a list of your debts in the order you wish to repay the loans. All the Additional Payments are used to repay that loan. Once the loan is repaid to Snowball the regular payments you had been using for the first loan together with the additional payments until the second loan is repaid. This process continues until all the loans are repaid. This workbook considers loans up to 10-years.

Snowballing Long Term Debt

≛ Download

Dave Ramsay is one of the most famous advocates of having no personal debts and reducing any other loans as quickly as you can afford. Dave Ramsay created a method of repaying debts which he calls "Snowballing". You create a list of your debts in the order you wish to repay the loans. All the Additional Payments are used to repay that loan. Once the loan is repaid to Snowball the regular payments you had been using for the first loan together with the additional payments until the second loan is repaid. This process continues until all the loans are repaid. This workbook considers loans up to 30-years.

X Loan Amortization Schedule

♣ Download

This Loan Amortization Schedule is designed for *Principal and Interest Loans* which are repaid over the length of the loan in equal Monthly Payments. The Interest Costs are calculated on a Monthly Basis, but the Schedule shows the Total Interest Charges for each year. If the Interest is Tax Deductible, the yearly Interest Cost is the amount claimable each year of the loan.

Loan Amortization Schedule with Variable Payments

≛ Downloa

This Loan Amortization Schedule is designed for Principal and Interest Loans where Additional Monthly Payments may be allocated over four periods. The Interest Costs are calculated on a Monthly Basis, but the Schedule shows the Total Interest Charges for each year. If the Interest is Tax Deductible, the yearly Interest Cost is the amount claimable each year of the loan.

Monthly Budget for Living and Loan Expenses

≛ Download

This workbook is intended to create a monthly cash flow using the 10 TABs in the Financial Mappers' Budget, together with listing monthly loan expenses and after-tax income.

Monthly Budget for Living and Loan Expenses - Projections Vs Actuals

▲ Download

This workbook adds to the Monthly Budget for Living and Loan Expenses two additional features. The first is to divide each Living Expense TAB into 8-subcategories. In addition, the user can add the Actual expense for each line item on a month-by-month basis. The user can then select the period to compare Projections with Actuals.

Monthly Budget for Living and Loan Expenses TRACK YOUR SPEND - Projections Vs

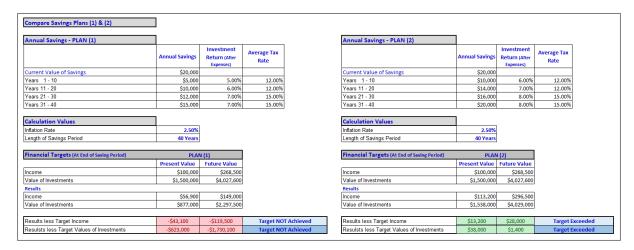
≛ Download

Capital Requirements for Retirement

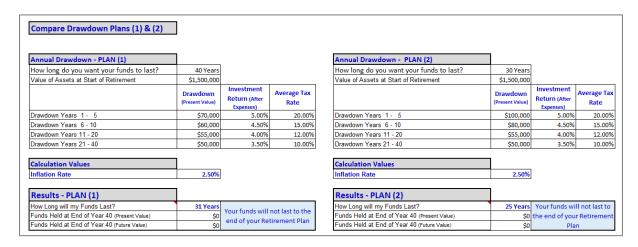
A common question asked by clients and advisers is how much the client needs to save in the Accumulation Phase and how long will the funds last in the drawdown phase. While there are some quite simple Internet calculators to perform this type of calculation, the options are too limited for an adviser to effectively build a plan.

Using the Workbook **Capital Requirements for Retirement**, the adviser can build two scenarios and compare the results.

This first considers how much the client needs to save over the accumulation phase to reach their target capital requirements for retirement.



The second considers how much they can drawdown over four 10-year periods in the drawdown phase.



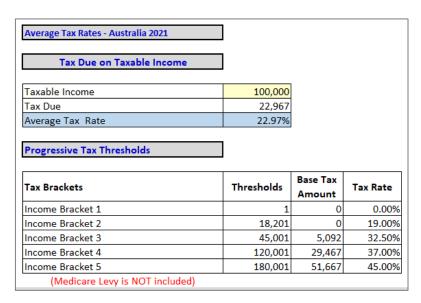
The workbook allows the user to modify the dollar inputs, the average tax rate and the Investment Returns.

The adviser can use this to demonstrate the "Cause and Effect" of changing the three critical elements over four time periods.

To assist in choosing appropriate returns, the average Historical Investment Returns are displayed over different time periods.

Historical Returns				
	Average Historical Rates			
	20 Yrs	15 Yrs	10 Yrs	5 Yrs
Start Year	2001	2006	2011	2016
End Year	2020	2020	2020	2020
Inflation	2.39%	2.26%	1.92%	1.57%
Home Loan Standard	6.52%	6.42%	5.82%	5.16%
90-Day Bank Bill	3.86%	3.44%	2.38%	1.50%
180-Day Bank Bill	3.97%	3.58%	2.54%	1.62%
5-Year Bond	3.91%	3.43%	2.42%	1.66%
Share Dividend	4.38%	4.42%	4.59%	4.49%
Share Capital Growth (ASX 200)	5.00%	3.67%	3.82%	4.81%
Property Cap Growth (Established Houses	6.47%	5.38%	4.00%	3.13%
Average Share & Prop Cap Growth	5.74%	4.52%	3.91%	3.97%
Share Dividend & Share Capital Growth	9.38%	8.09%	8.42%	9.29%
Real Returns				
90-Day Bank Bill	1.43%	1.15%	0.45%	-0.07%
Share Dividend & Share Capital Growth	6.82%	5.70%	6.37%	7.60%

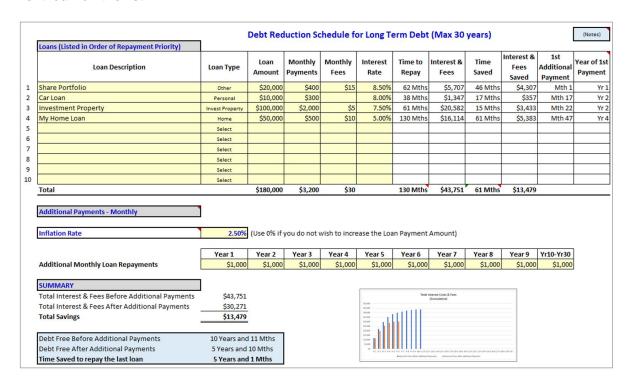
The adviser can quickly calculate the average tax rates for different levels of income which change over time.



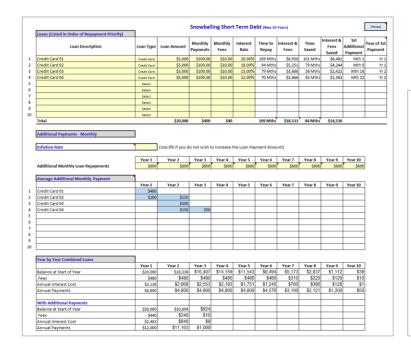
Debt Management

Management of client debt and demonstrating the effect of reducing debt can be effectively displayed with a selection of two formats of debt reduction. Each as a version has one for Short (Up to 10-years) and Long-Term Debt (Up to 30-years).

Th first demonstrates the effect of paying down debt with additional payments and as the loan with the highest interest and loan costs is repaid, the additional payments move to the next loan on the list.

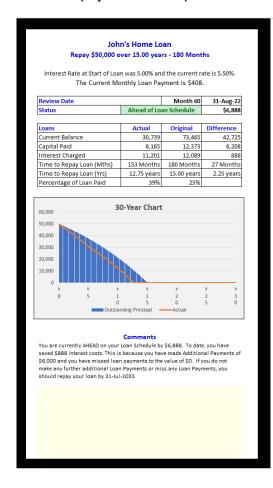


A more aggressive means of paying down debt is using the **Snowball** method developed by Dave Ramsay. In this case, once the first loan is repaid, both the additional and regular payments are used to pay down the next loan and so on until all the debts are repaid.





The Loan Tracker allows the adviser to monitor if the client is "On Track", "Falling Behind" or "Ahead" on loan payments at a specific time.



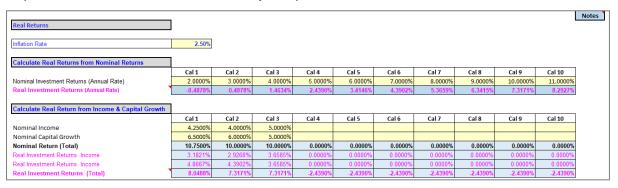


Handy Quick Cals

This workbook is intended for those who want to compare the same calculation with different inputs. For each spreadsheet, up 10 calculations can be made. The calculations are:

- Percentage of Value
- Compound Interest
- Present & Future Values
- Nominal and Real Returns

In the spreadsheet for Nominal and Real Returns, the Real Returns for both Income and Capital Growth are included, where they are part of a Total Return.



These workbooks can also be accessed by your Connect Clients and for those using Financial Mappers LITE who are limited to a 5-year plan.

Note:

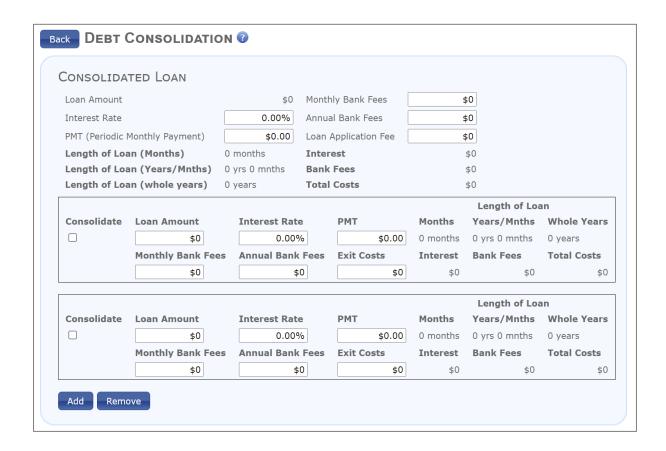
If you would like a special type of workbook included in *Excel Tools*, please discuss with Glenis Phillips, the designer of the workbooks, your needs and she will try to accommodate you. However, once created it will be available to all who use Financial Mappers.

Handy Quick Cals

Financial Mappers also has a set of small calculators which have been programmed.



Note that the **Debt Consolidation** is limited to advisers. Your Connect Clients cannot access this calculator. The calculator allows you to demonstrate the effect of consolidating loans.



Financial Mappers Pro

Introduction to Financial Mappers Pro

The *Financial Mappers* **Pro** planning and modelling functionality are the same as the base (single use) *Financial Mappers* product.

Your company's *Financial Mappers Pro* platform is your unique version (copy) of the software that is customizable exclusively for your business. It has a built-in administration layer that allows an unlimited number of clients to be linked to the adviser(s) who have registered Financial Mappers accounts *within your company's version* of the software (your Financial Mappers Pro account). This means that an unlimited number of clients can have Financial Mappers plans entered and models created by your registered advisers.

In addition, Financial Mappers **Pro** allows advisers/brokers to be linked to paraplanners within the administration functionality, in order to share client plans/models when these require input from multiple team members. *Office Admin* staff can be included however, their access is limited to the page Users where new clients can be added and assigned to an adviser.

The optional extra **Pro**^{CONNECT} feature of Financial Mappers **Pro** allows your clients to have their own Financial Mappers accounts registered for their personal usage, and they can then share plans/models with their advisers within the software. This allows multiple plan inputs between advisers and their clients, with an edit trail carefully maintained.

We have introduced two types of Connect Clients. The first is the **Lite Connect** client, who is restricted to a 5-year plan. Even when the adviser shares back the plan, the client only sees the first 5-years of the plan. We believe this is the model most advisers prefer. The second choice is called the **Connect Client**, who has no restriction on plan length.

There is no additional charge to provide your clients with an account. This allows your client to complete the Starting Position and save you time.

These are the functions of *Financial Mappers Pro* that will be described in this section:

- 1. User/Role Management
- 2. Client Management
- 3. Creating and Sharing Financial Mappers Plans
- 4. Report Building

In the **Resources**, you will find several videos to assist in understanding how Financial Mappers Pro works. Please be aware that these videos have been developed over 7 years and some of the screenshots and narrative may be out of date. However, all PDFs are maintained to the most recent information and screenshots.

Pro Functions

1. User / Role Management

Users are all people who have a ROLE in your Financial Mappers PRO platform. There are training videos available for each of these roles, so they know exactly how to use the platform.

In **Resources**, there is also a set of *Masterclass* documents that include more information about specific areas of interest. These are updated from time to time. This is the current list.

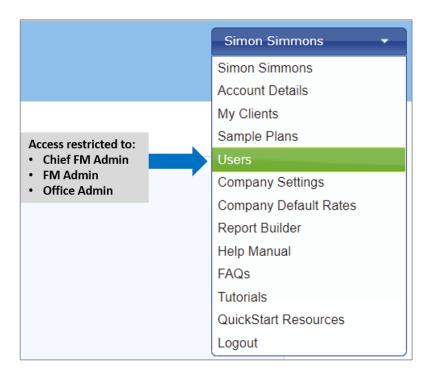
- Making a Plan
- Advice Record
- Budget, Transaction Account & Investment Plan Cash Flows
- Interest Earning Accounts: Cash, TD; and Bonds
- Shares and Managed Funds
- Real Estate
- Retirement Accounts
- Income Streams in Retirement
- Plan Construction
- Modelling Tools
- Insurance Needs Evaluation
- Report Templates
- Conversational SmartPanels
- Simple SOA and Strategy Document
- Client Review Gateway
- Wealth Tracker Performance Review
- Sharing Software with Team Members and Clients, including Client Portal
- Connect Client Pre-Advice Onboarding
- New Zealand Financial Advisers
- Country Specific Customization

The administration of these users and roles can only be done by those who have the *Chief FM Admin* and the *FM Admin* roles. The roles are:

- Chief FM Admin (only role with access to Company Settings, Company Default Rates, and Report Builder)
- FM Admin (Also has access to the User Area)
- Office Admin Access limited to the User Area only (Free service)
- Adviser/Broker
- Paraplanner

- Client all clients have access to the Client Review App when shared.
- Connect Client Access to making plans of any length.
- Lite Connect Client Limited to making plans of 5-years.

The **Users** administration area is accessed in the Dropdown list under the name of the FM Administrator's account, as shown in this example for *Chief FM Admin* - Simon Simmons.



This list of users can be shortened by using the filter drop-down list on the screen shown below.

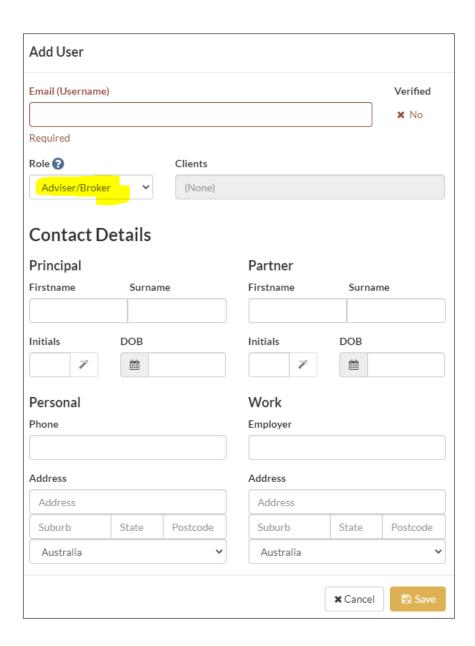
For additional filtering, when the **name** of an *Adviser/Broker is clicked*, a list of only their clients is displayed. *Clients* on this list can have Financial Mappers plans created for them. Note there is no email (username) listed for the role of *Client* as this role does not have access to the **Pro** platform.

All Administrators should read the document.

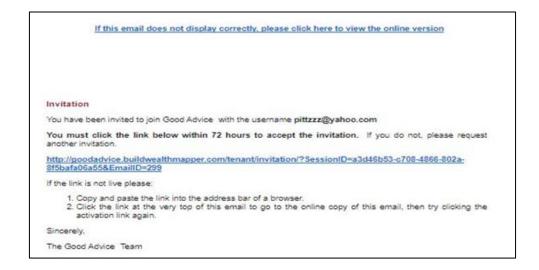


Adding Team Members to your Pro Platform

To add additional team members to your Pro Platform, the "Invite User" button is clicked by the FM Admin - shown at the top right of the screen above.



When "invited" the person with the pre-designated role (*Chief FM Admin*, *FM Admin*, *Office Admin*, *Adviser/Broker*, *Paraplanner* or one of the *Connect Clients*) receives an invitation mail.



The Adviser/Broker will click on the *LINK* in the email and complete the registration process.



It needs to be clearly understood that any additional people added with the roles of *FM Admin*, *Adviser/Broker* will <u>incur additional usage fees</u>.

Special Note:

Advisers should NOT share their login details with other advisers. Each adviser must have their own account for which a fee applies. All reports generated in the software identify the adviser who is giving and legally responsible for the advice in the report.

2. Client Management

In the **Masterclass Documents**, there is a detailed document called **Sharing Software with Team and Clients**.

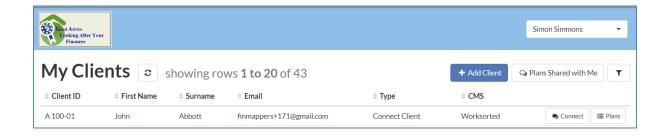
Please Note: Clients may have more than one consultant with the role of Adviser/Broker. Where this is the case, the first adviser can create the client account. All other advisers must seek permission from an *Administrator*, who will (if permission is granted) assign the client to their list of clients.

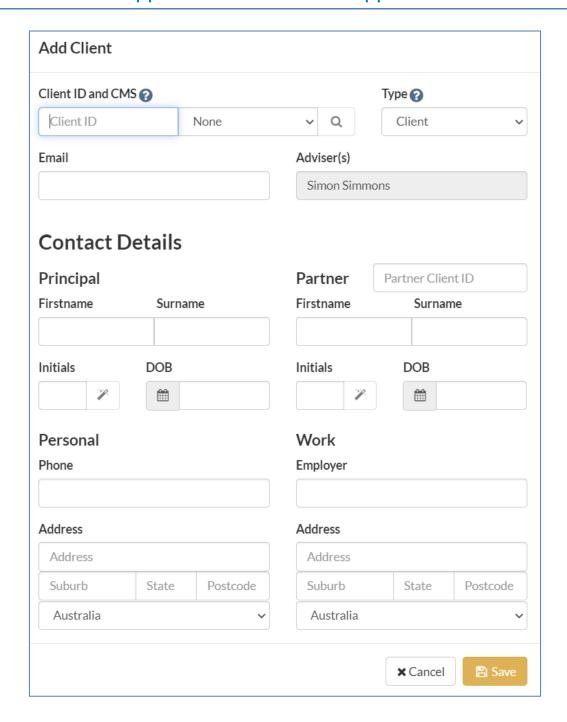
a. Adding Clients

While clients can be added on the User Page, by members of the Admin team, normally an adviser would add their clients on the *My Clients Page*.

The Adviser must create a Client Account first. Clients may later be upgraded to a Pro-Connect Client later. This is an optional feature for which there is an additional fee per Pro-Connect Client.

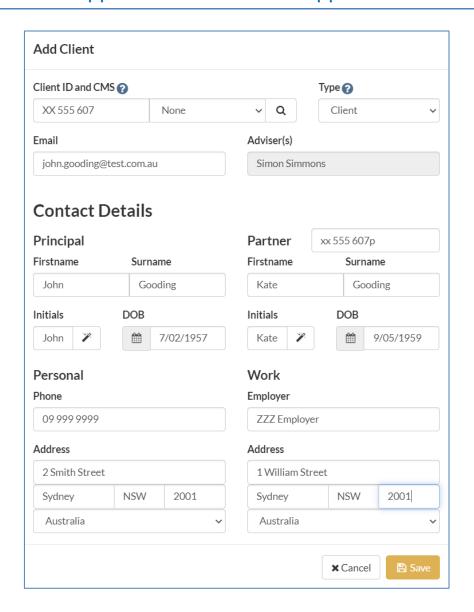
In **Financial Mappers Pro**, the adviser can add clients on the **My Client** page, and then select the client for whom they wish to create a plan. The **Connect** button is only displayed for Lite Connect and Connect Clients. By clicking on this button, the adviser can communicate with the client within the Client Portal instead of email.





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 *Add Client* button is clicked.





<u>Please note that it is essential that you complete a Nickname for the client in the section for Initials.</u> This information is used in the drop-down list to identify ownership of a plan and is added to the name of accounts owned by one partner only.

If this information is **NOT ADDED**, the information will be replaced by Principal, Partner, or Joint. (*Rather than John and Kate as in the above example*)

Adding the Email will allow you to share your reports in the *Client Review Gateway* or upgrade to a Connect Client later if required.

Note on Access to My Clients

Each *Adviser/Broker* can access only their *clients* when they are logged in. They do not have access to information about other advisers' clients, unless that adviser has chosen to share the information. They may share just the *Starting Position* Information or share Plans. When sharing plans there are two options – "read only" or "read & write", where they can edit the plan.

When you select *Plans for John Gooding*, there are no plans. It is recommended that rather than start with a **New Blank Plan (+New Plan)**, you select the button for *Starting Position* and select **Create**.



The **Starting Position** could be completed in one if the following ways:

- Manually by the adviser
- Manually by a Connect Client
- Adviser imports via a CSV file from their CRM.



If you choose to use the feature *About Me & My Family*, this can be completed by the Adviser from the Fact Find. If the client is a *Connect Client*, they can complete the information which you can update if required.



Once you have created the **Starting Position**, you can then import this information into any new plans.



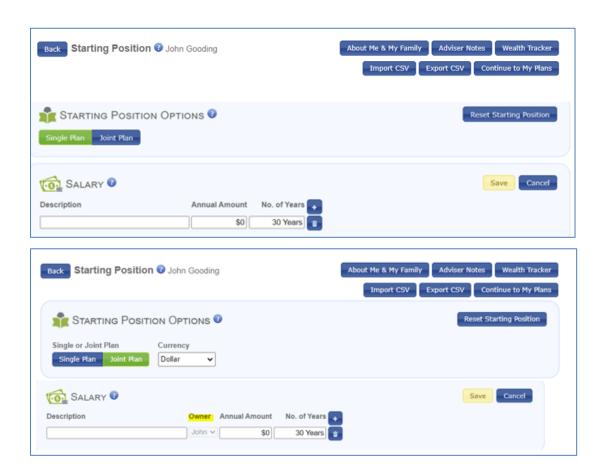
You have the option to *Import from CSV* file. This allows you to Export from your platform the information required for the Starting Position and then map that CSV file to the Financial Mappers CSV File. A sample CSV file is included in the section called **Starting Position** on the **Adviser's QuickStart Resource Page**. (*This is a test import and does not include data for all entries. A second blank CSV file is included with all the fields if required*) 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:

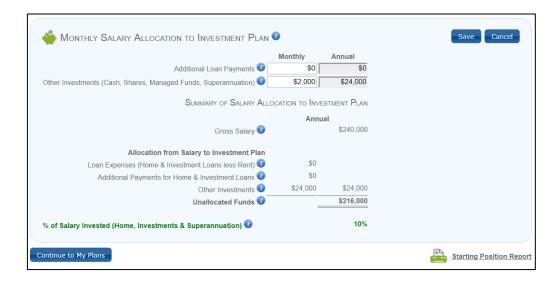
- Number of years for Salary, where the client is close to retirement.
- Value in Transaction Account
- Select which Superannuation Fund is to receive Employer Contributions
- Nominate how much the client wants to save each month.

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.

If you are making plans for a couple, it is essential you select Joint, before you make any other entries. Otherwise, there is no dropdown list for the owner of each account. If it is a single plan, there is no option to select the account owner:



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 **Plans for John Gooding** Page, you can now share the **Starting Position** information with your *Paraplanner* and or an adviser if required.





In this case, all the information, except the Personal Assets, is imported into the Plan. (Personal Assets are only listed so that items can be listed the Starting Position Report, as part of the Assets and Liabilities Statement).

b. Adding Pro Clients

Clients may be of three types:

- Client
- Lite Connect Client (access to software, limited to 5-year plan)
- Connect Client (access to software with no limitations)

On the top row of the *Add Client* dialogue box is **Type**. This is where you select the **Type** of **Client**.

This is an example of the three client types:



Once the client has been created and plans made, their plans are listed on the *Plans for ...* page. (*Clicking on the name allows you to EDIT, COPY or DELETE the plan*)



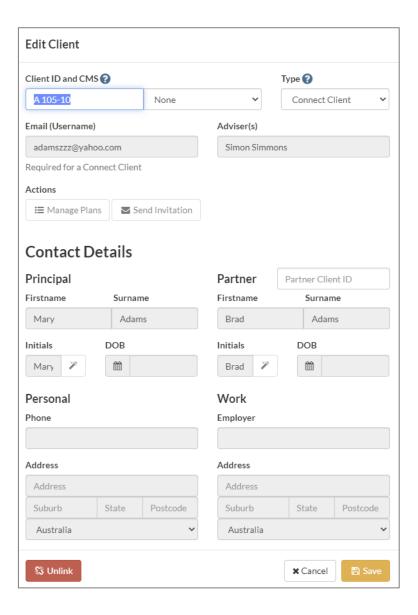
Clients are names registered on the system so that they can be selected to have a Financial Mappers PLAN entered for them. These clients do *not* use the Financial Mappers software themselves. (They can be invited to use the Client Review app via a link).

Connect Clients are clients who also have their own Financial Mappers account within your Pro platform. They use the Financial Mappers software to input details into plans and review and adjust plans. Those listed as **Lite Connect** have plans limited to 5-years.

The Client Type can be changed at any time.

Remove Client

At any time, the adviser wishes to Remove *a Client*, then the adviser should click on the name of the client to open the **Edit Client**, dialogue box and click the button **UNLINK** (bottom left-hand side)



When this is done, the client is no longer on the Adviser/Brokers' linked client list and therefore plans for that client are no longer visible to the Adviser, however, they can be reinstated at any time (by re-adding the client). The client and their plans are not removed from your Financial Mappers **Pro** platform when they are removed from your list. Their user details will still show in the Users section accessible by the **FM Admin** roles.

Here is an example of the client list created by adviser Simon Simmons.



c. Linking Clients to other Team Members

It is possible for a *Client* to be associated with more than one adviser. For example, there may be a financial adviser, mortgage broker and accountant, dealing with the same client's Financial Mappers plan.

When sharing plans the options are to:

- Read & Write (edit)
- Read (copy)

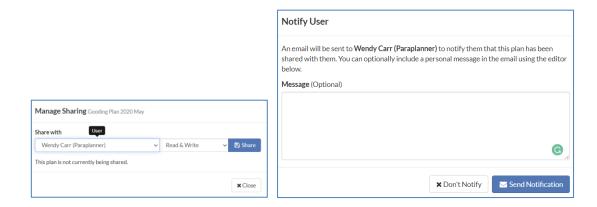
With the *Read & Write* option, the person may work on the adviser's same plan and ownership of the plan remains with the adviser who created the plan.

With *Read* option, the user which may be another **Adviser** or **Connect Client** must make a copy of the plan, after which they have ownership of the copied plan and they can edit this new plan as the desire.

When sharing plans (or Starting Position), the software has these rules:

- Connect Clients can only *Read* a plan and therefore must make a copy.
- Advisers can be either Read & Write or Read, depending on what the person sharing the plan decides.
- Paraplanners are only Read & Write as they only ever work on an adviser's plan on behalf of that adviser. They never have ownership of a plan or the ability to create a report under their name.

Once the Share button is selected, the optional message can be sent.



Here Simon Simmons is sharing the *Starting Position* with adviser Adam Pitt. Note he cannot edit the information when the option is **Read**. The second option would have been to allow Adam Pitt to **Read & Write** the *Starting Position*.

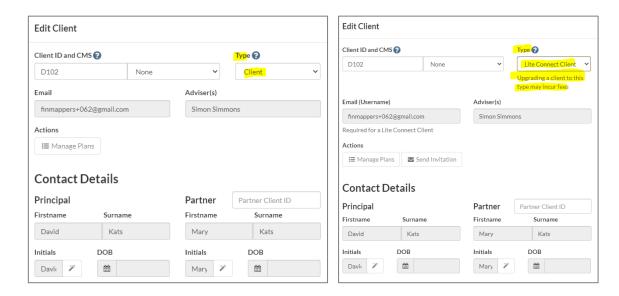
Both Starting Positions and Plans may be shared.

Upgrading Clients to be ProCONNECT Clients

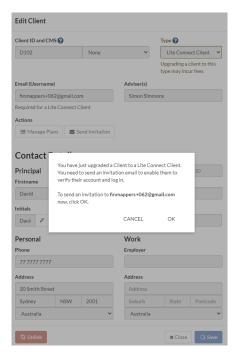
When you select the Add Client, on the My Client's Page, you can nominate the client to be one of three types – Client, Lite Connect Client (5-Year Plans only), and Connect Clients (no limit).

Later you may upgrade clients, noting that there are additional fees to pay for the connect feature.

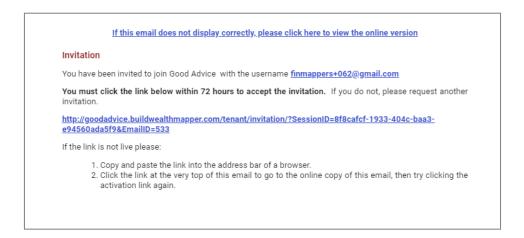
In this case, *Client*, David Kats is going to be upgraded to *Lite Connect* by clicking on the client's name and in the dialogue box, *Edit Client*, change the type from *Client* to *Lite Connect Client*.



You must select SAVE and the following dialogue box will be displayed:

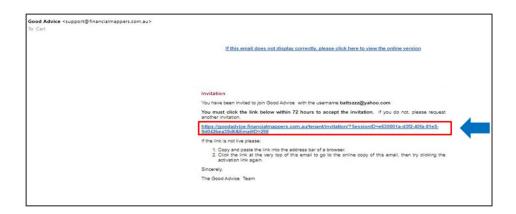


David Kats, the client, clicks on the *Email Invitation* button.



The user is asked to enter their password and accept the terms, after which, they may log into their account.







Note that a Plan *can only be shared* with the client after the client has completed the *registration of their* Pro^{CONNECT} *account* and become a *Connect Client*.

The text in the banner referring to Financial Mappers can be removed in the Company Settings.



SPECIAL NOTE on Subscription Types

ProCONNECT_Lite Client

This subscription <u>limits the length of plan to 5-years</u>. Both the *Starting Position* and the *About Me and My Family* are automatically shared and can be updated by either party.

When the **Connect**^{Lite} **Client** shares a plan with the adviser, the adviser can make a copy of the plan and then extend the length of the plan.

When an adviser shares a plan with the client, only the first 5-years of the plan are shared. However, the adviser can still share the Client Review link.

ProCONNECT Client

Both Connect type clients have the same access, with the only difference being a limitation on the length of the plan for the Lite Client.

It is recommended that **Connect Clients** review the *Sample Plans*, (accessible from the drop-down list under their account name on the top of the screen) so they have a better understanding of how Financial Mappers works. To get familiar with the software, PDF files for the Sample Plans can be downloaded, and the *Connect Client* can create these plans, following the instructions.

Clients will also have access to the *Tutorials*, which will assist those who are looking for more detailed information. There is also a comprehensive list of *Videos*.

My Clients page

Client Details Maintenance

Only the *Chief FM Admin*, *FM Admin* or *Office Admin* roles can *edit (change)* Client details on the **Users** list. *Advisers* can change the details which are not greyed on from their link on the *My Clients* Page.

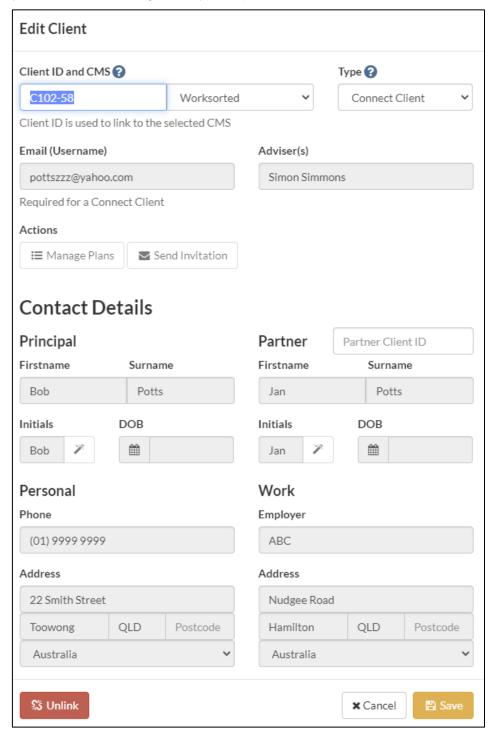
Client Details

Client details are initially entered by the *Adviser/Broker* when the client is first added to the Adviser's *My Clients*, or by the *Admin Team* if added via the *Users Page*.

A sample of a *Client* Record is shown below. Once the client exists on the system, only the *Admin Roles* or the *Adviser/Broker* who owns the client can *EDIT* both the *Name, Partner Name, DOB's, and Employer* (Principal only) and the *Client ID from the Users admin area.*

Note on Pro-Connect Clients: Only the client can change their Username (email) and personal information such as DOB and contact details. The **Chief FM Admin** can change the Role and the Client ID. The other entries will be grey-out.

In this case, the DOB was not entered at the time of creating the account. Once a Connect Client, only the client can change that type of personal information.



Connect Client Details

A **Connect Client** is one who has access to their own Financial Mappers account with your company's Pro system.

This is where the account details for **Connect Client**, *David Kates* are held in his Financial Mappers account:



A *Connect Client's* name, partner name, and address details are then only editable by the client in their own Account, in the Account Details section.



3. Creating and Sharing Financial Mappers PLANS

There is a more detailed explanation in the <u>Masterclass</u> Documents called **Sharing Software with Team and Clients.**

a. Plan sharing between team members

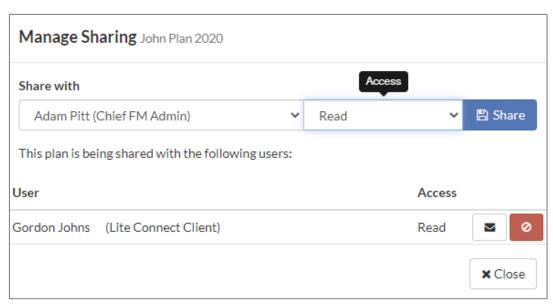
There is a process of creating a plan which can be shared between Advisers, and Paraplanners, or Brokers and their support staff. In some situations, there will be input from each of these roles, and maybe Accountants as well. Here is how that works:

Adviser/Broker Sharing Plans with other Adviser

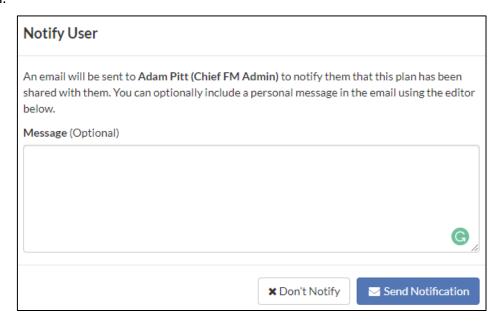
In this example (shown below) *adviser Simon Simmons* has asked *adviser Adam Pitt* for a copy of the last plan created for his new *client Bob Jones*.

Simon Simmons brings up the plan's list for Gordon Johns (a Lite Connect Client). He clicks on the *Plans for Gordon Johns* page and then clicks the *Manage Sharing* button.





After the person and level of access is selected, click the *Share* Button. Simon Simmons can then add a message and sent it. Otherwise he can elect to not notify, but his would be unusual.



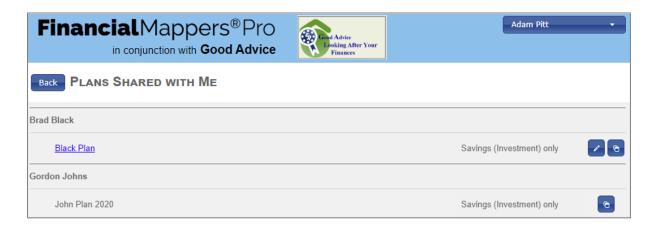
Adam Pitt will receive notification and then go to his page Plans Shared with Me.



Note the two types of Sharing:

- Read (must make a copy)
- Read & Write (can edit directly into the plan or copy plan if required)

Adam Pit can immediately access the plan by clicking on the name of the plan. Ownership of this plan remains with Simon Simmons, except where a copy of the plan is made first and then edited. In the plan for Gordon Johns, the adviser must first make a **copy of the plan**, at which time the adviser takes ownership of this new plan.



When sharing a plan with another *Adviser/Broker*, there is an option to allow that recipient *Adviser/Broker* to edit (write) Where the option is to read-only, the person must make a copy at which time they take ownership of the plan. (*This is not recommended to allow the Read & Write Option, because the sharing Adviser/Broker would be legally responsible for any changes made by a recipient <i>Adviser/Broker* who was given access to edit the plan)

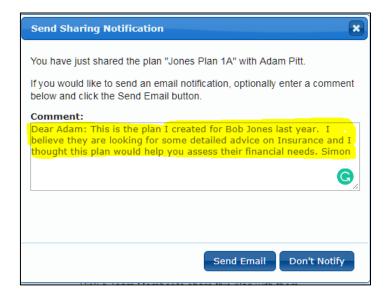
The second and *recommended option* is to use the *Read* option. In this case, the recipient *Adviser/Broker* must *make a copy* of the plan before it can be viewed and then edited if required. In this case ownership of the copied plan goes to the recipient *Adviser/Broker*.

When sharing with a **Paraplanner**, access to the plan is automatically given to the Paraplanner to EDIT the sharing *Adviser/Broker's* plan. It is assumed that the Paraplanner is working collaboratively with the *Adviser*.

It is the responsibility of the *Adviser* to review any plan alterations made by the *Paraplanner*. The *Adviser/Broker* is legally responsible for plan changes made by the *Paraplanner*.

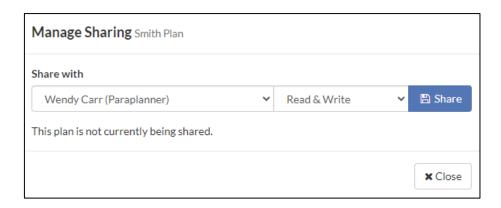
In the above example, *Adviser/Broker Simon Simmons* is sharing the plan with *Adviser/Broker Adam Pitt* but has not allowed *Adam Pitt* to edit his plan, *Jones Plan 1A*.

Once the **Share** button is clicked, the Adviser can send a message, via email.

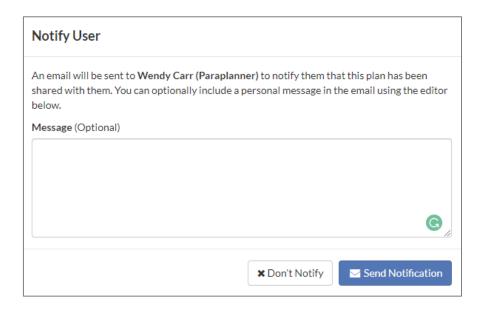


Adviser/Broker Sharing Plans with Paraplanner

An *Adviser/Broker* can share a Financial Mappers plan with a *Paraplanner*. In this case, Simon Simmons wants to share a plan (Client Jack Smith) with paraplanner Wendy Carr. He navigates to the *Plans for Jack Smith* and selects. Note that the only sharing option is Read & Write. (The paraplanner is always acting on behalf of the adviser and any work completed remains the ownership and legal responsibility of the adviser)



Once the Share button is clicked, the adviser can add a message and paraplanner advised.



The *Adviser/Broker* has the option to *Stop Sharing* the plan at any time. Click on the Red Sharing icon to stop sharing.



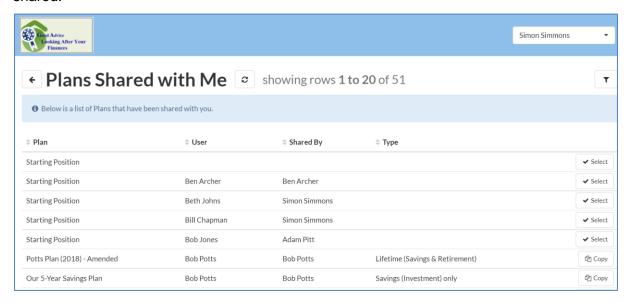
Paraplanner access to Shared Plan

The *Paraplanner* logs into their account to access the plan in the "Plans Shared with Me" screen. Note that the Paraplanner has no clients and no plans.



This is a list of plans shared with Wendy Carr. Note that she can **edit the plans** and <u>cannot</u> make a copy of a plan.

This section will soon be updated with the date either the Starting Position or a Plan is shared.



To **EDIT** the Plan, the *Paraplanner* clicks on the **Plan Name** in the list – as shown below, to activate and work on that plan. When the *Paraplanner* has completed their task, they notify the Adviser (outside the software).

It the adviser chooses to share the Starting Position with the Paraplanner, the paraplanner can EDIT all the information associated with that section.

In addition, the *Paraplanner* can create a plan, using the *Staring Position*, however, this plan is assigned to the Paraplanner. To transfer ownership back to the Adviser, the Paraplanner has to share the plan with the adviser. The adviser will make a copy and rename the Plan.

b. Adviser sharing plan with ProCONNECT client

The *Adviser/Broker*, Simon Simmons clicks on the *Manage Sharing* button related to the plan they wish to share. In this case, the client is *David Kats* and the plan is called **Kats** Plan A 2020.

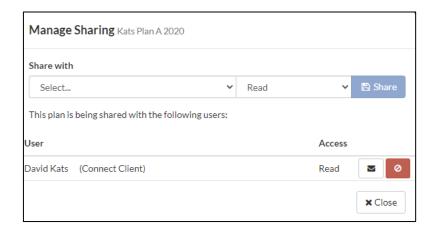


Note the client can only Read the Adviser's Plan, and must make a copy before the plan can be edited.





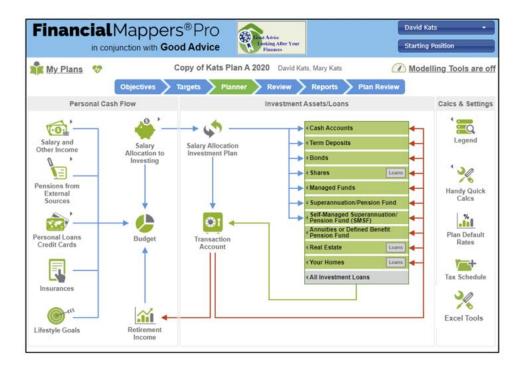
The *Connect Client* receives an email from the *Adviser/Broker* when the email option is selected. The adviser can stop sharing at any time.



The **Connect Client** then clicks on the **Plans Shared with Me** button.



Before the *Connect Client* can access the shared plan, they must *make a copy* of the Plan. Once they make a copy, this plan is now attributed to the *Connect Client* and they can edit the plan (including the name) in any way they choose.



By clicking on the **LINK** to the Plan, <u>Copy of Kats Plan A 2020</u>. The *Connect Client* can select the *Edit* icon so that the name of the plan can be changed, for example where it has been changed to *Plan 1 (Batts) - Amended*.



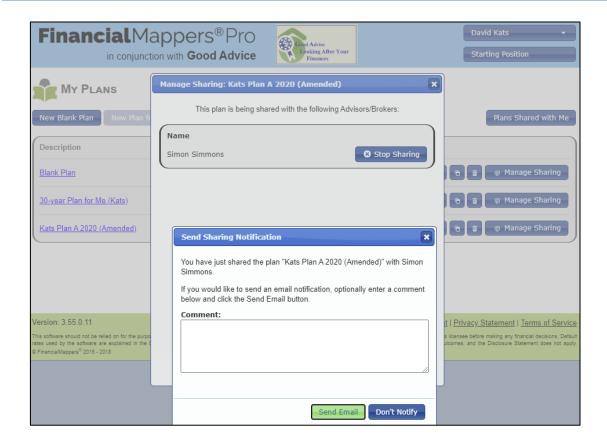


The *Connect Client*, *David Kats*, can make changes to the plan and then share that information back to the *Adviser/Broker*. To do this he clicks on the name of the plan to return to the Plans list.



Once the **Manage Sharing** button is clicked, the **Connect Client**, must select the name of his adviser and click the **Share** button (as shown below). An email message can be sent to the **Adviser/Broker**. The **Connect Client** can **Stop Sharing** their plan at any time.





The *Adviser/Broker* receives the plan from *Connect Client*. Note that the *Adviser/Broker* must *make a copy*, of the plan before it can be reviewed. The ownership of this copied plan is with the *Adviser/Broker*, who may edit this plan, change the name or change the details in the plan.

c. Connect Client Initiating Plan and Sharing with Adviser

Financial Mappers Pro offers Advisers an opportunity to expand their business by providing limited advice to new clients who do not require full-service advice but want an adviser who will help them with limited advice for the time being.

This is likely to be more important once the QAR is completed, and advisers are given more options to provide advice.

With this model, you could create a usage option for these clients which includes the use of Financial Mappers, and some verbal advice via email or phone or perhaps an hour meeting each year.

The client would be set up as a *Lite Connect* or *Connect Client* and directed to the Financial Mappers training.

When this occurs, the client can complete both the *About Me and My Family* and the *Starting Position* which is the basis of your normal Fact Find.

They can then enter their ideas into a Financial Mappers plan, and when it suits them, share it with the adviser, requesting some limited advice based on the plan they have initiated.

The process would be the same as in the above section **3b. Adviser sharing plan with Pro**^{CONNECT} **Client**.

The difference is the *Connect Client* would create the plan, and then share it with the *Adviser/Broker*, asking for specific limited advice.

When you choose to give online scaled advice, you should consider what is an appropriate business model. For example, you may limit advice to a short time period in the plan, say the first five or ten years. This way, you can offer a fee structure that suits both you and the client. When the client wants advice on a longer plan, they may have to pay for you to develop a detailed plan and pay the appropriate full-service fee.

Pro^{CONNECT_Lite}

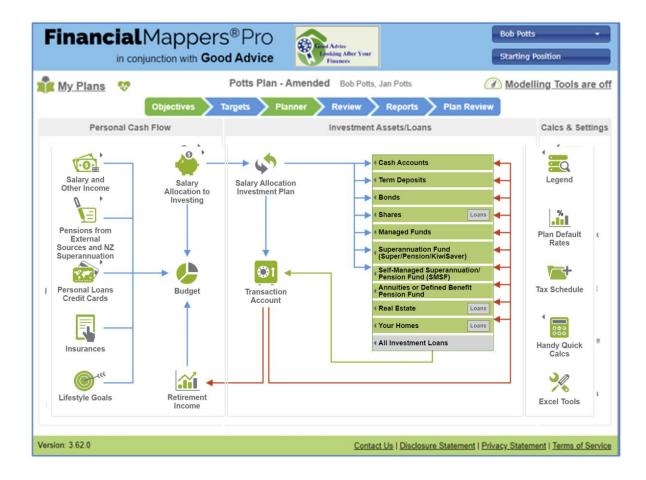
Financial Mappers has introduced a new class of Pro^{CONNECT} Client. <u>This client is limited to creating a 5-year plan;</u> however, they have access to all the other features of the software.

The intention is to build a new business model where the Millennials can be given access to your services, but at a fee, they can afford, and in a method which minimizes the time you spend creating the plan, advising on the plan and writing an SoA.

The process could be a subscription model, where for an annual, a client is provided with access to the 5-year. The adviser provides scaled advice, with aim of getting the client's finances "on track", over the next five to ten years. The timeline could be something like this:

- 1. Client completed Starting Position and imports to a 5-year plan. The client can generate their own reports and upload the reports created by the Report Builder to the *Plan Review* chevron. (This is a similar view to the adviser's *Client Review*)
- 2. The client can share the plan with the adviser and ask for specific advice.
- 3. The adviser makes a copy of the plan, and if necessary, extend the length of the plan to say 10 or 15-years. This adds value to the client as you can show them how their plan may play out over a longer time period.
- 4. If this new report is shared back to the client, they only see the first 5-years of the plan.
- 5. The adviser can use the SOA Editor panels to write their SoA or RoA.
- 6. The adviser can share the *Client Review Link*, with all documentation and educational content uploaded

The client is very happy because they have been part of the co-planning process.



4. Building Customized Reports

Financial Mappers PRO – Additional Customised Reports

Financial Mappers PRO has a unique **Report Builder**, where financial advisers can create their own Reports. Each Financial Mappers Pro Licensee has the option to create reports which are exclusive to their Financial Mappers site.

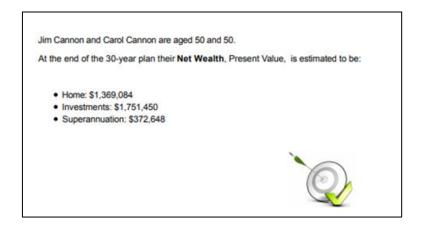
Plencore provides a document with all the currently available panels (a list of panels of information, tables, charts and graphs). The licensee can write their own text and include the graphs, charts, or text sections needed for the report. When a report is created by the **Chief FM Administrator**, they can nominate whether or not is have the report "**Visible to Clients**" for the Connect Client (clients with their own Financial Mappers account).

With the Text Panels, you can include:

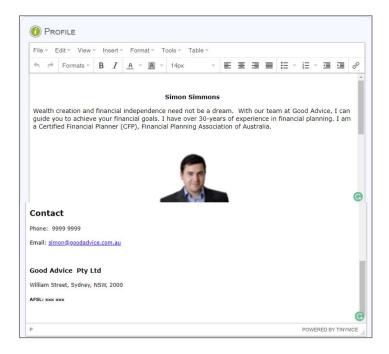
- Placeholders: information such as client names, DOB, Plan Name
- Calculated Fields: results extracted from the plan such as the value of home, investments and retirement funds at various stages of the plan in both FV and PV.
- Images

This is an example of these features used in a text panel and the results:





Advisers can create a Report *Author Profile*, specific to that adviser, which can be imported to the report. This is an example:



The reports that are intended exclusively for the Company's use (such as a Statement of Advice) would be distributed to clients as required rather than being "on view" for Pro^{Connect} Clients.

If a suitable report component is not available, Plencore will create a new one to meet the company's needs, providing the information required is included in the database. This will incur a fee as described in our pricing documentation.

Wealth Guidance Report and Report Builder

A short video about the creation of this report with the Report Builder has been included in our Advanced Training Videos.

The Wealth Guidance Report has been created using the Report Builder. This report is a combination of:

- Text panels written by the administrator
- Pre-built **Smart Panels** (report components) of which there are over 130.

The following are three examples of pre-built panels, including interactive panels which include images to send a suitable message.

Example 1: Snapshot of Financial Performance

Financial Performance Snapshot						
rigures are displayed in Future Value, except where indicated as Present Value (PV).						
Legend						
You have completed the There may be elements This element was not of	s you sho	uld review				
Area	Status					
Salary	4	Your annual salary at the start of your plan is \$300,000.				
Savings Allocations	✓	In the first year you have planned to contribute \$42,000 (14.00% of your salary) to an Investment Plan.				
Cash Flow from Investments	✓	At the start of your plan you have annual income from investments of \$25,781.				
Wealth Now	✓	At the start of your plan you have \$400,000 in investments (including investment loans), and \$720,000 retirement funds.				
Future Wealth (at start of retirement)	✓	At the start of retirement your plan will have \$2,726,171 net investments, and \$2,982,233 retirement funds.				
Debt Now	~	At the start of your plan you have debts of \$225,000 (including personal loans).				
Future Debt (at start of retirement)	✓	You have no debts at the start of your retirement.				
Lifestyle Goals	V	You have included 1 lifestyle goal in your plan.				
Retirement Goal	×	Your retirement income in the first year of retirement is \$0 (Present Value)				
Risk Management (Bob)	X	You have not completed the Report Insurance Needs Self Evaluation assessment. The Plan Risks Summary has been omitted from this report.				
Risk Management (Jan)	×	You have not completed the Report Insurance Needs Self Evaluation assessment. The Plan Risks Summary has been omitted from this report.				

Example 2: Drawdown Funding

Drawdown Funding (Present Value)	2033	2037	2042 Age 74, 74	2047 Age 79, 79
Age Bob, Jan	Age 65, 65	Age 69, 69		
Pension Funds	\$0	\$0	\$0	\$0
Investments (Income)	\$0	\$0	\$0	\$0
Investments (Capital)	\$0	\$0	\$0	\$0
Total Drawdown	\$0	\$0	\$0	\$0

Example 3: What you Own and Owe

What You Own

Results are displayed in Present Value.

Asset	Value at Start of Plan	Value at Start of Retirement	Value at End of Plan
Transaction (Bank) Account			
Home 1	\$500,000	\$0	\$0
Investment Property 1	\$300,000	\$400,837	\$519,951
Emergency Cash	\$20,000	\$108,190	\$282,182
Jan's Shares	\$50,000	\$282,634	\$1,044,094
New House	\$0	\$474,366	\$615,330
Jan's Managed Funds	\$0	\$232,667	\$730,781
Bob's Super	\$400,000	\$781,450	\$343,624
Jan's Super	\$300,000	\$615,905	\$270,829
Bob's Old Super	\$20,000	\$27,146	\$36,970

What You Owe

Results are displayed in Present Value.

Debt	Value at Start of Plan	Value at Start of Retirement	Value at End of Plan
Car Loan	\$5,000	\$0	\$0
Home 1 [Loan]	\$20,000	\$0	\$0
Investment Property 1 [Loan]	\$200,000	\$0	\$0
New House [Loan]	\$0	\$0	\$0

Example 4: Financial Targets



Example 5: Debt Servicing Ratio

(In this case, the very high debt is indicated with an image.



Other Customised Reports written by the Report Builder

An Overview of Reports is included in our Advanced Training Videos.

The following reports have been written using the Report Builder:

- Plan Map
- Self-Managed Superannuation Report
- Superannuation Report
- Check Your Plan Outcomes
- Plan Statistics and Indicators
- Financial Objectives and Lifestyle Goals
- Plan Summary First 10-Years

The first section of the Report, **Financial Objections and Lifestyle Goals** demonstrate the use of Placeholders, Calculated Fields and Images.

The remainder of the Reports were programmed individually before the creation of the Report Writer, however, much of the information has been converted to panels.

These reports are:

- Plan Summary
- Debt Management Report
- 5-Year Loan Report
- Plan Summary First 5-Years
- Insurance Needs Self Evaluation
- Financial Position for Selected Year
- Financial Position at Start of Plan

The **Debt Management Report** is written in a different style as it gives detailed strategies for debt management. The **5-Year Loan Report** provides the same information, but without the strategies for Debt Reduction. This version could be very useful for **Mortgage Brokers**, to ensure the client can afford any new loans and that they have management plans in place.

For clients who regularly refinance, the *Refinancing Option* should be very helpful, as it allows all the refinanced loans to be maintained in one account, showing any increases in the loan amount at the time of refinancing. Being a 50-year plan, mortgage brokers can let their clients plan out future loans which could be very helpful for the serious property investor. This should help maintain and build the client base over the long term.

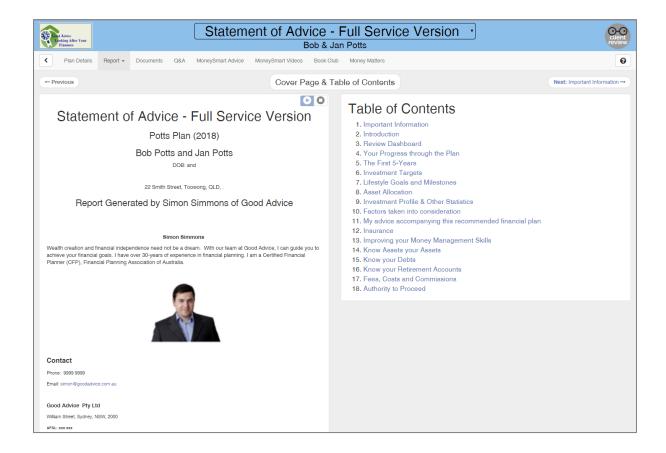
The **Insurance Needs Evaluation Report** allows the assessment of whether the client has adequate Insurance for Life, TPD, Trauma, and Income Protection.

The report contains their current insurance cover and asks for additional input decisions specific to three risks:

- Unable to work through sickness
- Total and Permanent Disability
- · Providing for dependents on death

Each situation is evaluated and the estimated cash flow, based on the information in the financial plan is generated in the report. From this report, you can advise and recommend additional insurance where appropriate.

The Client Review Gateway



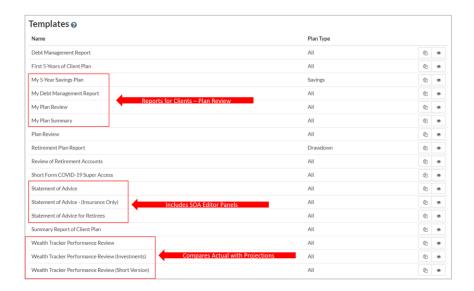
Using the *Report Builder*, a report can be created and uploaded to the Client Review area. For details you should read the *Masterclass Document: Client Review Gateway*.

Upload of Report to the Client Review Chevron

When the report is uploaded, one section at a time will be displayed, as the client uses arrow keys to move between the sections.

Note that when the **Chief FM Admin** sets up the account, they should create a set of reports for advisers to use in this portal. To make the process quick, Financial Mappers has provided some template 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 SOAs. You must always publish any changes and ensure the report is active.

We are constantly adding new templates as a need arises. Those which include the works **Statement of Advice**, will include all the **SOA Editor Panels**. The Review type reports do not include the SOA Editor Panel.



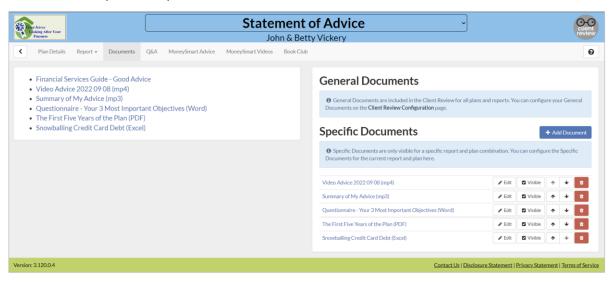
On the left-hand side, will be a panel of text for that section and on the right, graphs and tables of information (SmartPanels) will be displayed. The client can use their mouse to scroll over the graphs.

As part of this report, the *Review Plan Dashboard* currently seen in the software will be part of the review. This allows the client to move the slider to any year and to open each of the 8-graphs

For those engaging with clients entering the information "*About Me and My Family*", this section can be unloaded to any report. A sample is in the Report "*My 5-Years Savings Plan*", intended for *Lite Connect Clients*.



In the TAB, Documents, files using different formats can be uploaded. These include PDFs, Word, Excel, mp4 and mp3.

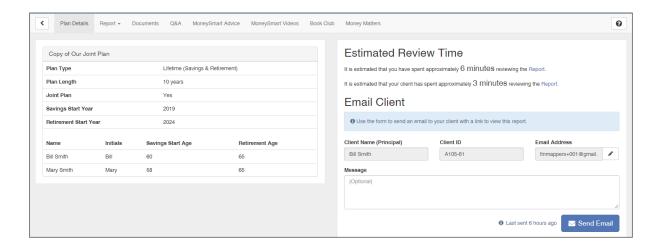


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Plan Details (Including time spent reviewing report)

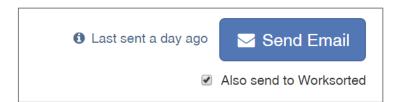
On the *Plan Details* TAB, the adviser <u>can send an email to the client</u> which will provide a link to the information on the Client Review chevron.

In addition, the software will keep a log of time spent reading the information on the TAB, *Report*. This information is divided into the time the adviser has spent with the client reviewing the report. Once the client opens the link, sent by email, the software continues to time how long the client has spent reviewing the information on the TAB, Report.



CRM Integration

If you are using an integrated platform, such as **Worksorted**, the program defaults to sending a copy of the link and email message to your CRM.



Documents

The adviser will be able to upload **PFDs** from where the client can download or review the information. These documents could include a selection of the following:

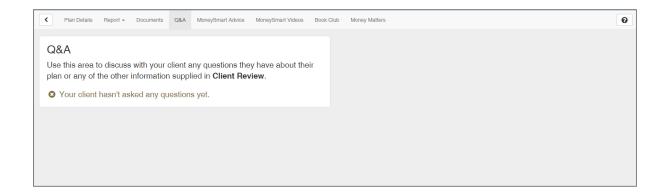
- Product Disclosure Statement (PDSs)
- Financial Services Guide (FSG)
- Statement of Advice for signing.
- Statement of Product Replacement
- Other Financial Mappers Reports e.g.

- Insurance Needs Evaluation
- Plan Summary the First 5-Years
- Compare Two Plans

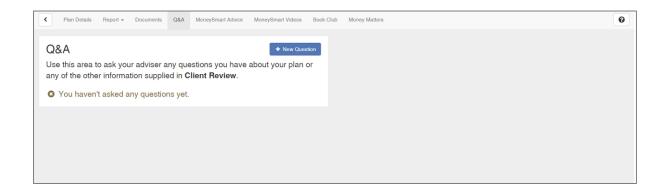
Q&A

On the TAB, **Q&A**, a permanent record is kept of questions asked by the client and answered by the adviser. Questions can only be initialed by the client.

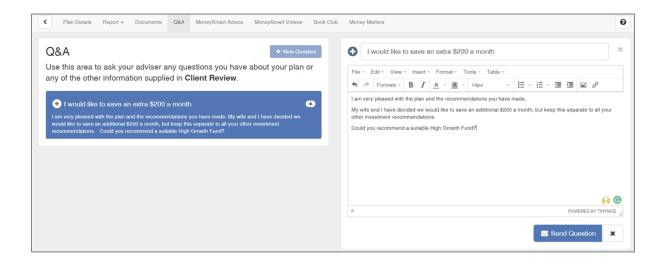
This is the screenshot (adviser side) before a question has been asked:



This is the screenshot (client-side) before a question is asked:

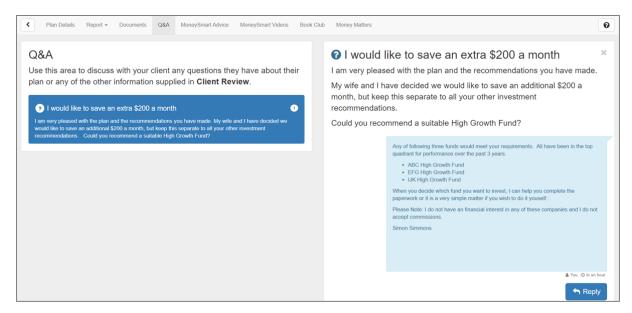


When the client initiates a question, an email is sent to the adviser.





The adviser then responds to the question. The process of Q&A until the client is satisfied with the response at which time, they can mark the question as *Resolved*. The adviser can continue to add information if required after the question has been resolved. Once the client has marked a question as Resolved, they must initiate a new question if they have any further questions. (*This can now be processed through the Connect Portal for Connect type clients*)



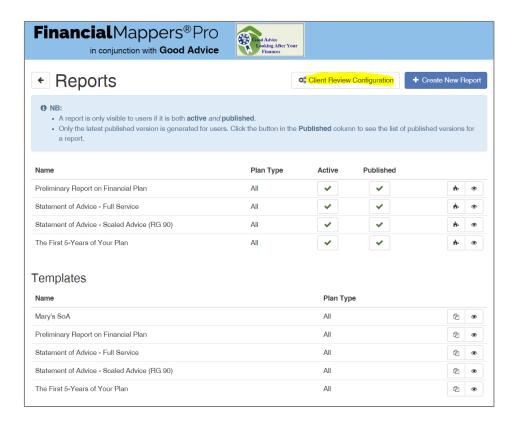
With the introduction of the **Connect Portal** there is a choice of using email or the portal.

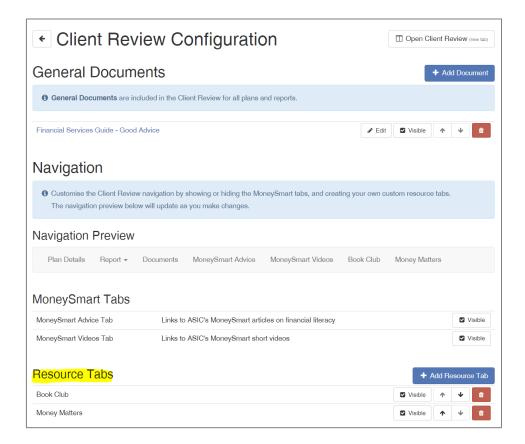
Educational Material

The FPA wants the Client Portal to be multi-media rich with resources to aid in the education and explanation of financial concepts to clients. Four sections have been developed. Each company will decide which sections to display and what material to display in the selected section. For those with financial literacy information on their website, this will be a great way to link that information. The four TABs will be:

- ASIC's MoneySmart Resources
- ASIC's MoneySmart Videos
- Company uploaded Resources
- Company uploaded Videos

To upload your Company Resources, go to the Report Builder (Chief FM Admin), and select the TAB *Client Review Configuration*.





Note that you can de-activate the MoneySmart information if you do not want this displayed. You can also have multiple TABS for your Resources.

A *Financial Literacy Program* is also included in the software. Talk to us about our automated emails you may like to use to deliver this program over a suitable time frame.

Text to Speech

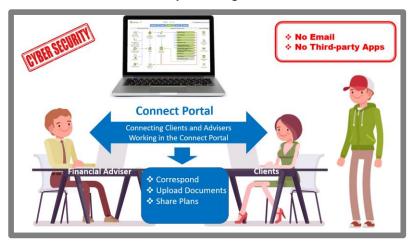
The client can activate the "Speech" option, so that the text on the left-hand side is ready, while the client reviews the graphs and tables of information on the right-hand side.

Full details of how the Client Review App can be found in the following documents on the Adviser QuickStart Resources:

- Report Builder and SOA / FM Pro How to use the Report Builder:
 https://www.financialmappers.com.au/trial-sequence-pages/report-builder/
- Advanced Training (Masterclass Documents) / Client Review App: https://www.financialmappers.com.au/trial-sequence-pages/masterclass/

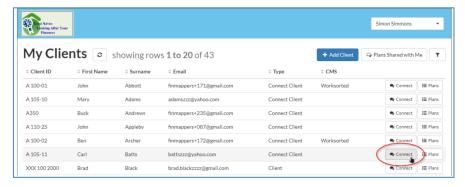
Connect Portal

The Connect feature is only available for Lite Connect and Connect Clients. These clients have a *Connect Portal* where all information between client and adviser is processed within the platform. No sensitive data is sent via email. Recently we upgraded the software so that this service is part of the Adviser Fee. If the Adviser wishes, they can also choose the option "Client", which means the client does not have access to the software. This choice is not recommended, as the adviser cannot relay messages within the secure Client Portal.

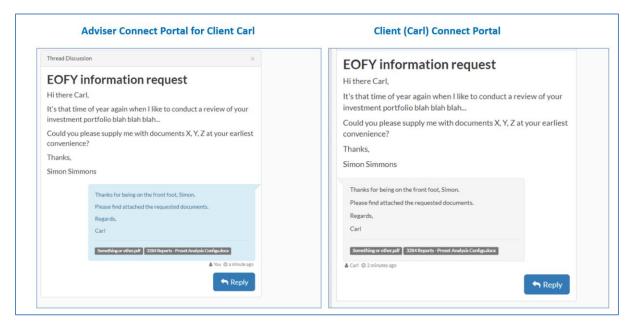


Detailed explanations of how the Connect feature works can be found in the **Masterclass Document, Sharing Software with Team Members and Clients**.

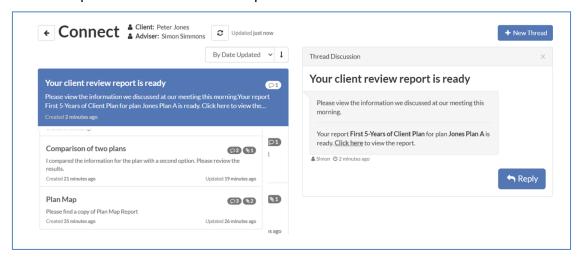
When advisers want to communicate with their client, or review information sent by a client, they click on the *Connect Button*.



Both the adviser and the client will have their own portal where all information is viewable by both parties. There is an example of the view on the adviser and client's portal.



Here is a sample of a client with three separate threads in their Connect Portal..



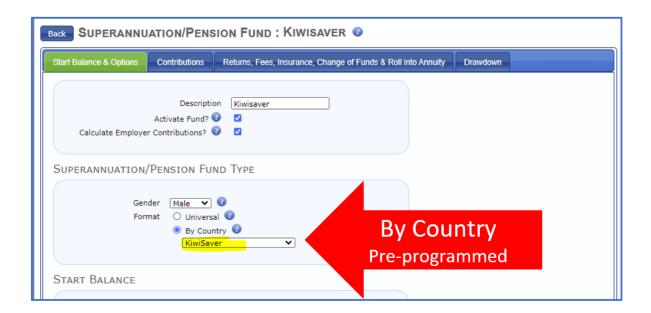
KiwiSaver

General Information

If the platform is for a New Zealand company, then you can have the software default to KiwiSaver, in the Company Settings. (You can also select NZ tax information as the default)



The software has two means by which you can use **KiwiSaver**. The first is using the preprogrammed information in the selection "By Country".

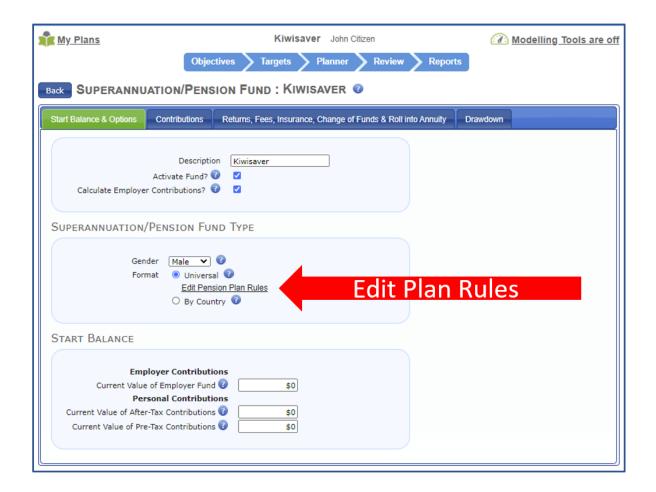


Contributions for **Non-Means Tested Government Co-Payment** (as in New Zealand) can be entered TAB Contributions.



The software will also allow you to create a customized version using the **Universal Option**. Here you can edit the rules so that the selection is more likely to suit your specific needs. For example, your PIR may be less than the Programmed version which uses the highest rate of 28%.

As the options are detailed below, the highlighted values are those selected for the Preprogrammed version.



By clicking on the *LINK* Edit Pension Plan Rules, you can create the rules appropriate to your KiwiSaver account.

Contributions TAB

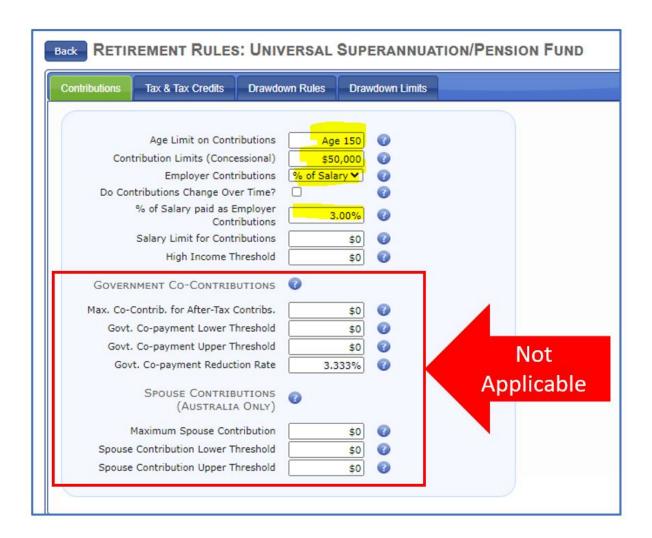
Please note that the Government Co-Contribution is not suitable for KiwiSaver as this is designed for the Australian model, where the payment is restricted to Low-Income earners.

The sections you complete are:

Age Limit on Contributions – if there is no limit, simply enter an age greater than Life Expectancy – say 150.

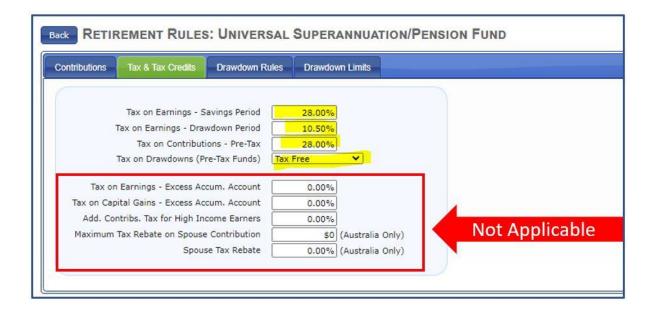
Contribution Limits – If there is no limit, add a value greater than what you would normally contribute. If you don't the software will tell you that you have exceeded the limit. Even if you do exceed the limit, the software does not prevent you from making a higher value contribution. It simply gives a warning.

Employer Contributions – Enter the rate applicable for you. The standard is 3%. This value can also be overridden in the **Salary Section** where it asks if your Salary has Employer Superannuation deducted from the Salary.



Tax and Tax Credits

The values you enter will depend on your estimated tax throughout the period. To be safe you could leave it at the highest rate of 28%. If you retain a balance in your account during the Retirement phase, it is likely your Tax Rate will be less, say, the lowest rate of 10.5%.



Drawdown Rules

Where there is no **Compulsory Start of Drawdown**, select a number which is greater than life-expectancy, say 150.

The **Preservation Age** is the age at which you are allowed to access your funds in retirement.



Drawdown Limits

As there appears to be no regulation limiting the withdrawal of funds once the Preservation Age is reached, this is left with no minimum withdrawal and one can withdraw up to 100% of the fund in any year.



Government Co-Contribution

The New Zealand Government will automatically make a Co-Payment of up to \$521 where certain conditions are met. These conditions related to:

Earning a minimal Salary

Making Personal Pre-Tax Contributions to the minimum value

The software does not determine if you are eligible for the Co-Payment and you should only enter the value where you believe you will be entitled.

Pre-Tax Contributions

How the software manages the Pre-Tax Contributions is the following:

The amount of the Pre-Tax Contribution is deducted from the Taxable Income as a Personal Deduction so that you are not taxed twice.

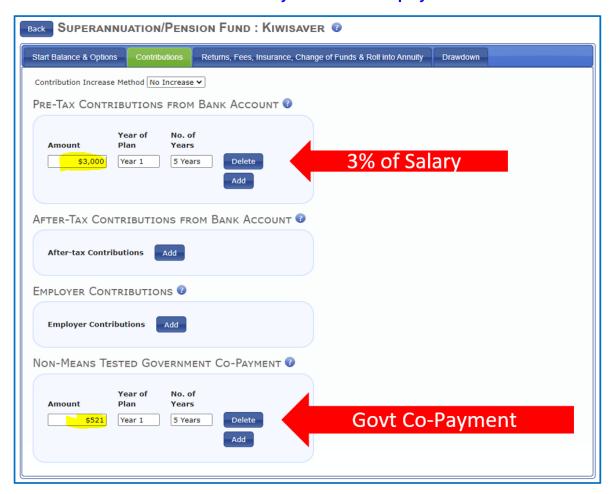
In the KiwiSaver Account, the Tax Due is deducted from the value of the Contributions.

After-Tax Contributions

After-Tax Contributions are not allowed in KiwiSaver.

You should not make any entries in this section.

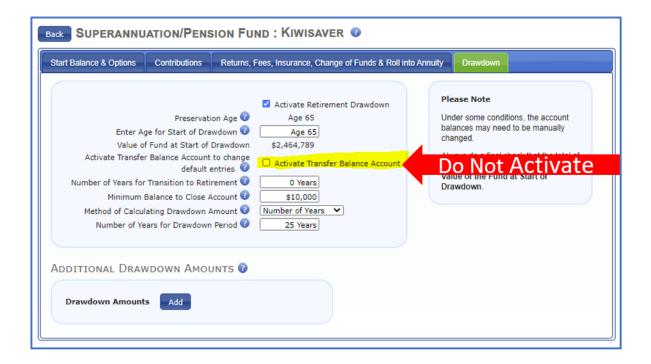
Please note that the Government Co-Payment will be displayed in this section.



Drawdown

In Australia, there is a maximum value you can hold in your account at the start of retirement where earnings are Tax-Free. This is called the Transfer Balance Account. (Currently, in Australia the limit is \$1,600,000)

You must not activate the Transfer Balance Account.



In the Drawdown phase, you have 4 ways to manage the Drawdown:

Number of Years

Percentage of Fund

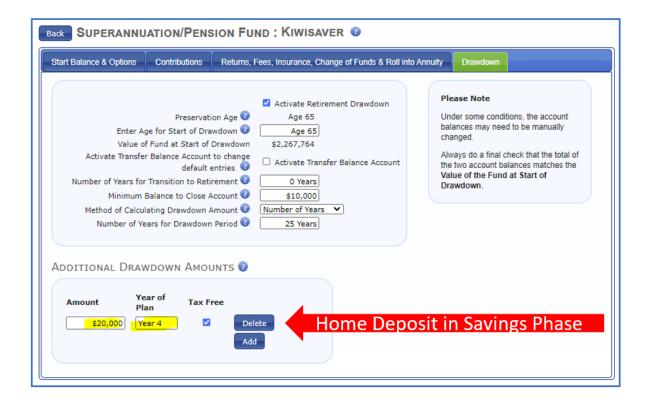
Specified Dollar Value

Purchase an Annuity (Activate Drawdown and then go to the TAB (Returns, Fees.....)

Purchase of Home

If you are eligible to use part of KiwiSaver for your Home Deposit, the funds can be withdrawn in any year of the plan without activating the Drawdown.

Use the *Drawdown Option*, Additional Drawdown Amounts.



Government Home Grant

If you are eligible for the **Government Home Grant**, this money can be added to your plan using the *One-off Receipts* in the **Transaction Account**.

Note that the values are entered in Present Value and indexed each year. If the Government does not index this value, use the Ha



Integration of CRMs

Financial Mappers is committed to integration with other CRMs. Our API's for other platforms are ready to integrate. As platforms are integrated, these will be added to the Financial Mappers website as they are completed.

Worksorted

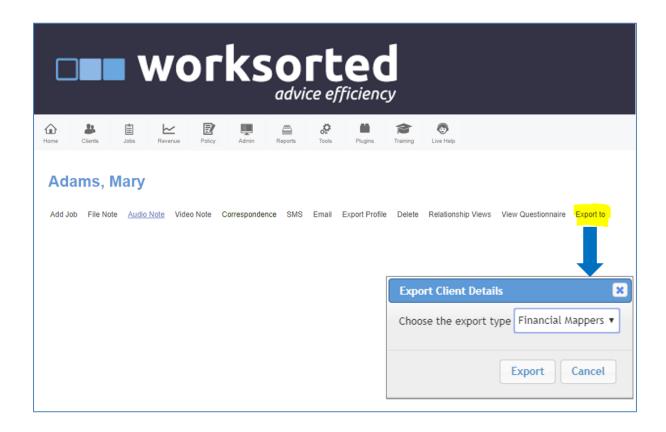
Worksorted is an extremely intuitive, easy-to-use, integrated CRM, workflow, document management, and revenue solution. Sitting within a bank-grade security environment and accessible from any online device, Worksorted serves as the operational workbench for hundreds of advice firms and licensees across Australia and New Zealand. Worksorted delivers efficiency, accuracy and peace-of-mind to all levels of an advice firm through simple and intuitive functionality, customizable and personalized features and powerful reports and dashboards.



Worksorted Platform

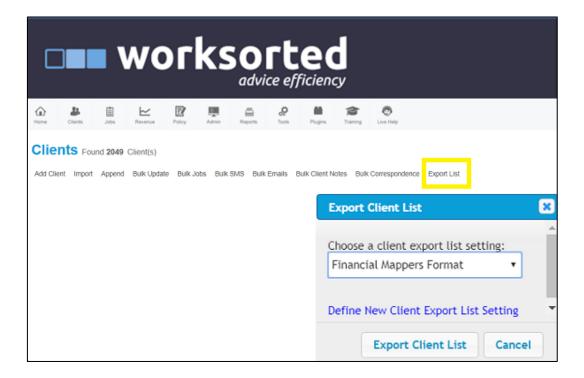
Exporting an individual client

You can export client details individually from the client page in Worksorted. Simply click 'Export to' in the main menu and select the Financial Mappers format from the dropdown. Once you have downloaded the CSV file you can then import the file into your Financial Mappers profile.



Exporting a bulk client list

You may also opt to generate a bulk list of clients from your Worksorted profile to be exported to Financial Mappers. You can export this CSV file from the client list page in your Worksorted profile. Click 'Export list' in the main menu of the client page and select the Financial Mappers format available.



What is sent from Financial Mappers to Worksorted?

When reports are generated in Financial Mappers or a Client Review Link is sent to a client, a client note will be automatically saved in the clients Worksorted profile.

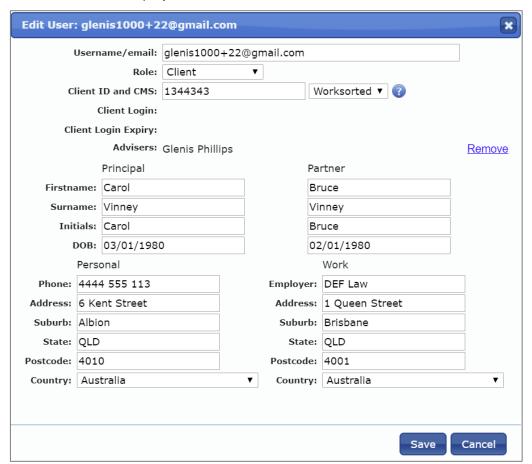


Financial Mappers

The CSV file exported from *Worksorted* can now be imported to the *Users* Page of Financial Mappers.



The client information is displayed as:



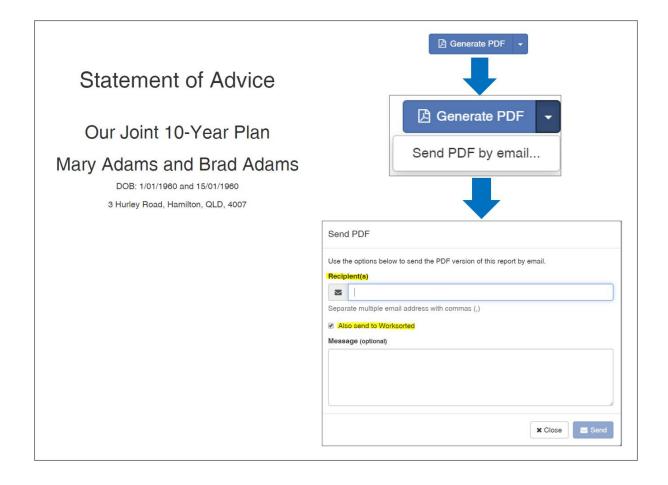
In-built Financial Mappers Fact Find.

We believe the most efficient means of entering data is to have your client complete the information in the sections *About Me and My Family* and the *Starting Position*. There is a fee for this service. The adviser fee of \$1,500 per year was kept to this minimal level, in the expectation that advisers would use the Lite Connect feat at an annual cost of \$20 per client.

We recognize more client information may need to be sourced through other means, but there is a substantial amount of information, prepared in the format to be used with Financial Mappers.

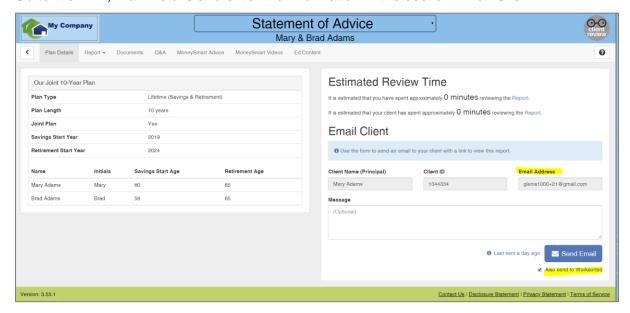
When discussing integration with other service providers, we have found the process to be cumbersome and expensive, with neither party wishing to go down that path when a solution is already available.

Reports may be exported back to the CMS.



The Client Review Link, may also be sent to the CMS

Go to the TAB, Plan Details and enter the information in the section Email Client



The Future of Financial Advice

We believe that the current model which the FPA says takes 26-hours from meeting the client to the generation of a report likely to restrict access to many people who require financial advice.

Financial Mappers provides the means to reduce the planning time and better engage with clients. The demand by new clients for co-planning is expected to grow. Financial Mappers is ready to provide this service, leaving you to decide how best to manage the service. Our Client Review App was built directly in a response from the FPA, to develop a digitally delivered Statement of Advice.

Connectivity and accessibility are essential for engaging millennials. Co-planning is the ultimate in trust-building and transparency. It is now a reality to provide affordable advice, especially scaled advice online. Now you can conduct remote reviews or run an entire online practice. Large-scale online advice is now a possibility.

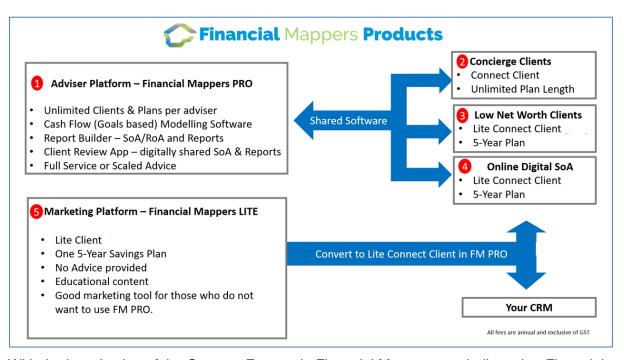
If you want to provide low-cost advice to the Millennials or people of average incomes, consider the business model:

- Lite Connect Client completes the About Me and My Family and the Starting Position. (This information may replace your Fact Find)
- The Lite Connect Client makes a 5-Year Plan and shares the plan with the adviser. At the same time, the client asks for specific advice.
- The adviser determines what services in relation to advice they will provide, and the fees charged. It may be possible for a Fixed Price 12-month subscription. When the client requires additional services, these are billed at an hourly rate.
- The adviser provides Digital Online Advice, for a fixed fee. This advice is limited to 5-years and excludes insurance or financial product advice. The client must complete the Financial Mappers Fact Find, from where the adviser imports the information into a plan. Creates the plan and generates the automate report Simple Statement of Advice for 5 Years and shares the plan with the new client. The client has 12-month access to Financial Mappers, where they can create 5-year plans and undergo a Financial Literacy Program.

Research shows that when people inherit, they rarely use the same Financial Adviser. This is a very easy means of onboarding these clients via an introduction from their parents. Most parents are likely to be pro-active in having their children guided by their adviser. This is the opportunity to start building relationships with your future full-service clients. Having a relationship with these children will be very valuable when your ageing clients, require family assistance in the day-to-day management of their affairs. Using the Client Review Link, the information can be share with other family members, where permission for this sharing has been granted.

There are companies like H&R Block moving into the advice space without the onerous compliance issues financial advisers face. We believe that the features of the Lite Connect Client will allow you to compete and provide a far superior service.

We believe Financial Advice should be affordable and accessible to all.



With the introduction of the Connect Feature in Financial Mappers, we believe that Financial Mappers Pro protects your client's information as all conversations, documents and plans are shared within the software with no use of email or third-party apps for sensitive information.

More Resources – Masterclass Documents

In addition to this *Overview Document*, please review our special *Master Class* series, in the *Resources for FM Pro* (https://financialmappers.com.au/quickstart/masterclass/), designed to get advisers up to speed very quickly on cash flow modelling and client engagement.

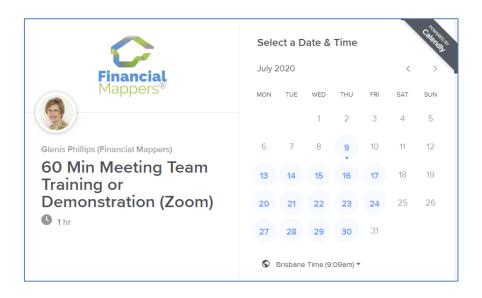
- Making a Plan
- Advice Record
- Budget, Transaction Account and Investment Plan Cash Flows
- Retirement Accounts: Superannuation/Pensions, SMSF and Annuities
- Interest-Earning Accounts: Cash Term Deposits and Bonds
- Shares and Managed Funds
- Real Estate: Home and Investment Property
- Income Streams in Retirement
- Plan Construction: Statistics, Financial Targets and Asset Allocation
- Insurance Needs Evaluation
- Modelling Tools
- Client Review Gateway (includes information about the Report Builder)
- Wealth Tracker Performance Review
- Country Specific Customization
- Sharing Software with Team Members and Clients, including Client Portal
- Conversational SmartPanels Report Automation
- Template Reports
- Simple SOA or Strategy Document (5 years)
- Connect Client Pre-Advice Onboarding
- New Zealand Financial Advisers

Further Information

The website has a very comprehensive explanation of how the software works on the Financial Professionals Page.

Glenis Phillips, the designer of Financial Mappers, will be pleased to discuss any additional information you may require.

If you would like a private Zoom consultation, contact Glenis Phillips by phone or email or simply book a session on her <u>Calendly</u>.



Contact

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Designer of Financial Mappers

Designer of Financial Advice Online

Author of Map Your Finances

Founding Director of Plencore Wealth Ltd

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0411 086 532

As the designer of Financial Mappers, Glenis is the most suitable person to answer all your questions about Financial Mappers.

Book a Zoom Meeting on Calendly

Request a 30-Day Free Trial

(After Zoom Meeting)

Plencore Wealth Ltd

ABN: 49 601 251 192

Plencore Online Pty Ltd

(wholly owned subsidiary of Plencore Wealth Ltd)

ABN: 79 601 265 598

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