



moneyGPS[®]

Video Transcript

Welcome to the moneyGPS digital advice platform. Today, I'll go through the platform from the perspective of a user who is looking to receive financial advice.

The user will go to Create Account and enter the referral code, which will be provided to them by their accountant or adviser. Once they've done that, all they have to do is simply enter their details and hit Create Account.

Once signed in, the user will be instructed to complete the money checkup by selecting the product card where they can watch the instructional video again or complete the survey. The survey will take 10 to 15 minutes, depending upon the complexity of the user's circumstances, and gathers just enough information for us to assess what advice topics will be suitable for them.

The survey has a 79% completion rate and covers areas such as suitability, where users with complex requirements can be triaged out, assets and liabilities, where users can enter their financial details. This is where we utilise the SuperRatings API, meaning that clients don't have to retrieve a super statement to enter details about their asset allocation fees and other information.





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Video Transcript (Cont.)

We also ask things such as basic insurance details where we just need to know what they have and the level of cover. We ask a number of scenario-based questions to help determine the user's risk profile, and we're continuing to improve this experience with planned integrations such as Open Banking, Xero Practice Manager, and Xplan to help pre-populate the survey where possible.

Once the survey is completed, the user can download a PDF copy or view the report on the screen. The money check-up is a non-advice document that provides feedback on the health of the user's current circumstances. It provides an overview of the client's current circumstances, identifies the client's advice needs based on their goals.

It analyses other areas for improvement across their finances with things such as lending, estate planning, and property. It provides a comparative analysis across six key areas, identifying how the user compares to their peers, looking at topics such as super balance and debt levels. It also provides a risk profile for the user and explains how this is used when determining advice outcomes.





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There is a superannuation health check looking at consolidation, investment choice, and contributions. We then provide an insurance needs analysis identifying any shortfalls across life, TPD, income protection, and trauma insurance. Finally, some modelling is done to look at how they're tracking for retirement, and based on their spending habits, when their money is likely to run out.

moneyGPS also provides a hybrid experience where the user can then book in to speak with one of our GPS coaches who will answer any questions they may have about the findings of the report.

Back on the homepage, the advice topics we have determined would be suitable will now be available for the client to purchase. Before doing so, the client must pass a digital ID check by simply entering some basic details such as Medicare and driver's licence. We currently utilise VIX Verify's greenID service and do not see or store any of this information.

Once verified, the user will now be able to select the topic that they wish to receive advice on, and select Add to Cart. Doing so will display the letter of engagement, which they must agree to. This contains information such as the scope of advice, fees, and links to any important documents that they might need.



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Once this is done, we utilise a basic shopping cart checkout experience where they will be asked to make payment. After checking out, the user will be asked for any additional information that we need to complete the advice. The questions will be different for each topic, and more simple topics, such as contributions, may not need any further questions at all.

Again, the user may wish to download a PDF or simply view the advice on the screen. In the SOA, we'll cover off the usual housekeeping, such as scope of the advice, information we've relied upon, and objectives of the client. We provide an educational example for the user so that they can see the benefits of implementing this type of advice.

We then make a personalised recommendation showing all the key information along with a contribution warning based on their age. We then provide some modelling for the user to see the estimated outcomes, including super balance and tax savings, as well as providing information on tax treatment in super.

Finally, the algorithm builds a best interest duty checklist where it identifies why we've recommended this strategy, why it's in the user's best interest, any potential downsides to consider, as well as alternative strategies considered.





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As with any of our products, users are encouraged to book an appointment with a friendly GPS coach to answer any questions they may have, as well as next steps.

The moneyGPS platform allows users to receive fully personalised advice without any adviser involvement. However, the platform has a variety of other tools that the user can take advantage of. This includes our range of short courses that the client can work through, a number of calculators to model different scenarios, as well as other non-advice services, such as estate planning, lending, and more.

Users can go to the profile section of the platform to update any of their personal details. This is where they can also view their purchase history, and importantly, any documents that they have purchased will appear here in their library. While the platform is free to use, we do offer monthly and yearly plans for the user, which provide benefits such as reduced plan pricing, cost of living rewards, and much more.

Importantly, the platform can be customised to incorporate your logo and colours, as well as swapping out these financial services partners for your own.





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An example of this would be if you already have a preferred broker that you work with, then your clients would have access to them rather than ours. All of this can be managed by the referral signup code, which can be found in your management account. This is also where you can choose and manage your subscription plan to best suit your business' needs.

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