



# FINANCIAL SERVICES AND CREDIT GUIDE

Version 3  
25/01/2024



## Table of Contents

About our practice .....	4
Our advice and services.....	5
Our fees.....	7
Relationships and associations.....	10
Confidence in the quality of our advice.....	11
Your privacy .....	12
Financial Planner and Credit Adviser .....	13

This Financial Services Guide (FSG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee, Nest Advisory HQ
- our fees
- how we manage your private information
- how you can complain about a matter relating to us or Nest Advisory HQ

## Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SOA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

## Not “Independent”

Although the Cambridge Dictionary defines the meaning of “independent” as; “not influenced or controlled in any way by other people, events or things”. ASIC have a different meaning.

Nest Advisory Group is not owned, operated, controlled, incentivised, or influenced through any bonuses, dinners, rewards, targets or any kind of favours from any life insurance company. However, there is at least one adviser on the license who receives a commission from a life insurance company. According to ASIC, this defines all of us as not being independent. Accordingly, EVERY adviser on the license must write “not independent” on this page with the below paragraph – even advisers on the license who do not receive commissions. There is more information about the commission we may receive in the section titled – fees and below.

Nest Advisory HQ receives commission payments on Life Insurance Products. This allows us to advise and place your insurance without charging you, the client, directly but rather receiving remuneration from product issuers. By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask your adviser. It is also worth knowing that ASIC has mandated EVERY insurance company to pay the exact same rate of commission, which is shown later in this document.

# About our practice

In Australia, research has shown more people would rather die than run out of money in retirement. At North Financial Group, we help clients implement both short and long term plans to create, grow and protect their wealth. Our goal is to help our clients invest and diversify their wealth across property, local and international shares, managed investments and wide range of other asset.

We help our clients answer 3 fundamental questions:

1. How much money do I need to retire?
2. When can I do it?
3. What can I do today to help me get there

Through our holistic advice, our clients achieve peace of mind and confidence about their money in retirement.

For a bigger, better financial future, make the smart choice with Nest Advisory.

## Summary of the business

<b>Name</b>	North Financial Group Pty Ltd
<b>Australian Business Number</b>	88 145 806 257
<b>Authorised representative number</b>	001263183

### Our office contact details

<b>Address</b>	Level 5/490 Northbourne Avenue, Dickson, ACT 2602
<b>Mail Address</b>	Po Box 511, Dickson ACT 2602
<b>Phone</b>	0405 124 036
<b>Email</b>	Ben@northfp.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

# Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Planner and Credit Adviser** on page 12

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none"> <li>• Investments strategies (strategic asset allocation)</li> <li>• Budget and cash flow management</li> <li>• Salary packaging</li> <li>• Debt management (including borrowing for personal and investment purposes)</li> <li>• Superannuation strategies and retirement planning</li> <li>• Personal insurance</li> <li>• Centrelink and other government benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Superannuation, including retirement savings accounts</li> <li>• Self-managed superannuation funds (SMSF)</li> <li>• Managed investments</li> <li>• Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)</li> <li>• Retirement income streams, including pensions and annuities</li> <li>• Personal and group Insurance (life cover, disability, income protection and trauma)</li> <li>• Loans including mortgages, reverse mortgages and deposit bonds</li> <li>• Life investment products including whole of life, endowment and bonds</li> <li>• Exchange traded funds and Listed investment companies</li> <li>• Debt securities</li> <li>• Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker</li> </ul>

Nest Advisory HQ maintains an approved products and services list from a diversified selection of approved Australian and International providers. These have been researched by external research houses as well as our in-house research team.

Nest Advisory HQ periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by Nest Advisory HQ.

on 1 July, 2021, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Nest Advisory HQ's are Newcastle Permanent, National Australia Bank, Bank Australia, St George, Bank of Queensland and AMP Bank.

## Tax implications of our advice

Under the Tax Agent Services Act 2009, North Financial Group Pty Ltd is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you.

We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

## Transaction services

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

## Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

## Changing service providers

To ensure that you are provided at all times with ongoing servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another adviser or financial planning practice within the North Financial Group or to another Nest Advisory licensee (the new service provider). If we do this, the new service provider will provide the servicing to you and will be entitled to the agreed fees. The new adviser will also take over the rights and obligations on the same terms and conditions set out in the servicing arrangement and we will be released from those rights and obligations. We will write to you in advance of a transfer occurring, to introduce your new service provider. You may notify your new service provider at any time if you want to vary or end your servicing arrangements.

## Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

# Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed.

## Ongoing service explained

Our ongoing service is not based on how much time we spend on a client each year, or how many meetings we do. Our fees are simple, transparent and based on the value we provide to each individual. We realise this is not for everyone and we aim to make it as easy as possible for you to decide if this is the right service for you. Our clients are free to cancel this agreement at any time without penalty.

We believe that financial advice offers an important benefit, which is often overlooked. Studies have proven that people who receive financial advice have better peace of mind, reduced stress and anxiety about making financial decisions and stronger feelings of financial security.

## What's included?

Our commitment to you is simple, and the same for everyone. We guarantee an offer of an annual review regardless of complexity, funds invested or personal circumstances. You will also have access to us throughout the year for adhoc meetings, phone calls, emails, insurance claims, updates and other services. We reserve the right to renegotiate the terms of the agreement with your written consent. As you are welcome to cancel the agreement at anytime, we may also terminate the agreement in writing if we feel that the service is being abused.

### **An annual review may include things such as;**

- No fee for further advice documents (limited to 1 per year) when required
- Tracking your personal and financial goals, while keeping each other accountable to achieving them
- Determine if any changes over the last 12 months will require a change in your financial plan, such as;
  - Investment approach
  - Level and type of insurance cover
  - Change in family situation
  - Change in career (new job, disability, pay, etc.)
  - Change in financial assets or liabilities
  - Home loan still right
  - Change in goals and objectives
  - Change in health

### **Payment methods**

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to Nest Advisory HQ as the licensee. They retain a percentage (as a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue over a 12 month period.

## Schedule of Fees – Further Details / Summary

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

### Initial service fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Statement of Advice (Basic)	\$880 - \$1,650
Statement of Advice (complex)	\$2,200 - \$3,900
Statement of Advice (specialist)	\$4,400 +
Hourly advice fee - We may charge an hourly rate for the advice we provide of \$330 per hour	

### Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The fee is a fixed price service and ranges between \$2,200 and \$20,000 per annum and is agreed upon prior to implementation of our service.

### Annual service fees

We may offer services for a fixed period of 12 months. The amount of fees will depend on the service offering and these details will be provided in a separate advice or services agreement. The fee ranges between \$2,200 and \$20,000 per annum and is agreed upon prior to implementation of our service.

All fees are exclusive of GST.



## Commissions

We do not receive commissions on investment, superannuation or retirement products.

We may receive commissions for insurance advice.

For clients that would rather pay us from their own pocket for insurance advice instead of us receiving a commission paid by the insurer, which is the exact same commission rate that ASIC have mandated and reduced with EVERY insurer, we are happy to provide an invoice for the advice. However, this will most likely cost more than if we just received a commission.

Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented from 1 January 2019.		On insurance policies implemented from 1 January 2019, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660.
	We may receive up to 88% of the first year's premium for new policies implemented between 1 January 2018 and 31 December 2018.	Up to 22% of the insurance premium each following year.	We would receive an ongoing commission of up to \$220.00 pa.
	We may receive commissions on increases or additions to existing policies of up to 130%.		
Loans	Up to 1.10% of the initial loan balance. AFG retains 5% and passes the remaining 95% on to Nest Advisory HQ.	Up to 0.55% of the outstanding loan balance each year. AFG retains 5% and passes the remaining 95% on to Nest Advisory HQ.	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG would retain up to \$55 and Nest Advisory HQ receives \$1,045. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$27.5 and Nest Advisory HQ receives \$522.5.
Deposit bonds	Up to 22% of the deposit bond fee. AFG retains between 0-3% and passes the remaining 10% on to Nest Advisory HQ. Nest Advisory HQ then retains 90%	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88. AFG would retain up to \$8.8 and Nest Advisory HQ receives \$79.9.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.

## Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

# Relationships and associations

It is important that you are aware of the relationships that Nest Advisory HQ has with providers of financial services and products as they could be seen to influence the advice you receive.

## About our licensee

Nest Advisory HQ Pty Limited

ABN 70 636 147 361

Australian Financial Services Licensee (519569) and Australian Credit Licensee

Licence No: 519742

Nest Advisory HQ has:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

### **Nest Advisory HQ's registered office is located at:**

Level 4

15 Moore Street

CANBERRA ACT 2601.

### **Business buy-back option**

If we leave the financial services industry or can no longer appropriately service a selection of our clients, Nest Advisory HQ will either look after our clients or appoint one of its authorised representatives to do so.

If this happens, Nest Advisory HQ makes available a facility for practices to transfer the servicing rights of their clients. The valuation will vary depending on certain factors including the annual recurring revenue of our practice and the level of our service standards.

### **Personal and professional development**

Nest Advisory HQ offers education, personal and professional development opportunities to our practice on an annual basis. Participation in these opportunities may be based on attainment of qualifying criteria or open eligibility.

# Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Nest Advisory HQ Complaints:
  - Phone (02) 6169 4102
  - Email [nick.lucey@nestadvisory.com.au](mailto:nick.lucey@nestadvisory.com.au)
  - In Writing:

- **Nest Advisory HQ**  
**Level 4, 15 Moore Street**  
**CANBERRA ACT 2601**

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	<b>Australian Financial Complaints Authority (AFCA)</b> GPO Box 3 Melbourne VIC 3001  1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a> <a href="mailto:info@afca.org.au">info@afca.org.au</a>
Any issue relating to your personal information	<b>The Privacy Commissioner</b> GPO Box 5218 Sydney NSW 2001  1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

## Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Nest Advisory HQ is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Nest Advisory HQ, even where subsequent to these actions they have ceased to be employed by or act for Nest Advisory HQ.

# Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

## Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Nest Advisory HQ may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Nest Advisory HQ to review customers' needs and circumstances from time to time.
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Group Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Nest Advisory HQ will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Nest Advisory HQ holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

## Australian Finance Group (AFG)

AFG is an aggregator and it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services.

Lenders may offer incentives that are paid directly to the Accredited Mortgage Consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Accredited Mortgage Consultants may be invited to attend the AFG National Conference. This is an annual event which offers Accredited Mortgage Consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG subsidises some costs of attendance, which may include meals and accommodation. The value will depend upon a range of factors, including the nature of the courses and events planned.

Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

# Financial Planner and Credit Adviser

## Ben Miller

Phone	0405124036
Email	ben@northfp.com.au
Address	Level 5/490 Northbourne Avenue, Dickson, ACT 2602
Mail Address	Po Box 511, Dickson ACT 2602
Authorised representative number	424007

### Qualifications (Finance Related)

Advanced Diploma of Financial Services (Financial Planning)

Bachelor of Commerce

Certificate IV in Finance and Mortgage Broking

Certified Financial Planner

### Professional memberships

FPA – Financial Planning Association

FBAA - Finance Brokers Association of Australia

## The advice and services I can provide

I am authorised to provide all the services listed in the Our advice and services section.

I am also an Accredited Mortgage Consultant and as a credit representative of Nest Advisory HQ I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

## How I am paid

I receive the following from our practice:

- Salary
- Share of revenue