

Northstar



Financial Services Guide

Version 5.1

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This Financial Services Guide ('FSG') is issued by
Northstar Financial Advisers Pty Ltd ABN 46 121 947 966
Australian Financial Services Licensee - License Number 313618

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The purpose of this guide

This Financial Services Guide (FSG) is an important document designed to inform you of how we would work together to provide you with a financial service, both initially and ongoing, should you wish to use our services. We are required by law to provide you with an FSG.

This FSG is provided in 3 Parts:

1. The core FSG explains how we work.
2. Gives you an overview of our Team structure
3. A Fee Schedule is included to show how we charge for Initial an Ongoing Service

The matters covered by the FSG include:

- Who we are and how we can be contacted
- What services and types of products we are authorised to provide to you
- How we (and any other relevant parties) are remunerated
- Details of any potential conflicts of interest
- Details of our internal and external dispute resolution procedures and how you can access them

This FSG should assist you in determining whether to use any of our services. If you choose to use any of our services or products as recommended, you may also receive other documents relating to the services or products which you should read carefully.

What kind of documents can you expect to receive?

If you are provided with **new** personal financial advice, you will receive a written **Statement of Advice (SOA)** or if we have already provided you with an SOA, a **Statement of Additional Advice (SOAA)**

In the event that your circumstances have not changed and related additional advice is provided, then a **Record of Advice (ROA)** may be provided to you in writing or simply added to your file. You may request either in writing or verbally a copy of any ROA at any time up to 7 years after the related additional advice was provided.

If a financial product is recommend to you, detailed information about that product will be contained in a **Product Disclosure Statement (PDS)**. A PDS must be provided to you before you take any action in relation to a financial product recommended.

How do you contact us?

Northstar Financial Advisers may be contacted by phone, fax or email. Our contact details are located at the bottom of each page of this FSG.

Who is responsible for the advice that is provided?

Northstar Financial Advisers hold their own Australian Financial Services Licence (AFSL) issued through the Australian Securities and Investments Commission (ASIC) and as the licensee Northstar Financial Advisers are responsible for any advice provided by any of their Authorised Representatives.



The services and products we are authorised to provide to you.

We are authorised to advise and deal in relation to the following products:

- Deposit and payment products (Basic & Non Basic)
- Investment Life Insurance Products
- Superannuation
- Securities
- Life Risk Insurance Products
- Managed Investment Schemes (Including IDPS)
- Retirement Savings Accounts
- Government Bonds

What services we can offer you

Northstar Financial Advisers are able to offer the following services:

- Financial Planning Advice
- Personal Risk Insurance
- Job Change/Redundancy Advice
- Tax Effective Investments
- Salary Packaging
- Managed Portfolio Services
- Wealth Creation Strategies
- Income for Retirement Planning
- Superannuation
- Centrelink Entitlement Advice
- Estate Planning
- Establishing a Self Managed Super Fund

Examples of specific products we can offer you

We can assist you with the following products, either as part of our authorisation or through other service providers we have relationships with:

- Savings Plans
- Personal Superannuation
- Annuities
- Life Insurance
- Trauma Insurance
- Income Protection Insurance
- Buying & Selling of Shares on your behalf
- Lump Sum Investments
- Employer Sponsored Superannuation
- Allocated Pensions
- Accident/Sickness/Disability Insurance
- Total Permanent Disability Insurance
- Business Expense Insurance
- Self Managed Super Fund set up and administration



Frequently Asked Questions:

How do I provide you with instructions?

You may specify how you would like to give us instructions, for example, by telephone, email, fax or other means.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile which includes details of your financial and investment objectives, financial situation and needs as well of any recommendations made to you. If you wish to examine your file, you should ask us to make arrangements for you to do so.

How are you Remunerated?

Northstar Financial Advisers can provide you with initial advice and ongoing advice in relation to your financial affairs. Fees are charged at different stages of the advice process including:

1. Initial Advice
2. Implementation of Advice
3. On going Advice

Details of the charges related to each of the above stages are detailed in the Fee Schedule.

Who receives these fees and charges?

Individual advisers are paid a salary and may be eligible for bonuses or profit share.

What other benefits (including non-monetary items) could you receive?

Northstar Financial Advisers Pty Ltd and your adviser may be eligible to receive additional benefits. These may include selected gifts, entertainment or marketing support. A register detailing these additional benefits is maintained and can be made available to you, upon request, and where relevant specific details will be included in the SOA, SOAA or ROA.

Do you have any potential conflicts of interest?

Northstar Financial Advisers is a privately owned company and does not intentionally have any arrangement in place to receive additional benefits, monetary or other with any product or service providers that it recommends.

However, Northstar Financial Advisers is a member of the Association of Independently Owned Financial Planners (AIOFP) and Wealthtrac, a distributor of superannuation and investments administration services has offered all members of AIOFP an opportunity to receive 10% of all administration fees received on this platform once we reach a volume of \$10 Million of funds invested. Currently Northstar Financial Advisers does not have this volume of funds under advice on this platform and therefore does not receive any remuneration. In the event that it did receive any remuneration, there will be no additional cost to you, as the product distributor Wealthtrac is giving away part of their distribution fee.



Do you have a Privacy Policy?

A Privacy Policy detailing how personal information is managed is available on request from Northstar Financial Advisers or you can visit our website: www.nsg.com.au

What are the dispute resolution procedures and how you can we access them?

We will always endeavour to keep in contact with you and we are very interested to get your feedback. We have a client feedback programme to ensure that we are providing a quality service and meeting your ongoing needs. However, if you have any problem with the service we provided to you, you can take the following steps.

1. Contact Alistair Saunders or Andrew Stanning by phone or by email,
2. If you feel that your complaint is not satisfactorily resolved within 3 days, put your complaint in writing,
3. If you still do not get a satisfactory outcome, you have the right to lodge a complaint with the Financial Ombudsman Service GPO Box 3, Melbourne Vic 3001 Ph: 1300 78 08 08.

The Australian Securities and Investment Commission (ASIC) also have a Freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

Do you have Professional Indemnity Insurance?

Northstar Financial Advisers has Professional Indemnity Insurance in place to cover us for the financial services that we provide. We understand that it is adequate to meet our requirements as a financial services licensee. The policy includes coverage for claims in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct)



The Northstar Financial Advisers Team

(To be read in conjunction with our Financial Services Guide.)

All Authorised representatives hold the same levels of authority as our licence unless stated otherwise.

Alistair Saunders – Director & Authorised Representative (ASIC Rep 273419)

Alistair heads the Northstar Financial Advisers team and brings to the group over 15 years of experience and insight into the financial services industry. He is especially interested in direct equities and is committed to developing long term working relationships with his clients.

Alistair has attained both a Bachelor of Economics and Graduate Diploma in Personal Financial Planning and has a motivated and enthusiastic approach to client service.

Alistair's easy and approachable manner is much appreciated by clients and admired by his colleagues. He prides himself on his ability to really listen and to understand his client's needs and to provide truly individual and high quality advice.

Andrew Stanning –Director & Authorised Representative (ASIC Rep 307106)

Andrew is the founder of the Northstar Group with over 20 years experience. He is a chartered accountant, registered tax agent and auditor. Andrew is a Financial Planning Specialist and a Certified Financial Planner. Andrew is well known for his expertise in the speciality area of Self Managed Super Funds.

Andrew is a member of the Institute of Chartered Accountants, a Fellow of the Tax Institute of Australia and a member of the Self Managed Superannuation Fund Professional Association. Andrew thrives on helping clients achieve their financial goals by applying his extensive business and taxation experience.

Diana Perrin - Client Services Manager

Diana is currently completing her Diploma of Financial Services (Financial Planning). Diana started her career in the Advertising & Marketing industry, Diana soon became account manager delivering custom solutions to her clients. Diana enjoys building strong working relationships with clients and product providers. As part of the team Diana works closely with our clients to implement their financial solutions efficiently and effectively so they can sleep well at night.

Liz Newton - Office Manager

Liz coordinates all the administration aspects of the Northstar Financial Services team. She ensures the financial service process is as smooth as possible for clients and staff.



Fee Schedule

(To be read in conjunction with our Financial Services Guide)

Initial Advice

Our initial Appointment takes approximately 1.5 – 2 hours. During this time we will discuss your current situation and your goals and objectives. We can then explore ideas with you and provide general advice in relation to how various strategies work. At this point in time the law prohibits us from providing you individual advice as it must be in written format called a **Statement of Advice (SOA)**. Furthermore any financial planning strategy usually needs to be modelled to confirm the outcome will meet your goals and objectives. We charge a fee of \$275 (\$250 plus GST) for our initial appointment, this fee will be deducted from any SOA fee should you proceed and have us prepare a Statement of Advice for you.

As mentioned above individual advice will be provided to you in a **SOA**, the fee for this advice will be agreed with you prior to undertaking the work. Fees for the initial advice may range from \$0 to \$11,000 (inclusive of GST) depending on the complexity of the situation. A typical **SOA** covering your strategic advice may cost \$3,300 (GST inclusive). You may pay the initial fee by cheque or you may choose to have the fee taken from the funds invested should you wish to proceed further.

Implementation of Advice

In the event that you wish to proceed with our recommendations, we may charge a fixed implementation fee to cover the time taken to implement our recommendations. In some instances we may receive a commission on an investment product rather than an implementation fee. Implementation includes work such as setting up investment vehicles such as Self Managed Super Funds, Family Trusts or establishing the investments including Managed Funds and Direct Shares.

The fixed implementation fee may be agreed with you prior to the preparation of the **SOA** or it will set out in the **SOA**. The fixed fee amount is usually between 0 and \$2,000 depending on the complexity of the work being implemented. Or if we receive an initial commission amount then this will be in the range of between 0 - 5.5% of the amount invested.

If we implement a life insurance product on your behalf for example, we may receive commission from the product issuer of between 0 - 140% of the first years premium.

On Going Advice

On going advice in relation to your strategy and your financial products is available from Northstar Financial Advisers.

Ongoing advice can include some or all of the following services:

- access to your adviser to discuss issues relating to the scope of the initial advice
- on going research and review of investments on our Approved Product List
- on going reviews of the products implemented
- periodic reporting
- annual strategic reviews



The fee for this ongoing advice may be charged in any of the following ways:

- Adviser Service Fees of between 0 - 1.1% of the value of the funds invested *(see more detail below)
- Life insurance renewal commission of between 0 - 33%
- Trail Commissions of between 0 - 0.6% on certain investment products.
- Trail Commission on certain loan products of between 0 - 0.5%
- An annual \$ fee agreed by you and your adviser and paid in monthly installments.

***Adviser Service Fees**

Charges for ongoing adviser services in relation to investments are based on a tiered scale which is set out below. The amount of the fee is based upon your account balance. This fee can be charged to your fund and is tax deductible to the extent to which your investment portfolio produces assessable income.

From \$	To \$	Fee Percentage (%) *	\$ Fee
0	500,000	1.1	5,500
500,000	1,000,000	.88	4,400
1,000,000	2,000,000	.66	6,600
	2,000,000 Plus	.44	

* GST Inclusive

The actual amount of remuneration (including commission) or other benefits that may be paid as a result of any on going personal advice provided to you will be contained in the SOA, SOAA or ROA. At Northstar Financial Advisers we believe in total transparency and will happily explain to you any fees or charges.

Worked Dollar Example

Paul and Linda want advice on what to do now that they have turned 55, Paul & Linda are both still working and have SMSF with total member benefits worth \$750,000.00. After meeting with an adviser from Northstar and gathering information in relation to their current situation Paul & Linda agree to have a Financial Plan prepared for the agreed cost of \$3,300.00. Paul & Linda accept our advice and want us to implement the strategy and investments on their behalf. In the SOA an Implementation Fee of \$1000.00 is charged to establish the investment accounts and make the necessary purchases of shares and investments. The Fees and charges in relation to this advice would therefore be:

Item	\$ Cost	As a percentage of Funds to be invested
Initial Meeting	275.00	0.036%
SOA Preparation(#)	3,025.00	0.4%
Total Cost Of Initial Advice	\$3,300.00	0.44%
Implementation Fee	\$1,000.00	0.13%
Ongoing Advice	\$7,700.00	1.02%

SOA preparation fee is discounted by initial meeting fee.