

## FINANCIAL SERVICES GUIDE

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### About this Financial Services Guide

The information in this FSG is provided to help you decide whether to use our services. As a client, or potential client of Nestor Wealth Advisory Pty Ltd, you have the right to ask us about our service, the type of advice we give you, and what we expect to be paid for giving that advice and/or service. You also have the right to know what you can do if you have a complaint about our services. The distribution of this FSG has been authorised by Financial Masterplan Pty Ltd, the licensee.

### How we provide our services

We are required to collect sufficient information from you before we make recommendations regarding financial products. Your adviser will ask you to complete a Client Data Collection form before providing any services to you. Your adviser may also collect copies of statements for any existing Financial Products that you own.

We will only recommend a financial product to you after considering its suitability based on your individual investment objectives, financial situation and needs. Our advisory services include ongoing reviews of your financial situation, your progress towards achieving your goals, your portfolio performance, insurance needs and any new goals or objectives as agreed.

We will provide you with a Statement of Advice (SOA) whenever we give advice that is likely to influence your decisions regarding the acquisition or disposal of financial products and takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

In the event we make a recommendation of a particular financial product (other than securities), we will also provide you with a Product Disclosure Statement containing information about the product, which will enable you to make an informed decision in relation to purchasing that product. This is usually provided electronically.

It is important that you read all the documents that are provided to you so that you can make an informed decision regarding accepting our recommendations and advice.

We prefer that you provide all instructions to us in writing (email is acceptable) however we may accept telephone instructions in some circumstances.

## Who is your adviser?

Your adviser is **Terry Nestor**, an Authorised Representative of *Financial Masterplan Pty Ltd*.

Terry has the following financial planning qualifications: Certified Financial Planner (CFP), Diploma of Financial Planning (Dip FP), Deakin University, Geelong, Victoria and a Practitioner Member of the Financial Planning Association of Australia. Terry also holds a Bachelor of Science in Applied Mathematics and Computer Science from the ANU, Bachelor of Arts in Philosophy, Politics and Economics from UNE.

Terry has 30 years of experience in financial planning and stockbroking. He has experience in providing advice on a wide range of financial products including superannuation, life insurance, managed funds, listed securities and margin lending.

## About our services

What we offer are a suite of services designed to organise your finances, achieve your financial aspirations, simplify your life, make sound financial decisions and protect you from as many potential financial disasters as we can. Along the way we will set and maintain you on a path to financial independence before and during retirement.

We provide advice in the following areas:

- Cashflow and Tax Planning.
- Superannuation covering Government, University, Industry, Private, and SMSFs.
- Redundancy & invalidity.
- Retirement Planning covering Age Pension, and Aged Care.
- Investment Portfolio Asset Allocation.
- Insurance & risk management.
- Estate Planning.

**Our goal is to get your entire financial house in order and keep it that way, forever.**

For most clients this will require 1-2 meetings per year.

## About our Licence

Our Australian Financial Services Licence authorises us to provide financial product advice on and deal in the following classes of products:

- (A) deposit and payment products limited to:
  - (1) basic deposit products;
  - (2) deposit products other than basic deposit products;
- (B) debentures, stocks or bonds issued or proposed to be issued by a government;
- (C) life products including:
  - (1) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
  - (2) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- (D) interests in managed investment schemes including:
  - (1) investor directed portfolio services;
- (E) retirement savings accounts ("RSA") products;
- (F) securities; and
- (G) superannuation.

To retail and wholesale clients.

### **How will you pay for the service provided?**

We offer a fee based financial advisory service.

For preparation of a comprehensive Financial Plan (Statement of Advice) we may charge from \$1,650 - \$3,300 (including GST). This fee is payable on completion of the work and is payable regardless of whether you accept our advice.

If we have recommended an investment portfolio we may charge a flat fee of up to \$1,100 (including GST) for implementation of our Advice.

For more complex situations we would provide a written quote. We do not charge on an hourly basis for our services. We assess the task beforehand and obtain your prior agreement to a flat fee related to the complexity, research and other related factors.

**Our primary ongoing service** is to clients who wish to receive our comprehensive Financial Planning Service for a flat fee ranging from \$2,200pa up to \$10,000pa (including GST) depending the issues to be covered.

Payments can be debited from your super, investment portfolio, bank account or credit card. The ongoing fees are generally tax deductible and we provide a Fee Disclosure Statement every 12 months.

### **How much commission will we receive?**

We charge a fee for service for insurance advice such as we do for any other financial matter. We rebate to our clients any commission we receive. Life insurance commissions reduced to 66% and 22% as of today.

### **Can I opt out of paying ongoing advice fees?**

You can opt out of paying ongoing advice fees at any time. You must provide written notice of cancellation of the service and it may take up to 30 days for the cancellation to take effect.

### **What should you know about any risks of the investments or investment strategies we recommend to you?**

Any significant risks associated with any of our recommendations will be explained and discussed with you and will be fully detailed in your Statement of Advice. If at any time you are unclear about the risks you may be taking, you should discuss them with us before you implement any recommendation.

### **What happens if you specifically request an investment not recommended by your adviser?**

If you specifically request to purchase an investment not on the Recommended list, your adviser can offer an execution only service. Before such a service can be provided you must give your adviser written confirmation of your understanding under which this service is sought. We reserve the right to refuse execution only services. If we are not able to fulfil your requests, we will attempt to refer you to an appropriate specialist.

### **Are you protected from us giving negligent investment advice?**

We will maintain a record of your personal profile, which includes details of your investment objectives, financial situation and needs. A record is also maintained of any recommendations made to you and conversations you have with your adviser.

All advice will be based on the information you provide to us and we will review all Statements of Advice before they are issued to you. We will also randomly audit files on an annual basis to ensure that they contain all the information required to adequately provide our services to you.

Financial Masterplan Pty Ltd has professional indemnity insurance to protect you in the unlikely event of negligent advice being given.

### **Who can you complain to if you have a complaint about the advisory service?**

If you have any complaint about the service, you should take the following steps:

- Contact your adviser and tell him/her about your complaint and what you would like them to do about it.
- If your complaint is not satisfied within 3 working days, you may forward it to:

The Compliance Officer  
Financial Masterplan Pty Ltd  
PO Box 880,  
Queen Victoria Building NSW 1230.

Telephone: (02) 9279 2300

Email: [complaints@financialmasterplan.com.au](mailto:complaints@financialmasterplan.com.au)

We will try to resolve your complaint quickly and fairly.

- If you still do not get a satisfactory outcome after 45 days, you may have the right to complain to:

Australian Financial Complaints Authority  
GPO Box 3,  
Melbourne VIC 3001

Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678 (free call)

The Australian Securities & Investments Commission (ASIC) also has a free call Infoline 1300 300 630 which you may use to make a complaint and obtain information about your rights.

### **How do we protect your Privacy?**

We committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. The following Privacy Policy expresses our policies on the management of your personal information.

# **FINANCIAL MASTERPLAN PTY LTD STATEMENT OF PRIVACY POLICY**

## **WHAT IS THE FINANCIAL MASTERPLAN COMMITMENT?**

At Financial Masterplan we recognise that your privacy is very important to you - it is to us as well. We handle personal information provided by and about people every day. By personal information we mean information or an opinion about a person whose identity is apparent or can reasonably be ascertained.

We are bound by, and committed to supporting, the Australian Privacy Principles (APPs) set out in legislation. Our aim is to both support and ensure that we comply with the APPs that form the basis of laws introduced to strengthen privacy protection for the general public. The information set out below is a summary of our obligations under the APPs.

We believe that this Statement will address any potential concerns you may have about how personal information you provide to us is collected, held, used, corrected, disclosed and transferred. You can obtain more information on request about the way we manage the personal information we hold. If you seek any further information, please contact.

## **WHICH OF MY INFORMATION DOES FINANCIAL MASTERPLAN COLLECT & WHY?**

In the course of our activities we collect and hold personal information on both our clients, through our network of professional financial services advisers, and on the professional members of our organisation, including information on our representatives and product providers.

For our advisory clients, such details are collected for determining the most appropriate financial advice for that client and which of the many available strategies, including the selection of products, services and facilities is optimal for the client's use.

We will only collect personal information from you that is necessary for one or more of our functions and activities. We will only collect personal information from you by lawful and fair means, without being unreasonably intrusive, such as when you complete a client data collection form, application form, insurance proposal, finance proposal etc.

At or before the time we collect personal information from you we will take reasonable steps to inform you why we are collecting that personal information, who else we might disclose that personal information to and what will happen if you do not provide personal information to us.

Wherever it is lawful and practicable, we will give you the option of not identifying yourself or not providing personal information when entering transactions with us. However, failure to provide full and complete information may mean that we are unable to provide services to you.

Where reasonable and practicable, we will only collect personal information about you, from you. We will also take reasonable steps to keep your information accurate, complete and up-to-date.

## **HOW FINANCIAL MASTERPLAN USES THE INFORMATION & WHAT SHOULD I KNOW?**

We will only use your personal information for the main purpose we told you it was needed for, except where you consent to us using that personal information for another purpose, where the other purpose is related to the main purpose and you would reasonably expect us to use the personal information for that other purpose, or where it is permitted or required by law, or we reasonably believe it is necessary on health or public safety grounds to use the personal information for another purpose.

To fulfil the purposes, set out on the previous page we may provide access to your personal information to third parties with whom we have a business relationship, for example those who maintain and update our database, who assist with mail-outs, who arrange, participate in and sponsor conferences and who deliver educational and other services. You accept that not all recipients of your information may have privacy policies equivalent to ours and you consent to the disclosure of your personal information for those purposes.

In relation to direct marketing, where practicable we will seek your consent before we use your personal information for this purpose. You may tell us at any time you do not wish to receive any further direct marketing materials - if you do, we will stop sending you such materials.

#### **WHAT IF YOU WISH TO VIEW OR CHANGE MY INFORMATION?**

If you ask, we will tell you what personal information we hold about you, and what we do with it. We will facilitate access to you by allowing an inspection of your personal information in person, or by providing copies or a summary of relevant documents, depending on what is most appropriate in the circumstances. Any charge we make for providing access will be reasonable.

If you can show us that the personal information is inaccurate, we will take reasonable steps to correct it. Note that we need not provide access to personal information in several types of situation, for example where a request is frivolous, or where to provide access would pose a threat to health or public safety, unreasonably interfere with another person's privacy, or be a breach of the law. If we refuse access, we will advise you of our reasons for doing so.

#### **DOES FINANCIAL MASTERPLAN PROTECT YOUR INFORMATION?**

We will protect personal information from misuse and loss and destroy or permanently de-identify personal information we no longer need.

#### **HOW DO WE IDENTIFY YOU?**

As you would already know the government departments have a variety of ways to identify us as members of Australia. Some of those ways include Tax File Numbers (TFNs), Australian Company Numbers (ACNs) and Medicare Numbers. We do not consider it appropriate to use those government identifiers as it may cause confusion and/or a breach of your privacy. As such we have our own identifiers to recognise our clients and our professional members.

#### **IS YOUR INFORMATION SENT OVERSEAS OR SHARED THROUGH THE INTERNET?**

We will not send any personal information about you overseas unless you consent to this, or we reasonably believe that the other country has privacy laws substantially similar to our own, or we provide the information in other circumstances giving like protection.

#### **WHAT IF YOU ARE NOT HAPPY ABOUT THE HANDLING OF YOUR INFORMATION?**

We are committed to providing members, and other parties whose personal information we hold, a fair and responsible system for the handling of their complaints.

If at any time you have any complaints in relation to privacy, please contact our Compliance Officer using the contact details shown on page 4. We will seek to address any concerns that you have through our complaints handling processes, but if you wish to take matters further you may refer your concerns to the Office of the Australian Information Commissioner.

#### **ADDITIONAL PRIVACY INFORMATION**

Further information on privacy in Australia may be obtained by visiting the web site of the Office of the Australian Information Commissioner at <http://www.oaic.gov.au>.

**This FSG was issued on 1 January 2020 by Nestor Wealth Advisory Pty Ltd and Financial Masterplan Pty Ltd ABN 88 133 306 251 AFSL No 344628.**