



Financial Services Guide (FSG)

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Part 1

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To contact us or find out more:
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About this Financial Services Guide (FSG)

This FSG will assist you to determine if you wish to engage any of our services. It explains the financial services being offered, the fees charged, our professional indemnity insurance, how complaints are managed and what compensation arrangements are in place. There is also information about our Privacy Policy. You must be given this FSG before you receive a financial service such as investment advice.

Northstar Financial Advisers holds its own Australian Financial Services Licence (AFSL) issued through the Australian Securities and Investments Commission (ASIC). As the licensee, Northstar Financial Advisers is responsible for any advice provided by any of its Authorised Representatives.

We are licensed to provide financial product advice and deal in the following financial products:

- 1) Deposit and payment products (Basic and Non-Basic)
- 2) Debentures, stocks or bonds issue by a government
- 3) Life products including:
 - a) Investment Life Insurance Products
 - b) Life Risk Insurance Products
- 4) Managed Investments
- 5) Retirement Savings Accounts
- 6) Securities, and
- 7) Superannuation
- 8) Basic Margin Lending

Our Advice Process

This begins with a General Advice meeting with you. It is important that you understand that the discussions in this meeting are of a general nature only. This means you should not act or make any decisions until you receive personal advice. You will only receive personal advice after a thorough investigation of your personal and financial situation, your needs and objectives and any viable options have been analysed.

If you are provided with personal financial advice, you will receive a written **Statement of Advice (SOA)**, which details the recommendations and other information and, if applicable, a **Product Disclosure Statement (PDS)** which provides information about the specific financial product recommendations.

Ongoing advice can be provided to in a number of ways. A Record of Advice (ROA) may be kept on file when further advice is given and your situation hasn't changed. A copy of this ROA may also be provided for to you.

Fees and Charges

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. Ongoing Advice

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

Who receives these fees and charges?

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

Other benefits (including non-monetary items)

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

Records and files

We maintain a current record of your personal profile which includes details of your financial and investment objectives, financial situation and needs in the form of an electronic file. If you wish to examine your file, we can enable you to access your records online.

Communication

Northstar Financial Advisers may be given instructions in writing by post, fax or email, or any other means by pre-arrangement and all advisers can be contacted by phone, fax or email. Our contact details are located on the first page of this FSG.

Limited Managed Discretionary Account (LMDA)

We offer a limited Managed Discretionary Account Service (LMDA) whereby you allow us to manage your investments for you, using our discretion and without obtaining your instructions before each transaction we undertake on your behalf. These services are limited to investments as agreed with you prior to the commencement of the service. An LMDA gives us the ability to act quickly and decisively within specific guidelines without the time consuming need to refer to you for instructions each time an investment is made. These services have a Limited Power of Attorney and Authority to Operate under facilities within BT Wrap. Please note these facilities do not authorise us to open new accounts, withdraw funds, or contribute new funds to your investment.

The agreed investments are clearly outlined in the LMDA Contract.

What are the significant risks associated with using the LMDA Service?

By authorising us to make changes to your investments without seeking your prior authority, you cannot claim we were not acting on your behalf. Provided we act within that authorisation, our acts become binding on you. Therefore it is important you understand what we are authorised to do and carefully read and understand the activities that you are authorising us to perform on your behalf.

How can I give you instructions on how to exercise rights relating to the financial products in my portfolio?

Generally, the financial products which we invest in on your behalf do not have any additional rights or entitlements attached to them. If a right was to materialise, our authority under the LMDA contract will also permit us to exercise any rights relating to financial products in your portfolio assets without reference to you. If you do not wish for us to have this authority please let us know as this may affect our ability to offer the LMDA service at the price quoted. You can however instruct us as to how you wish to act in regard to any specific financial product or right in writing by post, facsimile transmission or by email. Our postal, facsimile and email contact details are contained at the end of the FSG that this LMDA insert forms a part of.

Do I have to enter into a contract for you to provide LMDA Services?

Yes. As of 11 December 2004, to receive LMDA services you must first enter into an LMDA Contract. This contract will set out the terms and conditions of the authority and also the investment program, which sets out how your money will be invested.

The agreed investments, the LMDA Contract and compliance with the Law

Where this is relevant, the agreed investments set out in the LMDA Contract will comply with the law. The relevant law is Division 3 of Part 7.7 of the Corporations Act.

The contract will also contain:

- Statements about the nature and scope of the discretions we will be authorised and required to exercise under the LMDA Contract
- Any investment strategy that is to be applied in exercising those discretions
- Information about any significant risks associated with the LMDA Contract
- The basis on which we consider the LMDA Contract to be suitable for you, and

warnings that the LMDA Contract may not be suitable to you if you have provided us with limited or inaccurate information relating to your relevant personal circumstances and specify that the LMDA service may cease to be suitable for you if your relevant personal circumstances change.

Who is responsible for reviewing the investment program?

We are responsible for reviewing your investment program. We will review your investment program at least every 12 months.

Do you provide custodial or depository services for my portfolio?

We do not provide custodial or depository services. Either you will hold the investments in the portfolio, or the custodian nominated for BT Wrap will hold them for you.

Is there a cost for the LMDA Contract or the LMDA?

Please refer to our Fee Schedule in Part 2

This FSG complies with the Australian Securities and Investment Commission Class Order 04/194.

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).

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.

Do you have a Privacy Policy?

A Privacy Policy is available on our website: www.northstarfinancialadvisers.com.au. Please note we hold your information in confidence and will take all reasonable steps to ensure non-disclosure other than for the purpose of fulfilling your instructions. If you wish to complain about any breach or potential breach of this privacy policy you should contact us and your complaint will be considered within 7 days. We will use our best endeavours to resolve any complaint. If you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

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 by phone or by email
2. If you feel that your complaint is not satisfactorily resolved within 3 days, put your complaint in writing and send to The Compliance Manager, PO Box 823 Freshwater NSW 2096,
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 has a Freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

Part 2 - Fee Schedule

Our first appointment takes approximately 1.5 – 2 hours. During this time we will discuss your current situation and work with you to identify your goals and objectives. We can then provide **General Advice** in relation to how various strategies work. At this first meeting, the law prohibits us from providing you with specific, individual advice as we are required to complete further detailed investigations into your current financial situation. Northstar Financial Advisers **may** charge a fee of \$275 (\$250 plus GST) for our first appointment to cover some of the Adviser's time spent. This fee will be deducted from any other advice fee should you proceed and have us complete further work for you.

Should you require **additional meetings** to seek further General Advice or to help you in making a decision as to whether to engage our services, these will be charged at \$250 per hour plus GST. Travel time will also be charged where the meeting is not held in our primary office location at Freshwater.

The **Initial Advice** includes researching your current situation and obtaining full financial records. Your financial situation usually needs to be modelled to confirm our strategies will meet your goals and objectives prior to recommending them. Following all this a written advice document called a **Statement of Advice (SOA)** is provided.

The fee for this individual advice and the completion of the SOA will be agreed with you prior to undertaking the work. Fees for the initial advice vary 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. Or you may choose that we receive a commission from the products implemented rather than charge you an implementation fee. Implementation includes work such as setting up investment vehicles such as Self-Managed Super Funds, Family Trusts or establishing investments including Managed Funds and Direct Shares. All fees will be fully disclosed in the SOA.

On Investment, implementation Fees may range from 0 to \$5,500 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 we may receive commission from the product issuer of between 0 - 140% of the first year premium.

On Going Advice

The fee for ongoing advice may be charged in one or more of the following ways:

- LMDA Fees between 0 & 3.0% of the value of the funds invested based on account balance. The amount the AFSL will receive is between 0 & 1.10%
- 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%
- A review fee agreed by you and your adviser and paid in monthly instalments

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 a Self-Managed Super Fund (SMSF) with total member benefits worth \$750,000. 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.

Paul & Linda accept our advice and want us to implement the strategy and investments on their behalf. In the SOA an Implementation Fee of \$1,100 is agreed to establish the LMDA Service

The Fees and charges in relation to this advice would therefore be:

Item	\$ Cost	As a % of Funds
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	\$1,100.00	0.13%
LMDA Fee (Inclusive of all direct Costs) **	\$11,093.00	1.48%
Total Fees for Year 1	\$15,493.00	2.06
Total Ongoing Fees for Subsequent Years	\$11,093.00	1.48%

* SOA preparation fee is discounted by initial meeting fee.

** In some situations other indirect costs such as fund manager fees may be applicable Northstar may also appoint external Stock Brokers to facilitate trades on your behalf. The brokerage costs will be included in the cost base of the product and therefore not directly disclosed within the LMDA.

Attachment 1 - The Northstar Team

To be read in conjunction with the Financial Services Guide (FSG)

The Northstar Financial Advisers Team

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 20 years of experience and insight into the financial services industry. He 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. He is an accredited **specialist SMSF adviser** of SPAA (Self-managed Super Fund Professionals' Association of Australia). He 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.

Julie Piggott – Financial Controller

Julie is Certified Practising Accountant who uses her 20 years of experience within our business to deliver financial management to the business.

Julie coordinates all the financial aspects of the Northstar Financial Advisers team.

Fiona Brillantes- Client Services Manager

Fiona has completed a Bachelor of Arts UNSW, and has undertaken studies in Financial Markets through Kaplan Professional Education (previously The Securities Institute) as well as studies through industry bodies including the Association of Superannuation Funds of Australia. Fiona has worked for a boutique financial research firm as well as a leading insurance provider and has thereby gained extensive knowledge in the areas of insurance, investment and superannuation.

Fiona enjoys building strong working relationships with clients & product providers and her strong organisational skills ensure the financial services process is as smooth as possible for clients.

Lee Malek – Financial Planning Assistant

Lee has 6 years' experience in the Financial Planning Industry with extensive knowledge in Superannuation, Investment and Share administration. She has completed the Diploma in Financial Markets with Kaplan (formerly The Securities Institute). Prior to starting a family she was in the Banking and Finance sector for 14 years.

Lee supports Alistair with behind the scenes aspects of the advice process including; technical strategy and product research; development of financial strategies and preparation of advice documents for clients.

Lee joined our team in March 2013 and currently works part time 3 day per week.

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**Financial Services Guide (FSG)
Privacy Statement & Tax File Number Acknowledgement**

I / We

have received a copy of the Northstar Financial Advisers Pty Ltd Financial Services Guide dated 1 July 2012 and have understood its contents. I/ we have been informed about Northstar Financial Advisers Privacy Statement and know that it can be accessed at www.northstarfinancialadvisers.com.au if required.

Furthermore I/ we consent to Northstar Financial Advisers keeping a confidential record of my/ our tax file number on file (if applicable) and I understand it will held in accordance with the Northstar Financial Advisers Pty Ltd privacy policy

Client signature Date

Client signature Date

Adviser Date

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Authorisation to collect information or transfer servicing rights of financial products

To: The Manager of Customer Service
 Provider name: _____

Address: _____

Client name(s)		Date(s) of birth	
Address:		Product details:	

To whom it may concern,

- I/ We authorise you to provide representatives of the business named below with any information and documentation they require regarding my insurance, superannuation and investments.
- I/ We authorise the adviser named below to become my servicing authorised representative for my financial products. I understand that the responsibility of servicing my financial products will be allocated to my new authorised representative.
- I am/ We are aware of the provisions of the Privacy Act and release you from those provisions in respect of information provided to the business named below and its representatives.

Please accept this facsimile copy/photocopy as authority, as the original will stay on file at the address shown below.

Yours faithfully,

Name(s)	Signature(s)	Date
	X	
	X	

Adviser name	Alistair Saunders	Adviser code	ASIC Representative No. 273419
Business name	Northstar Financial Advisers Pty Ltd AFSL 313 618	Tel	+61 2 9905 0395
Business address	Suite 1, 1-3 Moore Rd (PO Box 823) Freshwater NSW 2096	Fax	+61 2 9938 5120
		Email	alistair@northstarfinancialadvisers.com.au

