



Financial services guide

Nexia Melbourne Financial Services Pty Ltd and
Nexia Melbourne Wealth Strategies Pty Ltd

Purpose of this document

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

Provided by

Nexia Melbourne Wealth Strategies Pty Ltd ABN 26 159 538 762 Authorised Representative No. 432939 (**Nexia Melbourne Wealth Strategies**)

Paul John Clements Authorised Representative No. 286809 (**Paul**)

Thilini Ishara Ratnayake Authorised Representative No. 472305 (**Thilini**)

(together **we, us, our**)

As authorised representatives of Nexia Melbourne Financial Services Pty Ltd ABN 52 667 048 802 AFSL No. 548748 (Licensee)

Date: 23 April 2024

The distribution of this financial services guide (FSG) is authorised by the Licensee.

Not independent

Because:

- we receive commissions on the sale of life risk insurance products that are not rebated in full to clients;
- we have referral arrangements in place with a finance broker
- we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

Additional documents you may receive from us

When we provide you with financial planning services you may receive:

- a Statement of Advice (SoA) or Record of Advice (RoA). These documents set out the advice we provide to you. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us;
- a Product Disclosure Statement (PDS) which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive annual fee disclosure statements and we will ask you to renew the agreement and consent to the deduction of advice fees from your account each year.

Financial services we are authorised to provide

Nexia Melbourne Wealth Strategies is authorised to provide personal advice and dealing services to retail and wholesale clients for the following financial products:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Life Products
- Managed Investment Schemes including IDPS and MDA Services
- Retirement Savings Account Products
- Securities
- Superannuation
- Standard Margin Lending Facilities

Nexia Melbourne Wealth Strategies is a corporate authorised representative of the Licensee. Any financial services will be provided by Nexia Melbourne Wealth Strategies and its sub-authorised representatives, who are listed in the Adviser Profile section. More details about them, including the financial services they are authorised to provide, is included in the Adviser Profile section.

How can you provide us with instructions?

You can give us instructions by phone, email or any other means that we agree with you from time to time. Please refer to our engagement letter for more information on this.

Who does the Licensee act for?

As authorised representatives, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

Fees

All fees are payable to Nexia Melbourne Wealth Strategies. Nexia Melbourne Wealth Strategies is part of the Nexia Melbourne group of entities and the equity partners and their related entities share in the profits that are made.

General advice We may charge you a fee for any general advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with the general advice. The amount of these fees usually ranges from \$550 to 5,500 inc GST but may exceed this range in complex cases. Details of the fee will be agreed with you beforehand. You may request information about these fees within a reasonable time after receiving this FSG but before you are provided with any general advice.

Personal advice

We will charge you a fee for any personal advice we provide to you. That fee may be either a fixed fee or based on the amount of hours it takes us to prepare and provide you with personal advice. The amount of these fees usually ranges from \$1,650 to \$8,800 inc GST but may exceed this range in complex cases. These fees will be agreed with you beforehand and will be disclosed in a SoA or RoA which will be provided to you.

Ongoing fees

Our ongoing fees depend on the ongoing service that we provide to you. They are typically charged as an agreed fixed price of between \$4,400 and \$11,000 but may exceed this range in complex cases and are paid monthly. The amount of ongoing fees will depend on your total assets under management and other factors such as the complexity of your portfolio, the regularity of reviews and any additional services we are providing. Any ongoing fees will be agreed with you in our service agreement.

Brokerage fees

We do not charge you for brokerage but brokerage fees may be payable to third parties who execute transactions on your behalf. The services and fees will be set out in the SoA or RoA that we provide to you.

Insurance commissions

We receive a one-off upfront commission when you take out an insurance policy we recommend. The upfront commission will be between 60% and 80% of the first year's annual premium.

We also receive an ongoing commission payment of between 10% to 20% of the annual premium for as long as you continue to hold the policy.

For example, for an insurance product with an annual premium of \$2,000, where the issuer pays us an upfront commission of 60%, we will receive \$1,200. The issuer will pay us 10% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,000, this equates to \$200 per year.

You will be advised of the exact amount of these commissions in the SoA or RoA.

Other benefits

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser remuneration

Our representatives are paid a base salary and a bonus and do not receive commissions from product issuers. However, we are owned by the equity partners of the Nexia Melbourne group and their related entities and they share in the profits that we make.

Referrals

We may pay a referral fee to Nexia team members where they refer you to us as a client. The referral fee is usually 10% of the new fees collected in first year. Specific details of any referral fee paid will be disclosed to you in your SoA or RoA. This referral fee is not an additional cost to you.

We may receive benefits for referring you to Kista Finance Pty Ltd for finance brokerage services including bank and secondary market loans as well as asset finance. The benefit received will be usually between 40-50% of upfront and ongoing commissions. All referral benefits received will be disclosed to you at the time of making the referral.

Associations

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you.

We do not have any associations with product issuers. However, we are part of the Nexia Melbourne group of entities. This means that where you use the services of any other entities or service lines in the Nexia Melbourne group, we may indirectly benefit.

Conflicts of interest

Our representatives may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

Making a complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact the Licensee. We accept complaints over the phone, in person, via email or letter or on our social media channels. Refer Contact Us section for the contact details.

The best option is to call the Licensee or put your complaint in writing to the Licensee's office. The Licensee will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or the Licensee does not respond to you within 30 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (AFCA) at the following address:

GPO Box 3
Melbourne VIC 3001
Ph: 1800 931 678
Fax: 03 9613 6399
Website: www.afca.org.au
Email: info@afca.org.au

You may only contact AFCA once you have followed the above procedure.

Our complaints handling procedure is available on request and at our website [here](#).

Your privacy

We are committed to protecting your privacy.

We have a privacy policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our privacy policy is available on request and on our website [here](#).

Compensation arrangements

The Licensee holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act. The professional indemnity insurance covers all of the financial services we are authorised to provide to you.

Contact us

If you have any queries about our financial services, please do not hesitate to contact either the Licensee or Nexia Melbourne Wealth Strategies:

T: 03 8613 8888
E: fp@nexiamelbourne.com.au
A: Level 35, 600 Bourke Street, Melbourne VIC 3000

Adviser profiles

This adviser profile forms part of the FSG dated 23 April 2024

About Paul

Qualifications

- Bachelor of Commerce University of Melbourne, 1984
- Chartered Accountant 1986
- Registered Tax Agent
- Graduate Certificate in Financial Planning Securities Institute, 2005
- Tier 1 Securities- Personal Advice Kaplan Professional, 2017
- SMSF Self-Paced Course Only Accreditation Exam Kaplan Professional Education
- Margin Lending and Geared Investments Kaplan Professional, 2010
- Ethics and Professionalism in Financial Advice, Kaplan Professional, 2020

Memberships

- Associate, The Institute of Chartered Accountants
- Certificate of Public Practice, The Institute of Chartered Accountants in Australia

Authorised financial services

The Licensee has authorised Paul to provide personal advice and dealing services for the following financial products:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Life Products
- Managed Investment Schemes including IDPS and MDA Services
- Retirement Savings Account Products
- Securities
- Superannuation
- Standard Margin Lending Facilities

Adviser profiles

This adviser profile forms part of the FSG dated 23 April 2024

About Thilini

Qualifications

- Bachelor of Commerce (Accounting, Finance & Financial Planning), 2010
- Graduate Certificate of Financial Planning, 2015
- Ethics and Professionalism in Financial Advice, Kaplan Professional 2020
- Self-Managed Superannuation Funds, Kaplan Professional 2020
- Certified Financial Planner Program, Financial Planning Association of Australia Ltd, 2023

Memberships

- Certified Financial Planner, Financial Advice Association Australia

Authorised financial services

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