BALANCED
FINANCIAL MANAGEMENT

FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) for David Minehan of Balanced Financial Management was prepared on 1st July 2003, last updated on 1 Jan 2024.
David Minehan (No. 1000437) and Balanced Financial Management (No. 001297323) are Authorised Representatives of Newadvice Pty Limited AFSL No. 546987/ ABN: 94 665 299 892

www.balancedfm.au

LACK OF INDEPENDENCE

Balanced Financial Management is not independent, impartial or unbiased because we:

(a) Receive commissions for the advice we provide on life risk insurance products

YOU HAVE THE RIGHT TO ASK US ABOUT OUR CHARGES, THE TYPE OF ADVICE WE WILL PROVIDE YOU, AND WHAT YOU CAN DO IF YOU HAVE A COMPLAINT ABOUT OUR SERVICES.

- This Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

- It is intended that this FSG should assist you in determining whether to use any of the services described in this document. Please note that as I act in the capacity of an authorised representative of Newadvice Pty Limited, the distribution of this FSG has been authorised by, Newadvice Pty Limited, the licensee.

- You should also be aware that you are entitled to receive a Statement of Advice (SOA) if we provide you with any advice, which takes into account your objectives, financial situation and needs. The Statement of Advice (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 to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement (PDS) containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

1 BEFORE YOU RECEIVE OUR ADVICE

Q **Who will be providing the financial service to me?**

A David Minehan
Balanced Financial Management
A Suite 116, 10 Kenrick Street | PO Box 699, The Junction NSW 2291
T (02) 4924 0000
F (02) 4969 8777
E david@balancedfm.com.au
ASIC Authorised Representative number: 1000437

Is an Authorised Representative of:
Newadvice Pty Limited
Trading as Newadvice
ABN: 94 665 299 892
Australian Financial Services Licence No: 546987

Postal Address
A PO Box 699 | THE JUNCTION NSW 2291
P (02) 4924 0000
E office@newadvice.com.au

Q **Who is my adviser?**

A Your adviser will be David Minehan who is an Authorised Representative Newadvice Pty

Limited.

He has successfully completed the Diploma of Financial Planning with Deakin University and is a Certified Financial Planner with the Financial Planning Association of Australia.

David is a qualified Financial Planner, with over 20 years of experience in the provision of Financial Advice.

Q **What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?**

A David Minehan of Balanced Financial Management is authorised by Newadvice Pty

Limited to offer you the following services:

Provide financial planning advice incorporating financial product advice and to deal in a financial product by arranging it to be acquired, disposed of, or varied.

We can provide advice on and deal in the following products:

- Managed Investment Schemes;
- Superannuation;
- Life Insurance Investment Products;
- Life Insurance Risk Products;
- Securities; (includes purchase or sale of individual shareholdings)
- Retirement Savings Account Products;
- Deposit products
- Non-cash payment products; and
- Government Debentures, Stocks & Bonds;

Where the advice we provide involves the direct sale or purchase of shares on the Australian Stock Exchange we have arrangements with a number of stockbrokers who will arrange for your purchase or sale.

Ongoing Reviews and Maintenance of Financial Plans:

Internal databases are maintained detailing client's investments (and other relevant information) that were recommended by Balanced Financial Management, enabling us to provide ongoing reviews and maintenance of client's financial plans and investments. This does not constitute continuous portfolio monitoring. Portfolios are reviewed quarterly, half-yearly or annually depending on the arrangements with each separate client, or as requested by clients from time to time.

Q **Who is responsible for the provision of financial services for me?**

A Newadvice Pty Limited is responsible for the financial services provided to you.

Q **How will I pay for the service?**

A From 1st January 2021 all up front and ongoing commissions were banned by law from being paid on any investment or superannuation products.

UPFRONT FEES

These fees will be quoted taking into account the complexity and time required to implement the advice. This will be quoted before any work begins.

ONGOING REVIEW & MAINTENANCE OF FINANCIAL PLANS

By prior agreement with our clients, we can provide a regular review service from which we receive ongoing fees. These fees can be calculated as a percentage of your funds invested, or a predetermined flat rate and are paid on a monthly or quarterly basis. In most cases our fees are calculated as a percentage of your funds under advice and generally range from 1.1% to 1.65% inclusive of GST per annum. For example, ongoing fees on a $500,000 investment portfolio would be paid at $459 to $687.5 per month (equivalent to $5,500 to $8,250 per annum). These fees are predetermined and fully disclosed to clients in advance of implementing any advice.

EXTERNAL STOCKBROKING

Where the services of a stockbroker are utilised to deal in shares, Balanced Financial Management will receive between 0 and 90% of the brokerage amount. In most cases the Stockbroking fee is 1%. For Example, if there was a transaction purchase of $20,000 of shares, we would be paid $180 in brokerage for the transaction.

LIFE INSURANCE RISK PRODUCTS

Where we recommend a life insurance risk product, Balanced Financial Management will be paid an upfront commission by the life insurance company, these commissions can range between 0 and 60% (excluding GST) of the first year premium. Where applicable Balanced Financial Management will receive trailing commission, these commissions are calculated on a range between 0 and 20% (excluding GST) of the annual premium. Both of these commissions differ by life insurance product / issuer and are fully disclosed before arranging any life insurance for you.

For Example, for an Insurance product with annual premium of $2,000 the issuer would pay a commission of $1,200 (plus $120 GST) upfront (60% of premium) and if applicable the issuer would also pay ongoing trail commission of $400 (plus $40 GST) per year (20% of the premium) for as long as the product is held.

OTHER RELEVANT POINTS

If you have been referred to us by another party, we may in some cases pay that party a referral fee. However, this will be disclosed in full in any Statement of Advice provided to you. This occurrence is rare.

Your adviser, David Minehan, is a Director / Shareholder of Balanced Financial Management, and he is remunerated by way of consultancy fee and dividend.

The exact amount of any fees, commissions or other incentives received by Balanced Financial Management will be explained to you at your initial appointment and fully disclosed in a Statement of Advice (SOA) that will be provided to you.

Q **Do any relationships or associations exist which might influence you in providing me with the financial services?**

A Neither Balanced Financial Management, nor your adviser, nor any related bodies corporate have any relationships or associations with any product issuer that could be expected to influence us in the provision of the financial services.

2 WHEN YOU RECEIVE OUR ADVICE

Q **Will you provide me advice, which is suitable to my needs and financial circumstances?**

A Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information.

Q **What should I know about the risks of the financial products or strategies you recommend to me?**

A We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

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

A We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs.

We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is attached for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

Q **Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?**

A Yes. You may specify how you would like to give us instructions, for example by telephone, email, or other means, and specify how the instructions are to be given.

3 IF YOU HAVE ANY COMPLAINTS

Q **Who can I complain to if I have a complaint about the provision of the financial services to me?**

A Newadvice Pty Limited is a member of the Australian Financial Complaints Authority.

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

1. Contact us and tell us about your complaint.

2. If your complaint is not satisfactorily resolved within 3 days, please contact Nicholas Grayson on (02) 4924 0000 or put your complaint in writing and send it to: Newadvice Pty Limited
   PO Box 699 | THE JUNCTION NSW 2291

We will seek to resolve your complaint quickly and fairly.

3. If the complaint cannot be resolved to your satisfaction you have the right to complain to the **Australian Financial Complaints Authority (AFCA)** of whom Newadvice Pty Limited is a member. They can be contacted on **1800 931 678 or info@afca.org.au**. This service is provided to you free of charge.

   Stage 1 of the AFCA process is where AFCA facilitates discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

   Stage 2 is conciliation where the parties discuss the issues with a conciliator from the AFCA. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

   Stage 3 is where the independent adjudicator is requested to make a decision "on the papers" taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on us.

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

Q **Professional Indemnity Insurance**

A In accordance with Section 912B of the Corporations Act 2001, we have arrangements in place for compensating persons for loss or damage suffered because of breaches or our relevant obligations under the Act by the licensee or its representatives. These arrangements include maintaining appropriate Professional Indemnity insurance to cover us and our representatives for the services we provide. This includes claims relating to the conduct of representatives who no longer work for us but did so at the time of the relevant conduct.

PRIVACY POLICY

In this Document

'We', 'us' and 'our' refer to:
Newadvice Pty Limited and its Authorised Representatives

'You' and 'your' refer to:
The individuals whose information we collect and hold for our purposes.

Collection of personal information

We collect personal information (including customers' full name, address and contact details) so that we may administer our customer relationships and provide customers with the products and services they request.

Where it is necessary to do so, we also collect information on individuals such as company directors and officers (where the company is our customer), as well as customers' agents and persons dealing with us on a 'one-off' basis.

The law can also require us to collect personal information, e.g., Commonwealth legislation requires us to identify persons who open or operate accounts.

You explicitly acknowledge and consent we may make use of various cloud computing services to store personal information and other data of yours. These cloud computing systems store files on remote servers operated by third parties, including the use of hosting providers overseas. We will use commercially reasonable security technologies to protect your data, from unauthorised disclosure. You however acknowledge and agree that it is impossible for us to guarantee the security of your personal information and other data with absolute certainty and that the use of cloud computing services may therefore entail certain risks.

Outsourced Services

We may involve a third part contractor or outsourced service provider to undertake various components of our engagement. Acceptance of our services in conjunction with this engagement document, indicates your acceptance of the use of outsourced services as described. These services may include, but are not limited to;

- Financial Planning
- Investment and Insurance Services
- Software and Technology services

Where the outsourced service requires the disclosure of personal information to an overseas recipient a consequence of your consent is that we will be required to take reasonable steps to ensure that the Australian Privacy Principles are complied with by the overseas recipients of the Personal Information.

You must provide us with accurate and relevant information

If you provide us with incomplete or inaccurate information, we may not be able to provide you with the products or services you are seeking.

Other Disclosures

Personal information may be disclosed to:
if you have life insurance arranged by us; the life insurance company and its officers who you are applying for cover with or already hold cover with.
if you have superannuation or managed investments; external product providers into which you might direct some of your investment, other product providers to which your investment might be transferred.

In all circumstances where our advisers and staff may become aware of personal information, confidentiality arrangements apply. Personal information may only be used by our advisers and staff for purposes to do with servicing you.

We may be allowed or obliged to disclose information by law, e.g. Under Court Orders of Statutory Notices pursuant to taxation or social security laws.