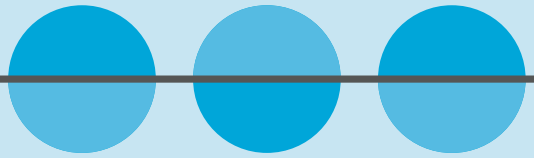
NSW Complete Financial Services Group Pty Ltd.

FINANCIAL SERVICES AND CREDIT GUIDE



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WHY DO I NEED TO READ THIS GUIDE?

This guide is designed to provide information about the financial services provided by NSW Complete Financial Services Group Pty Ltd ABN 79 128 403 798, AFSL 457600 & Australian Credit Licence No. 424296 (referred to as 'NSWCFSG' 'we', 'our' or 'us') and its authorised representatives and how we work with you if you decide to use these financial services.

This guide gives you information about:

- Who NSWCFSG is.
- Who our advisers are.
- What services we offer you.
- How we work with you and others.
- How we are paid for these services.
- What you can do if you have any concerns.

This guide is only complete when the NSW Complete Financial Services Group adviser's profile is attached.

NSWCFSG has authorised the distribution of this guide.

WHO IS NSW COMPLETE FINANCIAL SERVICES GROUP?

NSW Complete Financial Services Group is an Australian Financial Services Licensee (AFSL) and an Australian Credit Licensee (ACL) licensed by the Australian Securities & Investment Commission (ASIC).

NSWCFSG is a privately-owned company and has no ownership by any major banks or financial institutions. This helps to ensures that NSWCFSG advisers act only in the best interest of the client.

NSWCFSG is responsible for the advice and conduct of your NSWCFSG adviser. We are not responsible for any unauthorised services they may offer (to the full extent permitted by law), so please check the services your adviser offers in their profile.

NSWCFSG has Professional Indemnity Insurance which covers us and our advisers for errors or mistakes relating to our services. The insurance meets the requirements of the Corporations Act 2001 (Corporations Act) and covers claims against our advisers after they cease to be engaged by us, provided that the insurer is notified of the claim when it arises and within the relevant policy period.

WHO IS MY NSWCFSG ADVISER?

Your adviser is authorised by NSWCFSG to provide you with financial advice on our behalf. They may also be a credit representative of NSWCFSG advisers undergo rigorous training and professional development to continue to meet the high professional standards that we set. Your adviser's profile is attached to this guide and forms part of this guide. The adviser profile will provide more detail of their individual experience and the services they offer. If the adviser profile is not attached, please ask the adviser for this profile, or contact our head office.

Your adviser will:

- Advise you to the best of their ability.
- Deal with you efficiently, honestly, and fairly.
- Tailor advice to your individual needs.
- Recommend products approved by NSWCFSG.
- Implement recommendations only after you have agreed they are appropriate for you.

WHAT CAN NSWCFSG ADVISE ME ON?

As an AFSL, NSWCFSG is licensed to advise you on and deal in the following classes of financial products to retail and wholesale clients:

- Deposit products (including basic deposit and payment products other than basic deposit products).
- Debentures, stocks, or bonds issued or proposed to be issued by a government.
- Investment life and life risk insurance products (including any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds).
- Interest in managed investment schemes (including investor directed portfolio services).
- Superannuation.

NSW Complete Financial Services Group can advise you on:

- Financial planning.
- Investment.
- Superannuation.
- Retirement planning.
- Estate planning.
- Cash management trusts.
- Social security.
- Wealth creation.
- Debt management.
- Life and disability insurance.

Your adviser may only be authorised to advise you on some of these areas. Please check your adviser's profile for specific details.

NSWCFSG advisers can recommend investments, superannuation, and risk products on our approved product list (APL). The products on this list are analysed, reviewed regularly and must constantly meet NSWCFSG's stringent requirements. NSWCFSG also utilises leading research houses to assist with this analysis. If you have an existing superannuation fund that is not on the APL, we can still advise you on your existing fund.

As an ACL, NSWCFSG is licensed to provide you credit advice. Some of our advisers are also licensed credit advisers and can advise on mortgage lenders and mortgage lending products.

General advice: some advisers may only give product advice in relation to your insurance. They do not take into account your objectives, financial situation or needs. If this is the case they will provide you with a clear general advice warning and waiver.

HOW WILL MY ADVISER WORK WITH ME?

To ensure we understand your financial needs and recommend the most appropriate solutions, your NSWCFSG adviser will:

1. Provide you with this guide and agree on how we will work with you.
2. Obtain relevant information about your financial needs, objectives, and your current financial affairs.
3. Research the solutions that will best satisfy those needs and objectives.
4. If there is consideration of any existing credit product/strategies, we will provide you with an assessment of whether your existing product or strategy is unsuitable. Considerations would include (amongst other things) your capacity to repay and compatibility with your objectives.
5. All recommended products are approved by NSWCFSG.
6. Provide you with a written Statement of Advice (SoA) which explains these recommendations, the key issues

involved and how we are paid for advising you.

7. Discuss the SoA with you and vary the recommendations if necessary.
8. Provide you with a Product Disclosure Statement (PDS) for each product we recommend in the SoA. The PDS contains information about the product.
9. Implement the agreed recommendations.
10. Review your financial situation as agreed.

If you are an existing NSWCFSG client, you may have been through this process. If you receive further advice from us, you will receive either a Record of Advice (RoA) or a SoA if the advice is in relation to a different type of financial product or your circumstances have changed.

HOW DO I COMMUNICATE WITH NSW COMPLETE FINANCIAL SERVICES GROUP PTY LTD?

You can give us instructions or information verbally or in writing. In some cases, we will need your instructions in writing. We will let you know what information we need or what forms we need you to complete and sign.

WHAT DO I NEED TO DO?

To help us to advise you appropriately and to protect you throughout our relationship, please:

- Provide accurate information about your personal circumstances.
- Update us on any changes to this information.
- Do not make any payments for investments, contracts, or fees “made payable” to your adviser.
- Do not sign blank forms.

HOW DO I PAY FOR NSWCFS’S ADVICE?

The method and the specific amount you will pay for NSWCFS’s advice will be explained in your SoA, the recommended product’s PDS, and your adviser will discuss these with you.

For investment advice, you pay for NSWCFS’s advice in one or a combination of these four ways: upfront, ongoing, adviser service fee, or fee for service.

1. **Upfront** – NSWCFSG adviser's may charge an upfront fee for service for a specified amount agreed upon by the client. This can be taken from the amount you invest or paid directly.
2. **Ongoing** - NSWCFSG adviser's may be paid an ongoing fee for service for an agreed specified amount.
3. **Fee for service** - You agree upfront with your adviser to pay for the services you receive either on an hourly rate, a set fee per year, a percentage of funds invested, or a combination of these.

For life risk insurance advice, NSWCFSG adviser's may be paid in one of these three ways: upfront or level.

Lack of Independence

NSWCFSG is not independent, impartial or unbiased because we:

a) Receive commissions for the advice we provide on life risk insurance and;

1. **Upfront** - NSWCFSG adviser's may be paid a commission of up to 66% of the first year’s premium and 22% of ongoing year’s premiums. For example, commission on a premium of $1,000 is up to $660 upfront and up to $220 each year thereafter.
2. **Level** - NSWCFSG adviser's may be paid a commission of up to 30% of both the first year’s premium and ongoing

year's premiums. For example, commission on a premium of $1,000 is up to $300 per year from inception.

Details of these payments will be disclosed in the SOA you receive. The basis and amount of all commissions and fees for service will be set out in the SOA and explained by your adviser.

WHAT ARRANGEMENTS DOES NSWCFSG HAVE WITH PRODUCT PROVIDERS?

NSWCFSG has Introducer arrangements with many Investment, Insurance, Superannuation product providers and Lenders

NSWCFSG maintains its agreements by not accepting any bonuses or volume-based incentives.

Product providers may provide free Professional Development Training to NSWCFSG advisers.

HOW DOES NSWCFSG DEAL WITH MY PERSONAL INFORMATION?

NSWCFSG holds personal information about you. We hold this information in accordance with our obligations under the Privacy Act. The information has been and will continue to be collected by us for the purposes of providing you with the financial services outlined in this guide.

Any personal information you give us will be maintained in a secure personal file. Please ask us if you want a copy of anything in this file, and we'll give it to you free of charge. You may request a copy of any advice records we keep. Any request for a copy of an advice document must be made within 7 years of the advice being provided.

We are required by the Corporations Act and the ASIC, to ask for this information about you for the purpose of providing you with our services.

If you do not provide us with the information requested by us, we may not be able to provide you with the services you require.

We may be required from time to time to disclose information about you to representatives of NSWCFSG.

In the event that the adviser proposes to sell their business we may disclose your personal information to potential purchasers for the purpose of their conducting due diligence investigations any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed to them. In the event that a sale of the adviser's business is affected, we may transfer your personal information to the purchaser of the business. You will be advised if a transfer such as this takes place.

WHAT DO I DO IF I HAVE CONCERNS ABOUT NSW COMPLETE FINANCIAL SERVICES GROUP'S ADVICE'S SERVICES?

You have the right to express your concerns about NSWCFS's services either verbally or in writing. NSWCFSG has established procedures to consider and deal with your concerns.

First, please contact your NSWCFS adviser to discuss your concerns.

If your adviser has not satisfactorily resolved your concerns or if you do not wish to contact your adviser, please contact:

Director NSWCFSG

1/11 Manning Street
TUNCURRY NSW 2428

Telephone: 1300 700 777

Email: nswcfs@bigpond.com
Continued…

Website:
www.completefinancialservices.com.au

If we have not been able to satisfactorily resolve your concerns, you may lodge a complaint with:

Australian Financial Complaints Authority Limited (AFCA)
GPO Box 3
Melbourne Vic 3001
Telephone: 1300 931 678
Email: info@afca.org.au
Website: www.afca.org.au