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# PRIME PARTNERS

SMARTER WAYS TO FINANCIAL SUCCESS

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## Financial Services Guide

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**Prime Partners Financial Advice Pty Ltd**

**ABN: 50 158 705 358**

**Australian Financial Services Licence Number (AFSL): 458993**

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### How can we help you?

Before seeking our advice, you probably have several questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this Financial Services Guide (FSG) which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know
7. Our Relationships
8. Our Financial Planners

If you need more information or clarification, please contact us.

### 1. Who we are

Prime Partners Financial Advice Pty Ltd (PPFA), is a privately owned and operated Australian Financial Services License (AFSL) holder. We have always been committed to providing advice in our clients' best interests and we want to give our clients true choice when they receive advice from us. Our mantra is "Smarter Ways to Financial Success".

Our Financial Planners are passionate about working closely with their clients to first understand, and then achieve, their goals. Sometimes people can focus too much on making money without clearly understanding what it is they are trying to achieve. Often this is also done without regard to the risks they are taking. Clear goals and strategies, when combined with ongoing advice from our Financial Planners, will help you to stay on track and ultimately help you get you to where you want to be.

This FSG is given to you by your adviser with the authority of Prime Partners Financial Advice Pty Ltd (PPFA). When a member of our team provides financial services to you, they will be acting for you on behalf of Prime Partners Financial Advice Pty Ltd (PPFA).

For further information on our Financial Planners, please see Section 8.

## 2. Matters we can help you with

We can help you with the following:

- Superannuation and retirement planning strategies
- Wealth creation
- Self-Managed Superannuation advice
- Salary packaging
- Insurance services – personal and business
- Gearing strategies
- Social security advice/Aged care planning
- Estate planning
- Taxation planning
- Direct shares
- Managed Funds

In addition, we can offer you an on-going monitoring and review service for your investment portfolio or life insurance program.

We are licenced to provide financial product advice and deal in all of the following financial products:

- Securities (direct shares)
- Superannuation and retirement income streams
- Managed investments
- Margin lending
- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection and total and permanent disability insurance
- Retirement savings accounts

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

You may specify how you would like to give us instructions. For example, by telephone, email, fax or other means but, in all instances, we must receive a written confirmation of these instructions.

### 3. How we are paid

Generally, for supplying financial advice or a financial service, we charge a fee-for-service. Most often this involves an upfront fee and an ongoing fee. The cost of providing financial advice to you will depend on the nature and complexity of the advice and/or service provided. You may be charged a fee-for-service, a commission (generally payable on insurance only), or a combination of both. Before providing advice, we will tell you what we are doing for you and how we will be paid. This will also be clearly disclosed in a Statement of Advice or Record of Advice document before any of the advice is implemented.

Your Financial Planner is paid a salary from Prime Partners Financial Planning Pty Ltd (PPFP). PPFP's relationship with PPFA is arranged through a sharing of fees according to a set agreement. Their current arrangement stipulates that all forms of remuneration generated from advice and financial services, are shared based on a 95:5 split. Therefore, PPFP will retain 95% of the fees and/or commissions paid by you and PPFA will retain 5%.

If your Financial Planner charges a fee for service for initial or ongoing advice it will usually be a fixed fee calculated using an hourly rate between \$220 - \$440 per hour, depending on the services provided and who provides those services. In some cases, a client may be charged a percentage fee for ongoing advice. It would range from 0.44% p.a. - 1.1% p.a. of what is invested, depending on complexity and anticipated hours.

If your Financial Planner receives commission from an insurance product, currently they could receive a maximum of 88% of the first year's premium and up to 22% of subsequent years' premiums, or, if a level commission is received, a maximum of 33% of the first year's premium and up to 33% of subsequent years' premiums. For share trading, you may be charged an administration fee of \$55 for trades under \$15,000 and \$110 for trades over \$15,000. Occasionally, PPFA is also paid a placement fee by product issuers or stockbrokers on initial public offerings (IPOs) and new floats. This is paid by the product issuer or broker and not the client. It is typically between 0.55% and 1.1% of the amount invested.

### 4. Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product 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. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. We collect, use and retain private and personal information according to the requirements of the National Privacy Principles and the Commonwealth Privacy Act. For a copy of our policy, please contact us by telephone or email and we will provide you with a copy.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

PPFA may engage third party service providers to assist in the provision of products or services. Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for PPFA advisers. All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

## 5. If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact Complaints Manager at Prime Partners Financial Advice on (02) 9879 7005 (option 2) about your complaint and we will investigate and try and resolve your complaint within 45 days.

If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the **Australian Financial Complaints Authority (AFCA)** and you can raise your concerns with them through the contact details below:

AFCA  
GPO Box 3  
Melbourne VIC 3001  
(P) 1800 931 678 E) info@afca.org.au

## 6. Other matters you might want to know

We will also provide you with a Statement of Advice (SoA) whenever we provide you with any advice that takes into account your objectives, financial situations and or 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.

If we give you further advice, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of a SoA. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product. This will enable you to make an informed decision in relation to the acquisition of that product.

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of section 912B of the *Corporations Act 2001* for compensation arrangements.

## 7. Our Relationships

### Referral Arrangements

If a third party refers you, the referrer may receive a fee from Prime Partners Financial Planning Pty Ltd. Any referral payments paid will be disclosed to you.

### Related Companies

Prime Partners Financial Advice (PPFA) is a wholly owned subsidiary of a group of family trusts; namely the McCosker Family Trust, Dunstan Family Trust, Stoel Family Trust, and Pauls Pandilla Trust (collectively referred to as the "Family Trusts").

Following is a listing of those other entities that you may also engage with and are also owned by the Family Trusts:

- Prime Super Services Pty Ltd (PSS)
- Prime Partners Financial Planning Pty Ltd (PPFP)

Your Financial Planner may directly or indirectly hold shares in these companies and companies related to product providers which may influence, or be seen to influence, the advice that they provide you. Your Financial Planner will disclose all relevant shareholdings to ensure that you are made aware of any potential conflicts. If we recommend a Self-Managed Superannuation Fund (SMSF) for your situation, it's important for you to know that some revenue from this administration service (PSS) may ultimately go to the owners and/or Authorised Representatives of PPFA and owners of PSS and PPFP.

## 8. Our Financial Planners

### **Greg Dunstan**

Owner and Senior Financial Planner

#### **Professional Qualifications and Affiliations**

- Bachelor of Economics, University of New England
- Diploma of financial planning, Financial Planning Association
- Member, Financial Planning Association
- Certified Financial Planner®, Financial Planning Association
- Authorised representative number 244807

### **Steven McCosker**

Owner and Senior Financial Planner

#### **Professional Qualifications and Affiliations**

- Bachelor of Financial Administration, University of New England
- Diploma of Financial Planning, Financial Planning Association
- Member Association of Financial Advisers
- Authorised Representative Number 245044

### **John Stoel**

Owner and Senior Financial Planner

#### **Professional Qualifications and Affiliations**

- Bachelor of Business, University of Technology Sydney
- Advanced Diploma of Financial Services (Financial Planning)
- Member, Association of Financial Advisers
- Authorised Representative Number 307325

### **Paul Saville**

Owner and Senior Financial Planner

#### **Professional Qualifications and Affiliations**

- Bachelor of Business (Financial Planning), RMIT
- Advanced Diploma of Financial Planning, KAPLAN
- Advanced Diploma of Accounting, TAFE
- LRS, Financial Planning Association
- Member, Financial Planning Association
- Certified Financial Planner®, Financial Planning Association
- Authorised Representative Number 318361