



FINANCIAL SERVICES AND CREDIT GUIDE

Nest Advisory Group

Version
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This Financial Services and Credit Guide (FSCG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee, Nest Advisory HQ
- our fees
- how we manage your private information
- how you can complain about a matter relating to us or Nest Advisory HQ

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SOA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

When we provide credit advice we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a Record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal which you may request by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

About our practice

In Australia, research has shown more people would rather die than run out of money in retirement. At Nest Advisory Group, we help clients implement both short and long term plans to create, grow and protect their wealth. Our goal is to help our clients invest and diversify their wealth across property, local and international shares, managed investments and wide range of other asset.

We help our clients answer 2 fundamental financial questions:

1. How much money do I need to retire?
2. When can I do it?

Through our holistic advice, our clients achieve peace of mind and better feelings about their money and retirement.

For a bigger, better financial future, make the smart choice with Nest Advisory.

Competitive Advantage

Our mortgage broking offering is on par with the best in the country. We have a panel of more than 40 lenders so that we get the best deal to meet your goals.

Most people would agree that making the financial decision to invest in property in or out of superannuation, refinance an existing loan or buy your first home has large financial planning considerations. If you speak to most financial planners, they can help you with the financial planning considerations and if you speak to most mortgage brokers, they can help you with a loan. At Nest Advisory, we can do both in the one plan, making this an easier process for you.

Mortgage brokers get paid a commission to settle home loans, financial planners get paid fees to set up investment portfolios. If you ask a financial planner what to invest in, more than likely, they will say shares – through them. If you ask to a mortgage broker, they will say an investment property – through them. At Nest Advisory, we can do both. This means we can take an unbiased position and recommend an investment that meets your goals, not what we get paid for.

Special Price offering

Because we are unique in that we are mortgage brokers as well as financial planners, we can use mortgage broking commission to subsidise advice fees, which saves you money and provides a more holistic advice solution.

Summary of the business

Name	Nest Advisory Group Pty Ltd trading as Nest Advisory Group Pty Ltd
Australian Business Number	61 611 962 399
Authorised representative number	426829
Credit representative number	426829

Our office contact details

Address	Level 4, 15 Moore Street, , CANBERRA, ACT 2601
Other Address	Gadal Chambers, Suite 5/48 Corinna St, Phillip ACT 2606
Phone	0401474475
Fax	n/a
Email	nick.lucey@nestadvisory.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers and Credit Advisers** on page 18.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal and investment purposes)	— Managed investments
— Salary packaging	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Superannuation strategies and retirement planning	— Standard margin loans
— Personal insurance	— Retirement income streams, including pensions and annuities
— Centrelink and other government benefits	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Loans including mortgages, reverse mortgages and deposit bonds
	— Commercial loans and commercial asset finance
	— SMSF loans
	— Life investment products including whole of life, endowment and bonds
	— Exchange traded funds and Listed investment companies
	— Debt securities
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker

Nest Advisory HQ maintains an approved products and services list from a diversified selection of approved Australian and International providers. These have been researched by external research houses as well as our in-house research team.

Nest Advisory HQ periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by Nest Advisory HQ.

As at August 2020, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Nest Advisory HQ's are AFG Edge, National Australia Bank, Suncorp, AMP Bank and ING.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Nest Advisory Group Pty Ltd, trading as Nest Advisory Group Pty Ltd is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Changing service providers

To ensure that you are provided at all times with ongoing servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another adviser or financial planning practice within the Nest Advisory network or to another Nest Advisory licensee (the new service provider). If we do this, the new service provider will provide the servicing to you and will be entitled to the agreed fees. The new adviser will also take over the rights and obligations on the same terms and conditions set out in the servicing arrangement and we will be released from those rights and obligations. We will write to you in advance of a transfer occurring, to introduce your new service provider. You may notify your new service provider at any time if you want to vary or end your servicing arrangements.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed.

Please refer to Package Pricing Section of this guide for further fee descriptions.

Ongoing service explained

Our ongoing service is not based on how much time we spend on a client each year, or how many meetings we do. Our fees are simple, transparent and based on the value we provide to each individual. We realise this is not for everyone and we aim to make it as easy as possible for you to decide if this is the right service for you. Our clients are free to cancel this agreement at any time without penalty.

We believe that financial advice offers an important benefit, which is often overlooked. Studies have proven that people who receive financial advice have better peace of mind, reduced stress and anxiety about making financial decisions and stronger feelings of financial security.

What's included?

Our commitment to you is simple, and the same for everyone (except people on the professionals package). We guarantee an offer of an annual review regardless of complexity, funds invested or personal circumstances. You will also have access to us throughout the year for adhoc meetings, phone calls, emails, insurance claims, updates and other services. We reserve the right to renegotiate the terms of the agreement with your written consent. As you are welcome to cancel the agreement at anytime, we may also terminate the agreement in writing if we feel that the service is being abused.

An annual review may include things such as;

- No fee for further advice documents (limited to 1 per year) when required
- Tracking your personal and financial goals, while keeping each other accountable to achieving them
- Determine if any changes over the last 12 months will require a change in your financial plan, such as;
 - o Investment approach
 - o Level and type of insurance cover
 - o Change in family situation
 - o Change in career (new job, disability, pay, etc.)
 - o Change in financial assets or liabilities
 - o Home loan still right
 - o Change in goals and objectives
 - o Change in health

Why percentage-based fees?

The main reason we believe a percentage-based fee is the best and most fair payment structure for our clients is because of the connection it has to investment markets. Our key focus is to help our clients create, grow and protect their wealth. When a flat fee is charged and markets go down, it becomes harder and harder for that portfolio to increase due to the fixed fee becoming more expensive in percentage terms. Conversely, when markets go up, our clients portfolios continue to grow.

Our percentage fee starts at 0.8% of funds under management and is subject to change based on portfolio size and risk profile. The fee thresholds are equal to \$1,500 to \$10,000 per year.

Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to Nest Advisory HQ as the licensee. They retain a percentage (as a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue over a 12 month period.

For more information on our services, please see our **Schedule of fees** attached or available on request.

Package Options

Package 1 - Insurance Only	Package 2 - Mortgage Broking	Package 3 - First Home Buyers
<p>Ideal for:</p> <ul style="list-style-type: none"> - Young families with a home loan - High-income earning professionals requiring wealth protection 	<p>Ideal for:</p> <ul style="list-style-type: none"> - Refinance / restructure - New home purchase - Investment properties - Commercial property - Business asset finance 	<p>Ideal for:</p> <ul style="list-style-type: none"> - First home buyers - Family guarantor assistance
<p>Price: \$0 (\$990 cancelation fee if insurance is approved and the client does not proceed)</p>	<p>Price: \$0</p>	<p>Price: \$1,100 and 50% rebate upon settlement of home purchase</p> <p>*first home buyers may choose package 2 \$0 instead</p>
<ul style="list-style-type: none"> - Life insurance - Total Permanent Disability - Trauma (Critical Illness) - Income Protection - Business Expense <p>*All clients will be required to complete a 10-minute Pre-Assessment with us before we commence any work or submit any applications.</p>	<ul style="list-style-type: none"> - Home loans (including pre-approvals) - Borrowing Capacity - Commercial Property - Car loans - Asset and other business finance - We assist the entire way from beginning to end with conveyancing, building and contents insurance, real estate sales and management - Choice of more than 30 lenders 	<ul style="list-style-type: none"> - All of Package 1 and 2 - Advice on First Home Super Saver Scheme - Budget analysis and set up - Assistance with Home Buyer Concession Schemes - Assisting from loan application to settlement (legal, insurance, removalist, lender communication)

Package 4 - Standard Financial Planning	Package 5 – Professional Family Package	Package 6 - Business Essentials
<p>Ideal for:</p> <ul style="list-style-type: none"> - Individuals who have achieved wealth or need help getting there - Families seeking a better financial future and need help bringing it together - Soon to be retirees 	<p>Ideal for:</p> <ul style="list-style-type: none"> - High net worth families - Professionals with high incomes and complex financial needs - Fixed pricing 	<p>Ideal for:</p> <p>New or established businesses with:</p> <ul style="list-style-type: none"> - Multiple vehicles and machinery / tools - Owns property (commercial or residential) - employees
<p>Price:</p> <ul style="list-style-type: none"> - 1 x Plan fee and implementation: \$3,300 (complex plan) - 1 x Plan fee and implementation: \$2,200 (basic plan) - On-going (min balance \$200,000): 0.8% of funds under management <p>¹ package discounts available</p>	<p>Price:</p> <ul style="list-style-type: none"> - 1 x Plan fee and implementation: \$3,300 - On-going: fixed fee \$9,900 per annum – refund of ongoing insurance commissions 	<p>Price:</p> <ul style="list-style-type: none"> - \$0 for finance only - Otherwise package 4 or 5 pricing applies

Schedule of Fees – Further Details / Summary

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial service fees

See tooltip for example

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Statement of Advice	\$2,200 - \$4,400 *subject to package discount

Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The fee is simple and service is the same for everyone.

Ongoing service	Fee amount
Please refer to page 7 , “Our Fees” for an explanation of what is included in our ongoing service and why we have chosen to price this way.	Starting at 0.8% of funds under management (subject to negotiation depending on investment amount and complexity) For example: \$100,000 invested over 12 months if the balance remained unchanged would be \$800. Our minimum amount in dollars is \$1,500 and maximum \$10,000

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Annual service fees

We also offer services for the below costs for a fixed period of 12 months. The cost of those services are as follows:

Service	Fee amount
Please refer to page 7 , “Our Fees” for an explanation of what is included in our ongoing service and why we have chosen to price this way.	Starting at 0.8% of funds under management (subject to negotiation depending on investment amount and complexity) For example: \$100,000 invested over 12 months if the balance remained unchanged would be \$800. Our minimum amount in dollars is \$1,500 and maximum \$10,000

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products.

Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 77% of the first year's premium for new policies implemented from 1 January 2019.		On insurance policies implemented from 1 January 2019, if your insurance premium was \$1,000, we would receive an initial commission of up to \$770.
	We may receive up to 88% of the first year's premium for new policies implemented between 1 January 2018 and 31 December 2018.	Up to 33% of the insurance premium each following year.	We would receive an ongoing commission of up to \$330.00 pa.
	We may receive commissions on increases or additions to existing policies of up to 130%.		
Loans	Up to 1.10% of the initial loan balance. AFG retains between 0-3% and passes the remaining 97-100%* on to Nest Advisory HQ. Nest Advisory HQ then retains 5% and we will receive the remaining 95%.	Up to 0.55% of the outstanding loan balance each year. AFG retains between 0-3% and passes the remaining 97-100%* on to Nest Advisory HQ. Nest Advisory HQ then retains 5% and we will receive the remaining 95%.	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG would retain up to \$33 and Nest Advisory HQ receives \$1,067. Nest Advisory HQ then passes (\$1,067 x 95%) \$1,013.65 on to us. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$16.50 and Nest Advisory HQ receives \$533.50. Nest Advisory HQ then passes (\$533.50 x 95%) \$506.83 to us.
Deposit bonds	Up to 22% of the deposit bond fee. AFG retains between 0-3% and passes the remaining 97-100%* on to Nest Advisory HQ. Nest Advisory HQ then retains 5% and we will receive the remaining 95%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88. AFG would retain up to \$2.64 and Nest Advisory HQ receives \$85.36. Nest Advisory HQ then passes (\$85.36 x 95%) \$81.09 to us.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Business buy-back option

If we leave the financial services industry or can no longer appropriately service a selection of our clients, Nest Advisory HQ will either look after our clients or appoint one of its authorised representatives to do so.

If this happens, Nest Advisory HQ makes available a facility for practices to transfer the servicing rights of their clients. The valuation will vary depending on certain factors including the annual recurring revenue of our practice and the level of our service standards.

Personal and professional development

Nest Advisory HQ offers education, personal and professional development opportunities to our practice on an annual basis. Participation in these opportunities may be based on attainment of qualifying criteria or open eligibility.

Relationships and associations

It is important that you are aware of the relationships that Nest Advisory HQ has with providers of financial services and products as they could be seen to influence the advice you receive.

About our licensee

Nest Advisory HQ Pty Limited

ABN 70 636 147 361

Australian Financial Services Licensee (519569) and Australian Credit Licensee

Licence No: 519742

Nest Advisory HQ has:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

Nest Advisory HQ's registered office is located at level 4, 15 Moore Street CANBERRA ACT 2601.

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser or accredited mortgage consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Nest Advisory HQ Complaints:
 - Phone (02) 6169 4102
 - Email nick.lucey@nestadvisory.com.au
 - In Writing:

Nest Advisory HQ
Level 4, 15 Moore Street
CANBERRA ACT 2601

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Nest Advisory HQ is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Nest Advisory HQ, even where subsequent to these actions they have ceased to be employed by or act for Nest Advisory HQ.

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Nest Advisory HQ may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Nest Advisory HQ to review customers' needs and circumstances from time to time.
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Group Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Nest Advisory HQ will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Nest Advisory HQ holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

Australian Finance Group (AFG)

AFG is an aggregator and it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services.

Lenders may offer incentives that are paid directly to the Accredited Mortgage Consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Accredited Mortgage Consultants may be invited to attend the AFG National Conference. This is an annual event which offers Accredited Mortgage Consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG subsidises some costs of attendance, which may include meals and accommodation. The value will depend upon a range of factors, including the nature of the courses and events planned.

Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

Our Financial Advisers and Credit Advisers

About Nicholas Lucey



Phone	0401 474 475
Email	nick.lucey@nestadvisory.com.au
Authorised representative number	426829
Credit representative number	490258

Qualifications (Finance related)

Advanced Diploma of Financial Services (Financial Planning)

Certificate IV in Finance and Mortgage Broking

Bachelor of Applied Economics

Professional memberships

FBAA - Finance Brokers Association of Australia

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section.

I am also an Accredited Mortgage Consultant and as a credit representative of Nest Advisory HQ I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- salary
- share of revenue