

# Financial Services Guide

A guide to our relationship with you

Version 3.1 (1 February 2020)

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# About this guide

This Financial Services Guide (or FSG) contains important information about the divisions in Cutcher & Neale which provide certain investment and superannuation technical services.

## **This guide summarises:**

- What services we can provide to you
- How much these services cost
- The terms of our services
- Our own insurance cover
- Your privacy
- Who else might benefit from their relationship with you
- How we handle complaints

We encourage you to read this guide carefully together with other documents you receive from time to time.

# About us

Cutcher & Neale Financial Services Pty Ltd ("*Cutcher & Neale Financial Services*"), ABN 22 160 682 879, is an Australian Financial Services Licensee, Licence No. 433814.

## Location:

25 Bolton Street  
Newcastle NSW 2300

Phone (02) 4928 8500

Fax (02) 4926 1971

Your Adviser is an Authorised Representative of Cutcher & Neale Financial Services and is authorised to distribute this FSG.

## What we do

Cutcher & Neale Financial Services can assist you with:

- Investing, wealth creation and asset allocation
- Personal and corporate superannuation, retirement and estate planning
- Budgeting and cash flow
- Portfolio management and administration
- Structural advice with respect to Self Managed Superannuation Funds
- Strategic superannuation advice
- Personal Insurance placement and review

## Who does what

Cutcher & Neale Financial Services comprises two divisions and the advisers who represent them have skills in specialist areas discussed in this guide:

- **Cutcher & Neale Investment Services Pty Limited ("*Cutcher & Neale Investment Services*")**  
Financial advice and portfolio management  
Personal Insurances
- **Cutcher & Neale Superannuation Technical Services Pty Limited ("*Cutcher & Neale Super Tech Services*")**  
Strategic superannuation advice

This FSG details the services provided by Cutcher & Neale Super Tech Services

## Who is my Adviser?

Accompanying this FSG you will find profiles on our advisers which includes their name, contact details, experience and qualifications.

# About advice

## Advice has to be right. For you.

In your initial meeting, and often in further meetings, your circumstances – your individual investment objectives, financial situation and needs – will be assessed.

It's very important that you are full and frank in discussing these. Advice will only be as good as the information on which it is based.

## Making an informed decision

Advice will be provided to you in writing, often in a document called a **Statement of Advice** (SOA).

You are entitled to receive a 'Statement of Advice' on the first occasion that we provide you with personal advice. This document will:

- Explain the advice and the basis of the advice,
- Provide information about our remuneration
- Disclose any associations or relationships that could potentially influence us in providing the advice.

If we provide you with further personal advice, that advice will be documented in a further SOA or a Record of Advice (ROA), depending on the nature of the advice.

Copies of any advice documents will be retained on your client file and you may ask for a copy of these documents at any time.

Together these documents will help you make an informed decision about whether or not you wish to accept our advice.

Always read documents which you are given, and our advice, carefully and in a timely way, and speak to us if you have questions or concerns. These things are your responsibility.

## Communicating

Contact your adviser by phone, email, or in writing, or make an appointment to meet.

We will use the most recent contact details we have about you to communicate with you.

We will use all reasonable endeavours to implement your instructions as soon as is practicable. However, there can be delays for many reasons beyond our reasonable control, and we are not responsible for loss or damage arising from such delays. Of course if there is any urgency to any action required of us, we need you to let us know

Often we act for several clients who are associated in some way, for example a husband and wife or de facto partners, or trustees of a super fund. Most clients find it convenient that we act on instructions given by any one of those people, who we have no reason to doubt has authority to bind you or those with whom they have an association. We usually do this (and can do this in good faith) without further enquiry.

We may ask to confirm this authority from time to time, and need not act if we have doubts. If you wish us not to so act or things have changed, it is important that you let us know.

# About Cutcher & Neale Financial Services

## What can we advise and invest in?

Cutcher & Neale Financial Services are licensed to provide advice and arrange transactions on the following financial products:

- Securities – ASX and Internationally listed shares
- Superannuation and Retirement Savings Accounts – Self Managed Superannuation Funds, Public Offer Superannuation Funds
- Deposit Products
- Government Debentures, Stocks or Bonds
- Managed Investment Schemes (including Investor Directed Portfolio Services) – Managed Trusts, Tax Effective Investments
- Margin Lending Facilities
- Life Insurance products including investment life and life risk

Cutcher & Neale Superannuation Technical Services and its Authorised Representatives are authorised to provide advice and deal with superannuation services, including Self Managed Superannuation Fund services.

The advice focuses on the provision of structural and strategic advice in respect of superannuation. Where you require any other advice, you will be referred to Cutcher & Neale Investment Services.

## ASIC matters

Cutcher & Neale Financial Services operates under an Australian Financial Services Licence issued by the Australian Securities and Investment Commission (ASIC). We have ensured that this guide complies with ASIC's requirements. ASIC does not take responsibility for our agreement with you or the service, but we will:

- act honestly in providing the service to you under this agreement, and exercise the degree of care and diligence that a reasonable person would exercise if they were in our position in providing the service to you
- act in your best interests in providing the service to you and if there is a conflict between our interests and yours, give priority to yours
- not use information which we have through providing the service to you to gain an improper advantage for us or any other person or to cause detriment to you
- comply with the conditions of ASIC, the investment program and this guide and
- compensate you for any loss you suffer because of any act or omission due to any agent or other person engaged by us in connection with the service as if their acts or omissions were ours.

Cutcher & Neale Financial Services has Professional Indemnity Insurance in place to cover itself and its representatives for the financial services we provide. We believe that the cover is adequate to meet our requirements as an Australian financial services licensee.

In your advice document you will find:

- the basis on which your adviser considers the service to be suitable for you
- information about any significant risks associated with the service and
- warnings that the service may not be suitable for you if you have provided limited or inaccurate information relating to your relevant personal circumstances and may cease to be suitable if your relevant personal circumstances change.

# How are we paid for our work?

Remuneration and payment will be agreed before you become a client of Cutcher & Neale Super Tech Services. The particulars of the fees and any other relevant remuneration and benefits will be disclosed to you in a Statement of Advice should we proceed to provide you with personal advice.

Below is a summary of the way Cutcher & Neale Super Tech Services is paid. All fees quoted are inclusive of GST.

## Full Advice

This information is provided to you so that the fees for likely services which you may receive can be clarified before you proceed further.

The level and structure of fees varies from client to client, depending on factors which often include:

- the complexity of the work
- the time involved
- the resources required

We charge at an hourly rate between \$250 and \$400

If the services which we provide to you encompass the usual steps, namely:

- the initial consultation, as well as all subsequent discussions, meetings and communications with you;
- the research, consideration of scenarios and development of strategies;
- the written advice, setting out our recommendations in detail; and
- the subsequent implementation of the agreed strategy

Then our fee for the provision of the Statement of Advice (SOA) will range between \$3,850 and \$16,500. There may be instances where further fees may apply for implementation of advice set out in your SOA. This will depend on the nature of advice you have received and will be disclosed to you in the SOA.

The total of these fees will be charged directly by invoice to your Self Managed Superannuation Fund.

Full precise details of the fees you will pay will be set out on the personal Statement of Advice or other documentation which will be provided to you.

## Payment Options

You can pay our fees by:

- cheque or
- direct credit to our nominated bank account



All fees received by Cutcher & Neale Super Tech Services are paid to Cutcher & Neale. From these fees, Cutcher & Neale pays salaries and associated overheads in relation to the running costs of Cutcher & Neale Super Tech Services.

Ian Neale, Jarrod Bramble, Shane Morgan, Stuart Chan and Jace Pedonese are Partners of Cutcher & Neale and share in the revenues of Cutcher & Neale.

All other authorised representatives are employees of Cutcher & Neale and are remunerated by way of fixed salary.

We maintain a public register outlining the forms of alternative remuneration that we both pay and receive. A copy of this register can be accessed up on request. Any of the payments listed above will be made to the extent permitted by law.

## **Additional Disclosure**

Ian Neale, Jarrod Bramble, Shane Morgan, Stuart Chan and Jace Pedonese are registered tax agents. They are authorised to provide tax agent services, which are services relating to:

- ascertaining or advising about liabilities, obligations or entitlements of entities under a taxation law
- representing entities in their dealing with the Commissioner of Taxation in relation to taxation law
- where it is reasonable to expect the entity will rely on the services to satisfy liabilities or obligations, or to claim entitlements under a taxation law.

There is a legal requirement that someone must not charge or receive a fee or other reward if they provide a service which they know or should reasonably know is a tax agent service and are not a registered tax agent.

These registration requirements are not part of the definition of tax agent services, but are set out in section 50-5 of the Tax Agent Services Act 2009 (TASA).

Where tax agent services are provided these services constitute a separate business activity and are not provided under the licensee's AFSL. We are only responsible for advice relating to the financial products and services described in this FSG and our Approved Product List.

For the definition of a tax agent service, refer to section 90-5 of the TASA.

Cutcher & Neale Financial Services Pty Limited is a registered tax (financial) advisor and is authorised to provide a tax (financial) service where the advice is:

- provided in the context of the personal advice authorised by Cutcher & Neale Financial Services;
- &
- part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances



# Relationships

## Business Interests and Associations

This FSG is issued by Cutcher & Neale Superannuation Technical Services (ABN 58 112 858 189).

Cutcher & Neale Superannuation Technical Services is a subsidiary of Cutcher & Neale Pty Limited and an Authorised Representative of Cutcher & Neale Financial Services.

## Related Entities

Where you have been referred by Cutcher & Neale Pty Ltd, we disclose that Cutcher & Neale Superannuation Technical Services Pty Ltd is 100% owned by Cutcher & Neale Pty Ltd and as a result will benefit from profits generated by referring clients.

## Other Referral Relationships

We have a referral arrangement in place with Australian Financial Risk Management (AFRM). Where an insurance policy is recommended by AFRM, we may receive a portion of up to 30% of the total initial commissions received by AFRM. The exact amount (where applicable) will be disclosed in the Statement of Advice provided by AFRM.

# Making a complaint

Your satisfaction is important to us and we will endeavour to resolve your complaint quickly and fairly.

If you have a complaint about the financial services provided to you, you should take the following action:

- Call your Adviser and speak frankly about your concerns.  
Phone: 02 49 288 500
- If, after speaking to us, your complaint is not resolved within 5 business days, please put your complaint in writing, in reasonable detail, to:

The Compliance Manager  
Cutcher & Neale Financial Services  
PO Box 749  
NEWCASTLE NSW 2300

- You can take your complaint to the Australian Financial Complaints Authority (AFCA)

Web: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: GPO Box 3, Melbourne VIC 3001

AFCA provides consumers with fair, free and independent dispute resolution for financial complaints

# Our relationship with you

Our terms of business are outlined in our FSG, together with the documents which relate to our work for you (such as your advice documents), as current from time to time. You can always find our current FSG on our website or ask us.

Where our advice recommends an ongoing service, we will continue to provide those services until you ask us to stop.

To the extent permitted by law, if we act in good faith and without gross negligence we are not liable to you for any loss suffered in any way relating to our services and all obligation which may be implied or imposed on us by law or equity are excluded.

Provided you have paid for all services you may inspect and copy any part of your client file over which we do not claim privilege, but must pay our reasonable copying costs if asked. The file is our property.

You must keep your details up to date and give us all reasonable information about you and moneys you are using when we request.

When we communicate with you, we will often ask you about your circumstances and about what may have changed. It is important that you update us.

Of course you can withhold information from us if you wish to do so. However, we are required by law to warn you that if you choose to withhold information (at the beginning or as things change), the advice we provide to you may not be appropriate to your circumstances. By accepting our advice, you acknowledge and agree that we are not liable for inappropriate advice provided to you if you have not provided us with accurate current and complete information.

Your privacy, and protection of your personal information, is very important to us. Our Privacy Policy contains the details, and is of course available free from your adviser or on our website.

We can amend our agreement with you by letting you know in writing or publishing a revised FSG on our website.

We can assign this agreement if we choose. You may not assign this agreement unless we agree. Our agreement with you is governed by NSW law, and you and we unconditionally submit to the non-exclusive jurisdiction of the courts of NSW.

You or we may terminate our relationship at any time by providing at least one month's written notice. We can terminate this agreement by written notice if you breach our agreements with us.

# Privacy policy

Cutcher & Neale Financial Services and its representatives are bound by the Australian Privacy Principles established under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The provisions in the Act provide certain minimum standards of privacy protection set out in ten Australian Privacy Principles. These principles are the core of the private sector regime and essentially they:

- Limit the extent to which organisations can collect, use and disclose personal information without the consent of the individual concerned;
- Require that the personal information held by organisations is kept secure and that it is accurate and up to date; and
- Confer on individuals the right to know what personal information is kept about them, to view that information and have it corrected if it is wrong.

As a Financial Services provider, we have an obligation under the Anti-Money Laundering & Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds. This means we will ask you to present identification documents, such as passport and driver's licence, and we will retain copies of this information.

Cutcher & Neale Financial Services has established a Privacy Policy based on the Australian Privacy Principles. As Authorised Representatives of Cutcher & Neale Financial Services, we are required to adopt this Privacy Policy. Accordingly, we are required to make available to all clients a copy of our Privacy Policy.

Cutcher & Neale have always treated client information confidentially and ethically and in accordance with the National Privacy Principles. For the full version of our Privacy Policy, please refer to the Cutcher & Neale website at [www.cutcher.com.au](http://www.cutcher.com.au)

Should you have any concerns or wish to discuss the Privacy Policy in further detail, please do not hesitate to contact us on (02) 4928 8500. For more detailed information on the legislation you can contact the Australian Privacy Commissioner – the website is [www.privacy.gov.au](http://www.privacy.gov.au)

# Financial adviser profiles

These Financial Adviser Profiles are a part of the Cutcher & Neale Financial Services Pty Ltd (AFSL No. 433814) Financial Services Guide (FSG) and should be read in conjunction with this document.

## Who is my Financial Adviser?

The Authorised Representative entity is Cutcher & Neale Superannuation Technical Services Pty Limited, ABN 58 112 858 189

**Business Address:** 25 Bolton Street, Newcastle NSW 2300

**Postal Address:** PO Box 694, Newcastle NSW 2300

**Telephone:** (02) 4928 8500

**Facsimile:** (02) 4926 1971

**Ian Neale**  
Partner



*Authorised Representative  
Number: 264233*

Helping clients to structure their businesses implement solid financial strategies and achieve their personal goals has always been a passion for Ian. With his experience as a Chartered Accountant spanning over 30 years, Ian has built an array of skills in servicing a diverse client base.

Ian's areas of expertise include Self-Managed Superannuation planning and advice, Retirement Strategies, Tax advice and planning and Strategic review and risk management.

Qualifications and Memberships:

- Bachelor of Commerce
- Fellow of Chartered Accountants Australia and New Zealand
- Certified Financial Planner® - FPA Australia
- SMSF Association - SMSF Specialist Advisor™
- SMSF Association – SMSF Specialist Auditor
- Certificate IV in Finance & Mortgage Broking

**Jarrold Bramble**  
Partner



*Authorised Representative  
Number: 345691*

With a continued niche focus of working with medical practitioners, Jarrold's expertise has enabled him to guide many of his clients from the initial stages of wealth creation as Doctors in Training, right through to wealth protection, planning and retirement strategies.

Jarrold's areas of expertise include Self Managed Superannuation planning and advice, Retirement Strategies, Tax-effective business and medical practice restructuring, taxation advice and planning.

Qualifications and Memberships:

- Bachelor of Commerce
- Fellow of Chartered Accountants Australia and New Zealand
- SMSF Association - SMSF Specialist Advisor™
- Chartered Tax Adviser – The Tax Institute
- Diploma of Financial Services (Financial Planning)
- Certificate IV in Finance & Mortgage Broking

**Shane Morgan**  
Partner



*Authorised Representative  
Number: 310701*

Shane's philosophy for wealth creation and preservation is that in order to develop sound finances, you must start with a solid beginning, something he continually provides to all his clients through timely advice, tailored strategies and a personal approach.

Shane's areas of expertise include Self Managed Superannuation planning and advice, Estate Planning, Retirement Strategies and Wealth Creation, Tax and Pension strategies for SMSFs, Tax advice and planning

Qualifications and Memberships:

- Bachelor of Commerce
- Graduate Diploma of Financial Planning
- Fellow of Chartered Accountants Australia and New Zealand
- SMSF Association - SMSF Specialist Advisor™
- Fellow of Financial Services Institute of Australasia
- Chartered Tax Adviser – The Tax Institute
- Member of the Financial Planning Association of Australia
- Certificate IV in Finance & Mortgage Broking

**Stuart Chan**  
Partner



*Authorised Representative  
Number: 1256997*

Working closely with his clients to better understand their personal and financial circumstances, Stuart finds great reward in seeing his clients achieve their goals through tailored wealth creation and preservation strategies.

Stuart's areas of expertise include Self Managed Superannuation, Retirement Strategies, Tax-effective business and medical practice restructuring, taxation advice and planning.

Qualifications and Memberships:

- Bachelor of Commerce
- Chartered Accountant
- Graduate Diploma of Financial Planning
- Certificate IV in Finance & Mortgage Broking



**Jace Pedonese**  
Partner



*Authorised Representative  
Number: 1256904*

Jace has always been driven to providing tailored and insightful advice to his clients, seeing him work alongside his clients throughout his career and an integral part of their business growth and success. Jace is a firm believer that a pertinent part of growing a successful business is to surround yourself with a well-chosen team of specialist advisers.

Jace's areas of expertise include Self Managed Superannuation, Retirement Strategies, Tax-effective business restructuring, and taxation advice and planning.

Qualifications and Memberships:

- Bachelor of Commerce
- Chartered Accountant
- SMSF Association – SMSF Specialist Auditor
- Diploma of Financial Planning
- Fellow of Tax Institute
- Certificate IV in Finance & Mortgage Broking

**Samuel Arnott**

Associate - Superannuation  
*Authorised Representative  
Number: 1257324*

Qualifications and Memberships:

- Bachelor of Commerce
- Chartered Accountant
- SMSF Association - SMSF Specialist Advisor™

**Amber Ling**

Associate - Business Services  
*Authorised Representative  
Number: 1256906*

Qualifications and Memberships:

- Bachelor of Commerce
- Chartered Accountant
- Diploma of Financial Planning
- Certificate IV in Finance & Mortgage Broking

**Nicole Brown**

Associate - Specialist Medical Services  
*Authorised Representative  
Number: 1256915*

Qualifications and Memberships:

- Bachelor of Commerce
- CPA
- Diploma of Financial Planning
- Certificate IV in Finance & Mortgage Broking

**Catherine Parker**

Client Advisor - Superannuation  
*Authorised Representative  
Number: 1250284*

Qualifications and Memberships:

- Bachelor of Commerce
- Chartered Accountant
- SMSF Association – Associate Member
- Diploma of Financial Planning
- Certificate IV in Finance & Mortgage Broking

# Authorised representatives – general advice

**Adam Littlewood** *Authorised Representative Number: 1256905*

**Cameron Nix** *Authorised Representative Number: 1256907*

**David Lister** *Authorised Representative Number: 1256908*

**Jodie Walshe** *Authorised Representative Number: 1256910*

**Juliane Walsh** *Authorised Representative Number: 1256911*

**Katie Budden** *Authorised Representative Number: 1256912*

**Katie Luton** *Authorised Representative Number: 1256913*

**Matthew Edmonds** *Authorised Representative Number: 1259455*

**Megan Goodwin** *Authorised Representative Number: 1256914*

**Nicholas Carter** *Authorised Representative Number: 1262847*

**Pauline Smith** *Authorised Representative Number: 1256916*

**Rowena Wensley** *Authorised Representative Number: 1259456*

Client Acknowledgement (to be retained by Cutcher & Neale Financial Services)

I/We acknowledge the I/we have received a copy of this FSG Version 3.1 (dated 1 February 2020) on:

\_\_\_\_\_ (Insert Date)

I/We acknowledge that I/we have been informed that Cutcher & Neale Financial Services Pty Ltd is only responsible for authorised financial services of the Authorised Representatives as set out in this FSG and Adviser Profile.

<b>Client Name:</b>	<b>Client Name:</b>
<b>Signature:</b>	<b>Signature:</b>
<b>Date:</b>	<b>Date:</b>