



FRANK CLUNE & SON
BUSINESS & FINANCIAL ADVISERS

Financial Services Guide

Frank Clune & Son Financial Services Pty Ltd

Part 1

Licensee

Nexia Sydney Financial Solutions Pty Ltd (ABN: 88 077 764 222 AFSL: 247 300)
Street Address: Level 16, 1 Market Street SYDNEY NSW 2000
Postal Address: GPO Box 5488, SYDNEY NSW 2001
Phone: 02 9251 4600

Corporate Authorised Representative

Frank Clune & Son Financial Services Pty Ltd (ABN: 29 603 642 244) is a Corporate Authorised Representative (ASIC number 1277844) of Nexia Sydney Financial Solutions Pty Ltd.
Street Address: Level 8, 60 Carrington Street, SYDNEY NSW 2000
Postal Address: GPO Box 5488, SYDNEY NSW 2001
Phone: 02 9262 4800

Issue Date 20/09/2023

This Financial Services Guide has been authorised for distribution by the authorising licensee:

Nexia Sydney Financial Solutions ('Nexia')

ABN 88 077 764 222

Australian Financial Services Licence No. 247300 ('AFSL')

Australian Credit Licence No. 247300 ('ACL')

16/1 Market St SYDNEY NSW 2000

PO Box H195 Australia Square NSW 1215

Email cwilford@nexiasydney.com.au

Website: www.nexia.com.au

This Financial Services Guide ('FSG or the 'Guide') provides you with important information about Nexia Sydney Financial Solutions ('Nexia' or 'Licensee'), and its Authorised Representatives, who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your financial adviser.

Lack of Independence

Nexia Sydney Financial Solutions Pty Ltd receives commission on the sale of Credit & Life Risk insurance products. For this reason, we cannot refer to ourselves as independent, impartial, or unbiased as defined in Section 923A of the Corporations Act.

References in this Guide to 'me', 'I', 'us', 'we' and/or 'our' should be read as either Nexia or your 'Authorised Representatives' of Nexia, as the context requires.

This Guide consists of two parts.

Part 1 contains important information about:

- Nexia Sydney Financial Solutions Pty Ltd as the holder of an AFSL;
- The services and types of products we are able to offer you;
- The process we follow to provide these services;
- How we and our associates are remunerated and any other benefits we may receive;
- Any potential conflicts or arrangements which may influence our advice to you;
- How we protect your privacy; and
- Who to contact if you have a complaint or are not satisfied with the services provided.

Part 2 is an Adviser Profile and provides information about:

- Your Financial Adviser
- The financial services they are authorised to provide on behalf of Nexia

Together, these documents form the complete FSG which we are required by law to provide to you, prior to providing any financial advice, products and/or services.

We suggest you retain this Guide for your future reference. If any of this guide is not clear, please speak to your Financial Adviser.

SECTION 1

FINANCIAL SERVICES GUIDE

ABOUT NEXIA

Nexia holds an AFSL issued by the Australian Securities and Investments Commission and is a wholly owned subsidiary of Nexia Sydney Group Pty Ltd. Nexia Sydney has been operating as an accounting firm since 1977 and has been involved in the provision of financial advice for its clients for more than 30 years. Nexia has operated under its own AFSL since 2004.

As an Authorised Representative, we act on behalf of Nexia when providing the financial services we are authorised to provide under Nexia's AFSL.

As the holder of an AFSL, Nexia is responsible for the financial services we provide to you.

WHAT FINANCIAL SERVICES DO WE OFFER?

We are authorised, on behalf of Nexia, to provide financial product advice and to deal in a wide range of products (unless otherwise stated in Part 2 of this Guide):

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Standard margin lending facilities;
- Retirement savings account products;
- Margin Lending;
- Securities (e.g. shares); and
- Superannuation products.

Some of the services we can provide you (unless otherwise stated in Part 2 of this Guide) are:

- Financial planning advice;
- Wealth accumulation advice;
- Superannuation advice, including self-managed superannuation funds;
- Redundancy advice;
- Retirement advice;
- Gearing strategies;
- Cash flow advice;
- Social security benefits advice;
- Life and disability insurance advice; and
- Estate planning services (financial planning).

WHAT PRODUCTS ARE AVAILABLE?

A range of financial products offered by many leading financial product providers are available to

our advisers when they provide personal advice.

Nexia also provides an extensive list of approved life insurance products with various life insurance underwriters, to allow for the delivery of life insurance advice.

When providing personal advice to you, we will only recommend a product to you after considering its appropriateness to your objectives, financial situation and needs.

WHO PROVIDES THE FINANCIAL SERVICES DESCRIBED IN THIS FSG?

The financial services described in this FSG are provided by us as Authorised Representatives of Nexia.

Part 2 of this Guide contains further details about your financial adviser, including their experience, qualifications and professional memberships.

WHO IS RESPONSIBLE FOR THOSE FINANCIAL SERVICES?

As the holder of an AFSL, Nexia is responsible for the financial services provided to you.

Nexia is required to comply with the obligations of the Corporations Act and the conditions of its licence. Nexia has internal arrangements, including adequate professional indemnity insurance, to be able to compensate consumers for any loss or damage they may suffer as a result of its errors or misconduct.

OTHER SERVICES

We may provide services other than financial planning services. For example, we may also act as your accountant, refer you to legal adviser, or refer you to a specialist for loans or real estate investments.

Examples of the services which Nexia is not responsible for include:

- General insurance services (e.g. car insurance);
- Real estate and direct property advice;
- Taxation services, such as completion of tax returns;
- Accounting and audit services;
- Legal services;
- Consulting services; and
- Administration and compliance of Self-Managed Superannuation Funds.

While we may provide these other services, you should understand that these other services are not provided on behalf of Nexia's AFSL and Nexia does not train, support or supervise the provision of these other services and has no responsibility in relation to these services.

HOW DO WE ENSURE THAT THE PERSONAL ADVICE WE GIVE YOU SUITS YOUR NEEDS AND OBJECTIVES?

To ensure your adviser provides personal advice that is appropriate, we firstly need to understand your objectives, financial situation and needs. Your adviser (referred to as 'we') will follow a step-by-step process as outlined below:

Initial Engagement

- We will meet with you for an initial consultation to discuss your expectations and provide you with details of the services we offer.

Information Gathering and Strategy Discussions

- We will gather all relevant information needed from you to develop a clear understanding of your financial situation, needs and objectives and help to identify and prioritise your financial and lifestyle goals. Where relevant we will also discuss your attitude towards investment risk.
- If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing your full personal information and the impact on any recommendations given. This may include not being able to provide advice on the subject matter you request.
- Based on our discussions, agreed scope of advice and the research we have conducted, we will devise strategies to help you achieve your financial goals.
- Where we recommend a financial product, we will also conduct a reasonable investigation of the financial products that may be suitable to your needs.

Advice recommendations

- If you receive personal financial advice, our recommendations will be presented to you in a written Statement of Advice (SoA), or in specific circumstances, a Record of Advice (RoA). A SoA sets out the scope and basis for our advice and how it addresses your needs and objectives. It will also disclose fees and charges payable by you and any remuneration and benefits we may receive.
- We will discuss our recommendations with you, including any significant risks and confirm any

changes you would like to make. We will work closely with you to implement your financial plan and our recommendations, should you wish us to do so.

- Where we recommend a financial product, we will provide you with a Product Disclosure Statement (PDS). This will give you the opportunity to understand in detail the product features, risks, costs and terms and conditions, to make an informed decision about whether to invest in or acquire that product.

Staying on track

- To ensure that the advice we provide continues to meet your needs and objectives, we may offer an ongoing review service where we will meet with you to review your financial circumstances to ensure that your financial plan remains appropriate.
- Should you agree to engage in an ongoing review service, we will provide you with an Ongoing Fee Arrangement (OFA) which will confirm the ongoing services to be provided and the cost for this service. We will review your OFA on an annual basis.
- Where you do not wish to participate in an ongoing review service, you will be responsible for ensuring that your arrangement remains appropriate for you. Should your situation change, or you require additional advice, you can contact us at any time, and we can review your situation and provide additional advice on a fee for service basis.

OTHER DOCUMENTS YOU MAY RECEIVE

Client questionnaire

For us to provide you with financial advice, we must first gather all your relevant information. This may involve you completing a Client Fact Find.

Risk profile questionnaire

Before we can assist you with investing, you will need to complete a 'Personal Financial Risk Tolerance' questionnaire.

This will enable us to determine the level of investment risk you are willing to accept and to achieve the right balance of risk and return when making important investment decisions.

HOW CAN YOU INSTRUCT US?

You may specify how you would like to give us instructions, for example, by phone, fax or email using any of the contact details set out in Part 2 of this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

HOW ARE WE PAID FOR OUR SERVICES?

We and Nexia may receive:

- Fees paid by clients;
- Insurance Commissions paid by product providers;
- Other payments by product providers; and
- Other benefits.

Details of any fees, commissions or other benefits that we, Nexia or other associated persons are entitled to receive if you implement our recommendations, will be disclosed to you in your SoA or RoA when personal advice is given.

The types of fees, commissions and other benefits that may be received by us and by Nexia include the following:

Service fees

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

Ongoing advice fees

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services.

This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances.

Commissions – Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by Nexia. These commissions are paid to Nexia by the company that issues the product that we recommend to you and are included in the premiums that you pay. The commissions vary and are based on the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year and ongoing commissions are payments paid by product issuers to us in the years after the first year while the policy remains in force.

If you initiate an increase to your cover, we may receive an initial commission and ongoing commissions on the annual increase to your policy cost.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), Nexia may receive up to 33% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that Nexia may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission (% of annual policy cost or increase excl. GST)
Before 1 January 2020	0 - 140%	0 - 38.5%
From 1 January 2020	0 - 60%	0 - 20%

Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

OTHER BENEFITS

Nexia may also receive additional benefits by way of sponsorship of education seminars, conference or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

WHAT ARRANGEMENTS MAY INFLUENCE OUR ADVICE TO YOU?

We are generally only permitted to recommend financial products (including Wrap services) provided by platform providers on the Approved Product List, however we can recommend other financial products and Wrap services to you where it suits your objectives, financial situation and needs.

Any other relationships or associations we have that may influence our advice to you will be disclosed in Part 2 of this FSG.

REFERRAL FEES

We do not receive from or pay referral fees to any third parties. Nexia may receive referral fees from third parties. These fees are payable only to Nexia and not to its Authorised Representatives.

SECTION 2

PRIVACY STATEMENT

WHY WE COLLECT YOUR PERSONAL INFORMATION

Protecting your privacy is essential to our business. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We collect personal information, including sensitive information (e.g. health information), from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide our services to you.

Our Privacy Policy contains more information about how to access and correct the information we hold about you and how to make a privacy related complaint, including how we manage your complaint. A copy of our privacy policy is available [here](#) or you can obtain a copy by contacting your adviser.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

SECTION 3

ARE YOU SATISFIED?

WHAT TO DO IF YOU HAVE ANY CONCERNS ABOUT OUR SERVICES

Both we and Nexia endeavour to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

- 1.) Contact us first about your concern. You may do so by speaking to your adviser, or you can contact Nexia directly. We will endeavour to resolve your complaint quickly and fairly and within 30 days.

Writing to:

Advice Complaints

Nexia Sydney Financial Solutions

Level 15, 44 Market Street SYDNEY NSW 2000
or;

Po Box H195, AUSTRALIA SQUARE NSW 1215

Email:

cwilford@nexiasydney.com.au

- 2.) If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Write to:

AFCA

GPO Box 3

Melbourne VIC 3001

Email:

info@afca.org.au

Website:

www.afca.org.au

Phone:

1800 931 678 (free call)

Financial Services Guide

Part 2 (Adviser Profile)

Licensee

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Issue Date 20/09/2023

PART 2 (Adviser Profile)

Brandon Darr

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services We Provide (Section 2);
- Fees and Charges (Section 3); and
- Acknowledgment (Section 4).

This document is referred to in the Financial Services Guide (FSG) dated 20th September 2023 and should be read together with the FSG. This document sets out specific details about Brandon Darr, as a representative of Frank Clune & Son Financial Services Pty Ltd, Corporate Authorised Representative of Nexia Sydney Financial Solutions Pty Ltd ('Nexia').

We are authorised by Nexia to provide the financial services described in the FSG and this document. We have also been authorised by Nexia to distribute the FSG and this document.

How to Contact me

Phone: 02 9262 4800

Fax: 02 9262 3655

Email: bdarr@fclune.com.au

Practice details:

Frank Clune & Son

Level 8, 60 Carrington St, SYDNEY NSW 2000

Frank Clune Website: <https://www.fclune.com.au/>

Nexia website: www.nexia.com.au

SECTION 1

ABOUT YOUR ADVISER

WHO IS YOUR FINANCIAL ADVISER?

Your Financial Adviser is Brandon Darr of Frank Clune & Son Financial Services Pty Ltd.

In this document, the terms 'us', 'we' and 'our' refer to Brandon Darr of Frank Clune & Son Financial Services Pty Ltd. The term 'Representatives' refers generally to Nexia's Authorised Representatives.

Brandon's Authorised Representative number is 245883. Frank Clune & Son Financial Services Pty Ltd's Corporate Authorised Representative number is 001277844.

WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?

Brandon has over 20 years' experience in the financial planning industry as a Financial Adviser offering advice to individual clients as well as small and large business clients.

WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DO YOUR FINANCIAL ADVISERS HAVE?

Brandon has the following qualifications/memberships:

- Bachelor of Commerce
- Certified Financial Planner ®
- Chartered Accountant
- FASEA Ethics Standard Certification
- Member of Institute of Chartered Accountants
- Member of Financial Planning Association

DO YOUR FINANCIAL ADVISERS HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?

Brandon has an association with Frank Clune & Son Financial Services Pty Ltd ABN 29 603 642 244 as a director and employee. Accordingly, Brandon receives dividends and profit share, and may also receive a salary, as determined by Frank Clune & Son.

Fees and commissions are paid to Frank Clune & Son Financial Services Pty Ltd by Nexia.

Frank Clune & Son Financial Services Pty Ltd is also a Corporate Authorised Representative of Nexia and is not a related company of Nexia. Frank Clune & Son Financial Services Pty Ltd's Corporate Authorised Representative number is 001277844.

HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO US?

You may provide instructions to us by using any of the contact details provided in Section 4 'Contact & Acknowledgment'.

SECTION 2

THE SERVICES I PROVIDE

WHAT ARE THE ADVICE AND SERVICES I CAN PROVIDE?

Brandon is authorised by Nexia to provide financial services, including advice or services in the following areas:

- Life products – Investment life insurance products
- Life products – Life risk insurance products
- Superannuation
- Deposit products
- Debentures and bonds
- Managed investment schemes including investor directed portfolio services
- Retirement savings accounts
- Securities
- Aged Care
- Self-managed superannuation fund

ARE THERE ANY SERVICES YOUR FINANCIAL ADVISERS ARE NOT AUTHORISED TO PROVIDE?

Brandon is not authorised by Nexia to provide advice or services in the following areas:

- MDA services
- Derivatives
- Consumer credit advice and assistance
- Strategic advice about consumer credit and consumer credit referrals
- Finance broking

Please ask me if you would like a referral for these services. If I receive a specific fee for this referral, it is disclosed below in Section 3 'Fees and Charges'. It may also be disclosed in an advice document such as a Statement of Advice ('SoA'), if I provide you with personal advice.

SECTION 3

FEES AND CHARGES

HOW WILL YOUR FINANCIAL ADVISERS BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by us are paid to Nexia.

Nexia receives all fees and commissions payable for the services we provide, and pays all the fees and commissions it receives to Frank Clune & Son Financial Services Pty Ltd less a fixed License Fee.

Brandon receives dividends and profit share by Frank Clune, and may receive a salary as a director of Frank Clune & Son Financial Services Pty Ltd and/or Frank Clune & Son Pty Ltd. This is determined by the companies as appropriate from time to time.

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, we will discuss and agree the fees with you. Advice fees are inclusive of GST and payable by you at the following stages:

1.) Recommendation: For having a personalised financial plan (SoA) prepared, a plan preparation fee is payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you. On average, the fee for most clients would range between \$3,300 and \$5,500. Please note that our initial advice fees still apply where you decide not to implement our advice.

2.) Implementation: We may charge a placement fee and/or implementation fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that we provide to you. The actual fee will depend on the complexity of your situation and the amount of funds invested, but will not exceed \$495 per hour for Brandon's time.

3.) Ongoing Advice Service and Reviews: If you choose to have us conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have us provide an ongoing advice service, you may be charged a fee that is based on time (\$495 per hour for Brandon's time).

Where a placement fee and/or implementation fee is charged, we may rebate all or part of the initial commissions and/or ongoing commissions received from a product issuer, by way of an increase in your investment amount.

Where we receive an initial commission and/or ongoing commission amount, we may rebate all or part of the implementation and/or placement fee to you.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Further Advice (RoFA) and Product Disclosure Statements at the time of receiving any recommendation.

WHAT AMOUNTS DO OUR EMPLOYER AND OTHER RELATED ENTITIES RECEIVE FOR FINANCIAL SERVICES?

Frank Clune & Son Pty Ltd has an association with Frank Clune & Son Financial Services Pty Ltd. All fees, commissions and incentives are received by Frank Clune & Son Financial Services Pty Ltd for distribution to Frank Clune & Son Pty Ltd.

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance, rather than 1%, could reduce your final return.

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask your financial adviser.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneySMART.gov.au) has a managed investment fee calculator to help you check out different fee options.

WHAT OTHER BENEFITS DO YOUR FINANCIAL ADVISERS RECEIVE?

In addition to the remuneration detailed above, we are eligible to qualify for other benefits and entitlements as detailed below.

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to

educational and training purposes. A copy of the register is available on request.

REFERRAL FEES

I do not pay or receive referral fees to or from any other third party.

SECTION 4

ACKNOWLEDGEMENT

ACKNOWLEDGMENT – CLIENT COPY

I/We acknowledge that I was/we were provided with the Nexia Sydney Financial Solutions Financial Services Guide Part 1 dated 20th September 2023 and Part 2 (Adviser Profile) dated 20th September 2023.

Client Name: _____

Client Signature: _____

Date: _____

Client Name: _____

Client Signature: _____

Date: _____

ACKNOWLEDGEMENT – ADVISER COPY (to be retained on client file)

I/We acknowledge that I was/we were provided with the Nexia Sydney Financial Solutions Financial Services Guide Part 1 dated 20th September 2023 and Part 2 (Adviser Profile) dated 20th September 2023.

Client name: _____

Client signature: _____ Date received: _____

Client name: _____

Client signature: _____ Date received: _____

OR complete as follows if Financial Services Guide is mailed or emailed to Client(s):

I/We confirm that I have sent a copy of the Nexia Financial Services Guide Part 1 dated 20th September 2023 and Part 2 (Adviser Profile) dated 20th September 2023 as follows:

Sent to (Client name): _____

Sent on (Date): _____

Sent by (Name): _____