

Financial Services Guide



FINANCIAL SERVICES GUIDE

This Financial Services Guide was prepared and issued with the authority of **Bluewater Financial Advisors**
| Australian Financial Services License No. 411846



Bluewater Financial Advisors Pty Ltd | ABN 99 153 118 533 | AFSL 411846
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P: 1300 799 101
E: info@bluewaterfinancial.com.au

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Bluewater Financial Advisors (BFA) holds an Australian Financial Services Licence (AFSL) Number 411846 and authorises Financial Advisors under its AFSL. Our contact details are listed above. BFA is responsible for any advice you receive.

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited to your needs. This FSG also provides you with important information on how to engage with your Adviser.

This FSG is an important document which we are required to provide to you as a condition of our Australian Financial Services Licence (AFSL).

It contains information about:

- Information about BFA as an AFSL holder
- The documents you may receive
- Other forms of remuneration or benefits that exist
- Information about privacy (i.e. collection, use and handling)
- Our complaints procedure
- Our compensation arrangements
- Details of your Adviser and responsibilities for providing financial services
- What your Adviser is authorised to do
- Details on how you can instruct your Adviser
- All forms of remuneration received by your Adviser

When you are provided advice, your adviser is required to comply with the Best Interests Duty and will always act in your best interest.

Not Independent

Bluewater Financial Advisors (Bluewater) and your adviser may receive commission based on your premium for the duration of time you hold an insurance policy, fees based on the volume of assets under advice and gifts and other non-monetary benefits. For these reasons, we are unable to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

Bluewater Financial Advisors and Sydney Financial Group

About Bluewater:

Bluewater Financial Advisors Pty Ltd is a privately owned and operated Australian company that is not owned or associated with any Bank, Insurer or Funds Management business. Bluewater is a Principle Member of the Association of Independently Owned Financial Professionals (AIOFP), an Affiliate Member of the Association of Financial Advisers (AFA) and The Tax Institute.

BFA is the Licensee that authorises Sydney Financial Group Pty Ltd to provide advice to retail and wholesale clients and is ultimately responsible for the advice provided to you.

Sydney Financial Group Pty Ltd is responsible for any Authorised Representatives operating under that business, to provide the following financial services on behalf of BFA:

1. provide financial product advice, and
2. deal in a financial product by arranging for another person to issue, apply for, acquire, vary or dispose of a financial product



Approved product list

Your Adviser can provide advice on a wide range of financial products however, they are required to recommend those approved by BFA which can be found on the BFA Approved Product List (APL). Your Adviser will assess whether the products on the APL (investment, superannuation and insurance) are suitable for you. The APL is compiled by BFA and seeks to remove conflicts from the advice process (where possible). You will be provided with a Product Disclosure Statement (PDS) or other disclosure documents (as available from the issuer), if we recommend a financial product.

Our obligations to You

Our initial obligation at the start of the relationship is to fully inform you of your rights, entitlements and detail the services we provide. This FSG is intended to inform you of certain matters relating to your relationship with us prior to you being provided with any Authorised Financial Service. This FSG covers who we are, as Authorised Representatives of Bluewater Financial Advisors Pty Ltd, how we are remunerated and the method by which we engage our professional advice process. It is intended that this document should assist you in determining whether to use any of the services described. It is our duty to provide you with this document at the first available opportunity.

BUSINESS PROFILE

- Sydney Financial Group Pty Ltd | Corporate Authorised Representative No 1263540
 - Level 5, 1C Homebush Bay Drive Rhodes NSW 2138
 - www.sydneyfg.com.au
-  1300 553 306
-  info@sydneyfg.com.au

GETTING STARTED

Who is your Adviser?

Your adviser is an employee &/or representative of Sydney Financial Group Pty Ltd, and an Authorised Representative of Bluewater Financial Advisors Pty Ltd.

BEFORE RECEIVING ADVICE

Will we provide you with advice suitable to your needs and financial circumstances?

Yes. To provide quality advice, you need to supply us with your individual goals and objectives, your financial situation and your needs. You have the right not to divulge this information; if you do not wish to do so then we are required to warn you about the potential consequences of us not having your full personal information prior to providing advice. You should read the warnings carefully and ask our Authorised Representative about these consequences if you are unsure.

What should you know about the risks of the financial products or strategies we recommend to you?

Your adviser will explain to you any significant risks related to the financial products and strategies recommended to you.

What information do we maintain in your file and can you examine your file?

Sydney Financial Group will maintain a record of your personal profile, which includes details of your goals and objectives, financial situation, needs, copies of recommendations made to you and any products acquired by you. Internal member databases are maintained, and portfolios are reviewed on a regular basis subject to your membership agreement. If you wish to examine your file, we ask that you make this request via email to: info@sydneyfg.com.au and allow up to fourteen (14) working days for the information to be forwarded. You may be charged a fee to cover the cost of preparing any material requested. If the information sought is extensive, you will be advised of the likely cost in advance and can help to refine your request if required.

PROVISION OF ADVICE

Personal advice

Before we can give you advice, which is appropriate and in your best interests, you will need to give us details of your personal objectives, current financial situation, needs and any other relevant information. You can choose not to provide us with this information, but any advice we give you will be general in nature and may not be appropriate to your objectives, financial situation and needs. If you are a retail client, you should read the warnings contained in the SoA carefully before making any decisions relating to a financial product.

If we give you personal advice, we will maintain a record of your personal profile, including details of your objectives, financial situation and needs. We will also maintain records of any recommendation made to you. For information on how to access personal information about you, please refer to the section 'Your Privacy' below. We will only give personal advice to you if you secure the services of one of our representatives.

Other documents you may receive:

Statement of Advice (SoA)

Unless you're a Professional Investor, Sophisticated or Wholesale Client any financial advice we provide to you will be confirmed in writing in either a Statement of Advice (SoA) or a Record of Advice (RoA).

In these cases, unless we warn you otherwise, our advice will consider your personal circumstances, needs and goals. You should read the SoA or RoA carefully, to ensure that you fully understand any recommendations we make. Do not implement our advice unless you do.

When will you receive a Compliance Documents / Statement of Advice (SoA)?

The information will be recorded in a Client Information Questionnaire (**Client Fact Find**) and you will be asked to sign that document, so you are sure it accurately reflects what was discussed. In some cases, an email reply stating its accuracy will suffice.

Initially, your advice will be documented in a SoA, which will detail and consider your current financial situation and requirements.

The SoA provided will outline:

- What the advice covers (the scope).
- Details of why you are seeking advice (i.e. your goals and any specific requirements).
- Your personal circumstances (financial, health and anything else relevant to the advice).
- The advice itself and any recommendation being made (strategic and/or financial products) plus the advantages, disadvantages and any risks involved.
- Any payments to us (fees, commissions or other benefits) and how that is determined.
- Any associations we have that may influence the advice provided to you.

If you receive advice in the future, your Adviser will provide you with a subsequent SoA or a Record of Advice (RoA) (depending on the complexity of the advice). We are required by law to keep copies of any RoA or SoA for a minimum of seven years.

When your adviser makes a recommendation to acquire a financial product, you must also be provided with a **Product Disclosure Statement** from the issuing product provider which gives full details of the recommended product to assist in making an informed decision to acquire that product. You should receive and review the PDS (or other offer document) provided by us before you make an investment decision about our products, or a product we recommend.

You should read the information and warnings contained in the SoA or other advice documents carefully before making any decision relating to a financial product or advice.

Can you tell us how you wish to instruct us to buy or sell your financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, email, or other means or specify how the instructions are to be given.

How will you pay for the services provided?

Your adviser may charge you a fee for providing Advice and/or Financial Services. The amount and how you choose to pay for the it may vary based on whether it is a fixed fee, commission, or combination of those. All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

How Does your Adviser get Paid:

Sydney Financial Group pays a fixed fee to Bluewater Financial Advisors Pty Ltd, Bluewater Financial Advisors Pty Ltd consequently pass 100% of the gross revenue generated via advice fees and commissions Sydney Financial Group. Any fees, charges or commissions payable to BFA will be disclosed in advice documents provided to you.

Your Adviser is remunerated via a combination of salary payments & or bonus payments. In some cases, your Adviser may even receive a profit distribution from Sydney Financial Group.

Advice preparation:

The advice preparation fee or establishment fee will depend upon the complexity of the advice being provided; the minimum fee charged is \$550. The maximum fee may be up to \$11,000, depending on its level of complexity.

Ongoing fee for advice:

If you elect to pay a fee for the ongoing review of your financial planning strategy, the fee is based upon which package you are recommended, and the complexity of ongoing advice and the services provided. The minimum ongoing fee is \$1,100 p.a. The maximum fee may be up to 2.2% of your assets under management or \$2,200 pa. whichever is greater.

Your Adviser will provide you with a Fee Disclosure Statement (FDS) each year if you have an ongoing fee arrangement with us. It will outline the fees you paid, and the services received and the services you were entitled to receive in the preceding 12 months. You should let your Adviser know within 60 days of receiving the FDS if you want to continue that arrangement. If you elect to end the arrangement, we have an obligation to stop all ongoing fees and commission.

Adhoc advice:

Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on a fee for service basis, an hourly fee of \$330 may apply.

Insurance products:

- 60% of the premium in the first year of the policy with a maximum trailing commission of 20%.

If the policy lapses in the first year 100% commission is clawed back, and 60% clawed back in the second year. Your adviser will charge you a fee equivalent to the value of the clawback in the event your policy lapses and they are not paid for their services. Any fees, charges or commissions are payable to BFA and will be disclosed in the advice documents provided to you.

Other payments we may receive

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you. If we cannot provide this accurately, we will provide worked-dollar examples.

Referral Fees and Commissions

In some situations, we receive referral fees or commissions from external parties. We disclose the referral arrangements to you whenever we refer you to an external party.

○ CONFLICTS OF INTEREST

Do we have any association or relationship with a Financial Product Provider?

We do not have any relationships nor receive any conflicted remuneration that may influence the advice provided to you.

Do we have any associations with any lending companies?

Yes, your Adviser may also be a licensed Mortgage Broker, operating under Sydney Financial Home Loans. If I organise a home loan for you, with your consent, we may refer you to Sydney Financial Home Loans. Sydney Financial Group Pty Ltd is a Corporate Authorised Representative of Bluewater, and Sydney Financial Group Pty Ltd has a referral arrangement in place with Sydney Financial Home Loans. Should you take out a home loan with Sydney Financial Home Loans, we may receive up to 100% of the commissions received. You will be given a separate documents called a 'Credit Guide' should you wish to pursue the services of Sydney Financial Home loans. You have no obligation to use the services of Sydney Financial Home loans. Sydney Financial Home loans is in no way affiliated with Bluewater Financial Advisors. All relevant information is disclosed in its separate Credit Guide.

○ ADDITIONAL BENEFITS AND INCENTIVES

Sydney Financial Group and our Authorised Representatives may receive additional benefits from product providers we deal with. These will include sponsorship for making available professional development to our Authorised Representatives and may include lunches, invitations to sporting events, theatre tickets, branded promotional items, and occasional gifts such as Christmas hampers on special occasions, etc.

○ STATEMENT OF BLUEWATER'S PRIVACY POLICY

Bluewater & Sydney Financial Group is committed to ensuring the confidentiality and security of the information provided by you to us. We support and embrace the National Privacy Principles set out in the Privacy Amendment (Private Sector) Act 2000 and the protection afforded by this act for the security of private information held on ordinary Australians.

You may be requested to provide us with information about your personal circumstances and anything else relevant to enable us to provide appropriate advice to you. AUSTRAC requirements mean that your Adviser will need to confirm your identity by sighting and verifying documents such as your Passport and Driver License.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act. We will generally collect this information directly from you however in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund. If you do not provide us with all the information that we request, we may not be able to provide our services to you.

All personal information we gather from you, as well as any advice provided to you is maintained in a file. We only keep your Tax File Number and sensitive personal information if we have your written permission. If you would like to examine your personal information, please let your Adviser know.

We will hold and use your personal information so that we can continue to provide our services to you. We

The Adviser/s incorporated in this Financial Services Guide are Authorised Representatives of
Bluewater Financial Advisors Pty Ltd | ABN 99 153 118 533 | AFSL 411846

will only disclose your personal information to external parties where: The law requires us to do so, you consent for us to do so, consider whether there are other parties where there may not be consent. If you have any complaints about how we handle your private information, please contact a member of

Sydney Financial Group by phone on 1300 553 306 or email on info@sydneyfg.com.au. We take your privacy seriously and will address your concerns through our complaints handling process. A full copy of our Privacy Policy is available on our website sydneyfg.com.au.

If you believe you do not receive a satisfactory resolution to your concern, you may contact the Office of the Federal Privacy Commission. The web site of the office of the Federal Privacy Commissioner is www.privacy.gov.au

COMPLAINTS

Who can you contact if you have a complaint about the provision of the financial services to you?

We endeavor to provide you with the best advice and services – always. If you are not satisfied with our services, we encourage you to contact us at our office or put in writing via email to info@bluewaterfinancial.com.au and tell us about your complaint.

How we handle complaints

We are committed to providing you with quality advice. If you are unhappy with our services, we would like you to tell us about it and let us know how you think we can fix it.

If you have a complaint about the service provided to you, you should:

- Contact your adviser
- Contact Bluewater Financial Advisors at the office on 1300 779 101

Alternatively, if you prefer to submit a written complaint, please do so to:

The Complaints Officer

GPO Box 4523

Sydney NSW 2000

E: info@bluewaterfinancial.com.au

We will acknowledge receipt of a complaint within 24 hours (or one business day), however, where this is not possible, acknowledgement will be made as soon as practicable.

Your complaint will be assessed, and you will be advised of the outcome, either by telephone or in writing.

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

You may lodge a complaint with AFCA if:

Your complaint relates to a Bluewater service; and
You are not satisfied with our response after 30 days.

Bluewater is a member of AFCA, you can contact AFCA via the following, quoting membership number 28547.

Australian Financial Complaints Authority

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Bluewater Financial Advisors Pty Ltd | ABN 99 153 118 533 | AFSL 411846

GPO Box 3, Melbourne VIC 3001
Tel: 1800 931 678 (free call)
Email: info@afca.org.au
Website: www.afca.org.au

Complying Compensation Arrangements

- BFA has Professional Indemnity Insurance in line with legislative requirements. This includes coverage for claims in relation to the conduct of current and former Advisers (no longer authorised by BFA). If you would like more information, please contact us.

○ ABOUT Nicholas Raunjak

Nicholas joined the team in 2018 and has around 5 years' experience working in and around the financial planning industry.

○ SERVICES, WHAT SERVICES DO WE PROVIDE?

As an Authorised Representative of Bluewater Financial Advisors, Nicholas Raunjak is licensed to provide a comprehensive range of services which include:

- Financial and Lifestyle Planning
- Financial Coaching
- Retirement Planning Advice
- Cash Flow Management
- Annual Plan and Portfolio Reviews
- Superannuation & SMSF
- Personal Insurance Advice
- Wealth Accumulation and Investing
- Managed Investment Advice

○ WHO IS YOUR FINANCIAL COACH?

Nicholas Raunjak will provide these services to you (Authorised Representative: 1295171).

Nicholas's qualifications are as follows:

- Graduate Diploma of Financial Planning
- Bachelor of Business and Commerce (majoring in finance, sub majoring in accounting)
- Justice of the peace

Further details about Nicholas's experience can be found on the Financial Adviser Register on the ASIC website.

Your adviser is authorised to provide Personal Advice and deal in the following financial products:

- Deposit and payment products (Deposits and payment products, non-basic Deposit Products)
- Government Debentures, Stocks or Bonds
- Life Products (Investment Life Insurance Products, Life Risk Insurance Products)
- Managed Investment Schemes (Managed Investment Schemes, IDPS)
- Retirement Savings Account Products
- Superannuation (incl. Self-Managed Superannuation Funds)
- Securities

You can contact your Adviser directly with any instructions and provide them in writing, by email or by confirming verbal conversations.

- Nicholas Raunjak | Authorised Representative No. 1295171
- Level 5, 1C Homebush Bay Drive Rhodes NSW 2138
- www.sydneyfg.com.au

☎ 1300 553 306

✉ nick@sydneyfg.com.au

ABOUT TRUNG HIEU NGUYEN (JUSTIN)

Trung Hieu Nguyen ,also known as Justin Nguyen, joined the team in 2018 and has around 7 years' experience working in and around the financial planning & accounting industry.

SERVICES, WHAT SERVICES DO WE PROVIDE?

As an Authorised Representative of Bluewater Financial Advisors, Justin Nguyen is licensed to provide a comprehensive range of services which include:

- Financial and Lifestyle Planning
- Financial Coaching
- Retirement Planning Advice
- Cash Flow Management
- Annual Plan and Portfolio Reviews
- Superannuation & SMSF
- Personal Insurance Advice
- Wealth Accumulation and Investing
- Managed Investment Advice

WHO IS YOUR FINANCIAL COACH?

Justin Nguyen will provide these services to you (Authorised Representative: 1295170).

Justin's qualifications are as follows:

- Graduate Diploma of Financial Planning
- Master of Professional Accounting
- Bachelor of Business (major in finance & marketing)

Further details about Justin's experience can be found on the Financial Adviser Register on the ASIC website.

Your adviser is authorised to provide Personal Advice and deal in the following financial products:

- Deposit and payment products (Deposits and payment products, non-basic Deposit Products)
- Government Debentures, Stocks or Bonds
- Life Products (Investment Life Insurance Products, Life Risk Insurance Products)
- Managed Investment Schemes (Managed Investment Schemes, IDPS)
- Retirement Savings Account Products
- Superannuation (incl. Self-Managed Superannuation Funds)
- Securities

You can contact your Adviser directly with any instructions and provide them in writing, by email or by confirming verbal conversations.

- Trung Hieu Nguyen (Justin) | Authorised Representative No. 1295170
- Level 5, 1C Homebush Bay Drive Rhodes NSW 2138
- www.sydneyfg.com.au

📞 1300 553 306

✉ justin@sydneyfg.com.au

ABOUT JORDAN GREEN

Jordan has over 12 years' industry experience in assisting clients achieve their financial and lifestyle goals.

SERVICES, WHAT SERVICES DO WE PROVIDE?

As an Authorised Representative of Bluewater Financial Advisors, Jordan Green is licensed to provide a comprehensive range of services which include:

- Financial and Lifestyle Planning
- Financial Coaching
- Retirement Planning Advice
- Cash Flow Management
- Annual Plan and Portfolio Reviews
- Superannuation & SMSF
- Personal Insurance Advice
- Wealth Accumulation and Investing
- Managed Investment Advice

WHO IS YOUR FINANCIAL COACH?

Jordan Green will provide these services to you (Authorised Representative: 404248).

Jordan's qualifications are as follows:

- Diploma in Financial Services (Financial Planning)
- Registered Tax (financial) adviser (No. 25697842)
- Diploma of Financial Services (Finance/Mortgage Broking Management)
- Justice of the peace.

Further details about Jordan's experience can be found on the Financial Adviser Register on the ASIC website.

Your adviser is authorised to provide Personal Advice and deal in the following financial products:

- Deposit and payment products (Deposits and payment products, non-basic Deposit Products)
- Government Debentures, Stocks or Bonds
- Life Products (Investment Life Insurance Products, Life Risk Insurance Products)
- Managed Investment Schemes (Managed Investment Schemes, IDPS)
- Retirement Savings Account Products
- Superannuation (incl. Self-Managed Superannuation Funds)
- Securities

You can contact your Adviser directly with any instructions and provide them in writing, by email or by confirming verbal conversations.

- Jordan Green | Authorised Representative No. 404248
- Level 5, 1C Homebush Bay Drive Rhodes NSW 2138
- www.sydneyfg.com.au



1300 553 306



jordan@sydneyfg.com.au

○ ABOUT STEVEN WATSON

Steven has over 12 years' industry experience in assisting clients achieve their financial and lifestyle goals.

○ SERVICES, WHAT SERVICES DO WE PROVIDE?

As an Authorised Representative of Bluewater Financial Advisors, Steven Watson is licensed to provide a comprehensive range of services which include:

- Financial and Lifestyle Planning
- Financial Coaching
- Retirement Planning Advice
- Cash Flow Management
- Annual Plan and Portfolio Reviews
- Superannuation & SMSF
- Personal Insurance Advice
- Wealth Accumulation and Investing
- Managed Investment Advice

○ WHO IS YOUR FINANCIAL COACH?

Steven Watson will provide these services to you (Authorised Representative: 1238986).

Steven's qualifications are as follows:

- Advanced Diploma of Financial Planning
- SMSF Accredited
- Diploma of Finance and Mortgage Broking Management

Further details about Steven's experience can be found on the Financial Adviser Register on the ASIC website.

Your adviser is authorised to provide Personal Advice and deal in the following financial products:

- Deposit and payment products (Deposits and payment products, non-basic Deposit Products)
- Government Debentures, Stocks or Bonds
- Life Products (Investment Life Insurance Products, Life Risk Insurance Products)
- Managed Investment Schemes (Managed Investment Schemes, IDPS)
- Retirement Savings Account Products
- Superannuation (incl. Self-Managed Superannuation Funds)
- Securities

You can contact your Adviser directly with any instructions and provide them in writing, by email or by confirming verbal conversations.

- Steven Watson | Authorised Representative No. 1238986
- Level 5, 1C Homebush Bay Drive Rhodes NSW 2138
- www.sydneyfg.com.au

☎ 1300 553 306

✉ steve@sydneyfg.com.au

○ ABOUT MITCHELL BURTON

Mitchell has over 6 years' industry experience in assisting clients achieve their financial and lifestyle goals.

○ SERVICES, WHAT SERVICES DO WE PROVIDE?

As an Authorised Representative of Bluewater Financial Advisors, Mitchell Burton is licensed to provide a comprehensive range of services which include:

- Financial and Lifestyle Planning
- Financial Coaching
- Retirement Planning Advice
- Cash Flow Management
- Annual Plan and Portfolio Reviews
- Superannuation & SMSF
- Personal Insurance Advice
- Wealth Accumulation and Investing
- Managed Investment Advice

○ WHO IS YOUR FINANCIAL COACH?

Mitchell Burton will provide these services to you (Authorised Representative: 1248673).

Mitchell's qualifications are as follows:

- Diploma in Financial Services (Financial Planning)
- SMSF Specialist
- Diploma of Financial Services (Finance/Mortgage Broking Management)
- Bachelor of Commerce (Management)

Further details about Mitchell's experience can be found on the Financial Adviser Register on the ASIC website.

Your adviser is authorised to provide Personal Advice and deal in the following financial products:

- Deposit and payment products (Deposits and payment products, non-basic Deposit Products)
- Government Debentures, Stocks or Bonds
- Life Products (Investment Life Insurance Products, Life Risk Insurance Products)
- Managed Investment Schemes (Managed Investment Schemes, IDPS)
- Retirement Savings Account Products
- Superannuation (incl. Self-Managed Superannuation Funds)
- Securities

You can contact your Adviser directly with any instructions and provide them in writing, by email or by confirming verbal conversations.

- Mitchell Burton | Authorised Representative No. 1248673
- Level 5, 1C Homebush Bay Drive Rhodes NSW 2138
- www.sydneyfg.com.au

📞 1300 553 306

✉ mitchell@sydneyfg.com.au