



# Financial Services Guide

ABN: 35 074 700 995  
An Australian Financial Services Licensee

Northhaven Financial Management Pty Ltd  
Level 6, 51 Rawson Street, Epping NSW 2121

Northhaven FSG - Version 26  
Date Created: 07/02/2017

## **Table of Contents**

Who is Northhaven?	4
Services We Offer	5
How We Charge For Our Services	8
Quality of Service	9
Privacy Statement	11
Personal Profiles of Your Financial Management Team	13
Details of Services and Products authorised	17

This Financial Services Guide (“FSG”) contains important information about:

- the services we offer you
- how we and our associates are paid
- any potential conflict of interest we may have
- our internal and external dispute resolution procedures and how you can access them

When we give you personal financial advice we will provide you with a written Statement of Advice. In order to ensure that our advice is appropriate to you, we must make reasonable enquiries about your current financial situation and future needs, goals and objectives.

In the Statement of Advice we will, amongst other things, tell you about:

- our fees and commissions
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

If we recommend a particular retail Financial Product to you, we will give you information about the particular Financial Product - a Product Disclosure Statement - to help you make an informed decision about the Financial Product.

If one of our representatives provides further advice to you, related to advice provided in a previous Statement of Advice and we do not give that further advice in writing, you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or Northhaven directly in writing, by telephone or by email.

### **CLIENT INSTRUCTION – YOUR INSTRUCTIONS TO US.**

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

## WHO IS NORTHAVEN?

Northhaven is a firm specialising in providing comprehensive financial planning and portfolio management for private clients and organisations. Northhaven Private Wealth is operating as the trading name for the business, just as the logo is Northhaven Private Wealth, but we refer to Northhaven Financial Management throughout.

Northhaven holds an Australian Financial Services Licence No. 245627.

The Representatives of Northhaven (with their corresponding ASIC register numbers) are:

Erin Marie	LYNES	392576
Grant Ronald	INNIS	270324
Anthony	FERNANDOPULLE	447932

### **Our registered office is:**

Level 6, 51 Rawson St, Epping, NSW 2121

P.O. Box 440 Epping NSW 1710

Tel: 02 9877 0505

Fax: 02 9877 0677

Email: [premium@northhaven.com.au](mailto:premium@northhaven.com.au)

## **THE SERVICES WE OFFER**

The Advisers at Northhaven are focused on providing long term solutions to all of your financial needs. Each service we offer is provided on a value-added basis. We will seek to co-ordinate and integrate the various services you require to work towards your optimal long term financial outcome.

Our services are grouped into five areas:-

- Your needs and enjoyment
- Tax effective accumulation of assets
- Investment and portfolio management (including MDA services)
- Protection of assets and income
- Transfer of assets, including estate planning.

Details on the services Northhaven is authorized to provide by law are listed at the end of this document.

## **WHO NORTHHAVEN ACTS FOR WHEN PROVIDING THESE AUTHORISED SERVICES**

Where we provide advice, our primary concern is for your financial wellbeing. We therefore act in your interests in providing our authorised services rather than that of any product issuer. Any remuneration we may receive from product issuers (such as commissions or other forms of remuneration) will be fully disclosed to you.

### **Your Needs and Enjoyment**

Our initial focus is to understand your major long-term financial management priorities. We also seek to fully understand your family's long-term lifestyle objectives. We then analyse your financial position in terms of your assets and liabilities, including all structures (i.e. superannuation funds, family trusts, companies etc). Going forward we will analyse movements in these assets and liabilities in order to ensure they remain suitable in relation to your long term goals. Our Advisers can provide long-term projections of asset values, to help you identify the extent to which assets will meet your future needs.

### **Tax Effective Accumulation of Assets**

From the outset, your Adviser will look at utilising appropriate structures for the ownership of investments including superannuation funds, family trusts, companies and partnerships to determine which structures will complement the tax effective (after costs) management of your assets.

We aim to work on a continuous and cooperative basis with your accountant, superannuation administrator and solicitor as required. Importantly, our work with other professionals is designed to maximise the value you receive, whether it be more efficient in day-to-day compliance or producing the optimal advisory result.

Northhaven specialises in the use of superannuation strategies for self-managed superannuation funds. This includes contribution and pension strategies along with the use of superannuation funds as a vehicle to transfer benefits, particularly to other family members in the event of death of a fund member.

## **Investment and Portfolio Management**

Northhaven's approach to investment management involves identification of the risk/return characteristics of each investment and its impact on the broader portfolio. Via our MDA service (detailed below), Northhaven offers portfolio management on an active basis. Actively managed portfolios will generally include both direct investment in listed Australian securities, along with investing through wholesale managed funds.

## **Managed Discretionary Account (MDA) Services**

Northhaven Financial Management provides a managed discretionary account service (MDA service). Before you can open an account, you must enter into a contract with us regarding the MDA service (MDA contract). The MDA contract will include an investment program describing: the nature and scope of the discretions that we will be authorised and required to exercise; any significant risks associated with the MDA contract; and the basis on which we consider the MDA service to be suitable to you.

The MDA contract will also contain important warnings about the limitations relating to the MDA contract. You should consider these limitations before signing the MDA contract.

## **Discretion relating to the MDA Service**

Any limitations on the discretions that we exercise in relation to your account are set out in the MDA contract. Generally, we handle all administration in relation to the MDA service, including exercising your rights in relation to corporate actions (e.g. proxy voting), and we receive investor correspondence associated with the financial products held in your account.

## **Significant Risks of the MDA Service**

There may be risks associated with the MDA service. Your account may contain securities, interests in managed investment schemes, fixed income and cash. The risks associated with these products are the same, whether you invest yourself or through our MDA service. You should be aware of these risks before making any decision in relation to the MDA service.

You should also be aware that the investment decisions that we make in relation to your account could differ from those you would make yourself. Therefore, the use of our MDA service may result in a different return, and the assumption of a different level of risk, than investment decisions that you make.

## **Fees and Charges of the MDA Service**

The fees and charges for the MDA service are set out in the MDA contract. Generally we will charge you an annual management fee of 1.65% per annum on funds between \$0 - \$1M, 1.32% on funds between \$1M - \$2M, 1.045% on funds between \$2M - \$3M, 0.825% on funds between \$3M - \$5M, and 0.66% per annum on any amount over \$5M (including GST). There will also be a custody fee of \$550 per annum. There may also be an additional charge for administration of the MDA account, depending upon your circumstances.

We may also receive commissions in relation to the placement of listed and unlisted securities. These fees are generally paid to us by the issuer of the security. We will disclose any such fees that we may be entitled to receive.

Transactions conducted through the MDA service may also attract brokerage and/or transaction fees paid directly to a third party. Northhaven Financial Management does not receive any transaction related fee revenue in relation to any transactions that we effect on your behalf.

We can vary the fees and charges in this schedule by providing at least 30 days prior written notice to you.

This document complies with the conditions of relief granted by ASIC in class order [CO 04/194] (Managed discretionary accounts, 11 March 2004).

## **Protection of Assets and Income**

Your adviser will recommend diversifying your investment assets in order to help reduce risk and protect your asset base over the long term. Depending upon your individual and family circumstances, we may look at other forms of asset protection as well, including the use of different structures such as family trusts and companies.

We can offer advice to you in relation to various life insurance options, including death cover, total and permanent disability cover, income protection and trauma insurance. Often a client's future income earning capacity is their largest asset and the protection of this salary via insurance is often necessary.

## **Transfer of Assets Including Estate Planning**

Estate planning centres around what can be arranged now in order to transfer the right asset, to the right beneficiary, at the right time. We work closely with your solicitor in order to ensure that your estate documents are in order. This requires that your will is suitably drawn up to meet the desired outcomes and importantly, that the existing ownership and control of assets is consistent with the will.

There can be numerous areas crossing several disciplines where financial matters need to be co-ordinated including nomination of superannuation beneficiaries, trustees of family or testamentary trusts, individual and inter-entity loans and where the beneficiaries will receive assets or the benefit of income

## **HOW WE CHARGE FOR OUR SERVICES**

The services of Northhaven Financial Management are tailored to the degree of active management sought, thus the level of fees that you will pay for our services is entirely dependent upon the level of service your circumstances require. If you seek active management of your portfolio with daily monitoring of your investments, we provide such a service. This would attract an ongoing management fee paid monthly, with full rebate of any establishment commission or brokerage generated, but with an initial implementation fee to cover the advice and work done.

Northhaven Financial Management can provide an active portfolio management service that may include a Managed Discretionary Account (MDA) service. This active portfolio management utilises the services of third party administrators to administer the portfolio. Northhaven will generally pay the administrators out of the fee charged to the client by Northhaven. The amount of fees paid to the administrators varies by account. Northhaven is able to access a reduced fee rate from the administrators due to the level of funds that they administer for our clients.

Alternatively, you may seek a less active management style. Such a strategy will incur a direct fee on implementation. Preparation of ongoing reviews may incur an hourly fee. There is also scope to provide a structured blend of these styles of service to cater for clients who wish to receive specialist, ongoing advice without daily monitoring of their investment base.

The exact amount of fees or commissions to be received by the licensee and representative in respect of any personal advice will be disclosed at the time the personal advice is given or as soon as practicable after that time. Please note that you have the right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and / or representative. For fee arrangements exceeding 12 months, you receive a Fee Disclosure Statement annually, setting out the fees you have paid, the services agreed and the services provided. In addition, every two years you will receive an Opt-In renewal notice requesting your consent to the continuation of fees and services.

## **SOFT DOLLAR BENEFITS**

The licensee and / or the authorised representatives of Northhaven may from time to time receive a benefit from product providers by way of sponsorship of educational seminars, conferences or training days etc. We may also receive non cash benefits from time to time. Details of all benefits will be maintained on a register.

## **RECIPROCAL ARRANGEMENTS**

Northhaven may receive payments from third parties in relation to referrals provided by Northhaven. Northhaven may also share remuneration with third parties that have referred business to us. Where Northhaven receives remuneration in relation to a referral provided by Northhaven, this remuneration will be disclosed to the client. In addition, to provide efficient administration and reporting we have preferred relationships with administration platform providers.



## **QUALITY OF SERVICE**

Northhaven Financial Management has a strong service ethic that we wish to enhance and preserve. Being very proud of our company, if you are not fully satisfied with our service, we welcome any comment regarding issues specific to yourself or to the company as a whole.

Should you wish to make a complaint, the following steps should be taken:

1. Contact your advisor and advise him about the complaint.
2. If you feel further action is appropriate, please put your thoughts on paper and forward them to:

Mr Grant Innis

Northhaven Financial Management Pty Ltd

PO Box 440

EPPING NSW 1710

3. We will promptly address any issues with which you are not fully satisfied. You should receive written acknowledgement of your complaint within five working days, and we will attempt to resolve the issue within twenty working days.
4. If you still do not get a satisfactory outcome you can contact the Australian Securities & Investment Commission (ASIC) at their free call Infoline on 1300 780 885 to find out which industry complaints scheme may be available to assist you to settle your complaint.

We are members of the Financial Ombudsman Service to whom you are able to lodge complaints if other alternatives do not resolve the issue. Their contact details are:-

GPO Box 3

MELBOURNE VIC 3001

Ph: 1 300 780 808

Fax: (03) 9613 6399

If you believe your concerns involve unethical conduct you may wish to also consider raising these concerns with the Financial Planning Association of Australia (FPA). They can be contacted at:

PO Box 109

Collins Street West

Melbourne VIC 8007

Northhaven confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Northhaven Financial Management Pty Ltd and our authorised representatives in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised representative who has ceased work with Northhaven Financial Management for work done whilst engaged with us.

## **PRIVACY STATEMENT**

The Privacy Amendment (Private Sector) Act, 2001 requires us to have procedures in place to cover the collection, use and disclosure of personal information we may hold about our clients.

As a financial services organization, we have always protected the privacy of our clients. Information collected is only used to fulfill our advisory and legal responsibilities.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act 2006 to verify your identity and the source of any investment funds. This means that we will ask you questions in regard to your identity and circumstances and ask that you present identification documents such as passports and driver's licence to us. We may also retain copies of this information. We assure you that this information will be held securely and will only be divulged if we are required to do so under the law.

### **Why Do We Collect Your Information?**

We collect personal information about clients for the purpose of providing the level of financial management services required by the client.

This includes the following purposes:

- In assessing your financial planning needs for superannuation, investment and insurance purposes.
- In the establishment and ongoing administration of investments and insurance policies.
- In support of decisions affecting your long-term wealth.
- In reviewing progress against agreed investment strategies.
- In communication with product suppliers on changes to your investment strategy or to administer claims on an insurance policy.

We are also bound to collect personal information to meet the requirement of corporate, superannuation and taxation law.

### **What if I Choose Not to Provide You With the Information You Request?**

We only ask for information where it is necessary for the purposes outlined in this statement. If the information is not provided, we may not be able to provide some services to some clients.

### **Will Information Be Disclosed to Others?**

We will only disclose clients' personal information to people or organizations for the purposes outlined in this statement. When appropriate, we may disclose personal information to or collect it from:

- Product providers
- Proper authority holders of Northhaven
- Administrative staff with Northhaven
- Loss assessors and claim investigators
- Your employer
- Hospitals, medical and other health professionals
- Legal and other professional advisors
- Government departments
- Trustees and administrators of other superannuation plans or eligible rollover funds.

### **Is There Anything Else About How Client Information May Be Used?**

At times we may also use clients' personal information for the purpose of providing clients with additional information about the services we offer. This may be by way of an invitation to attend a seminar or briefing on a particular topic by a specialist in that area. It may be by providing written publications either electronically or by mail.

Generally this is done as part of our advisory role in providing information for clients' consideration.

**How Do Clients Request Access to Personal Information Held About Them?** Clients can request access to the personal information we hold about them by calling or writing in to Northhaven. Clients will need to give full details of what you would like to know or see.

**PERSONAL PROFILES OF YOUR FINANCIAL MANAGEMENT TEAM**

The Northhaven Private Wealth Team consists of 3 authorised representatives and has authority under the Licence Northhaven Financial Management, to provide the financial services as set out on page 17. The profiles of each member of the team providing financial management to you now follow.

## Grant Innis - Principal/Director

### Qualifications

- Bachelor of Business (Finance & Economics)
- Diploma of Financial Planning
- Certified Financial Planner
- Senior Associate FINSIA

### Professional Bodies

- Financial Planning Association of Australia (FPA)
- Financial Services Institute of Australasia (FINSIA)
- Self-Managed Super Fund Professionals Association of Australia (SPAA)
- Economics Society of Australia (ESA)



### Experience

Grant joined the financial services industry in 1988 and has been advising clients since. His involvement with the owners of Northhaven and Financial Planning goes back to 1993. In 2000, he was made a director of Northhaven and is currently owns half of Northhaven.

Grant's primary responsibilities at Northhaven are the management of discretionary portfolios and overarching responsibility for investment selection and macro strategy within the team. He has been managing discretionary accounts for clients since 1995.

Grant's experience in the finance industry includes audit, compliance and investment research and advice with stockbrokers, share registries and financial advisory firms. He currently specialises in portfolio management, tax structures and retirement planning. He has lectured various subjects ranging from investments to tax and superannuation for a number of Australian financial education institutions. He also spent two years as a representative of Macquarie Bank's technical services team, providing strategic advice and training for financial planners across Australia.

### Personal

Grant is married with six children. He likes to be active and enjoys Jujitsu, cycling and bushwalking. He enjoys the great outdoors, frequenting many outer Sydney camping grounds with his family in warmer months and exploring national parks and wilderness throughout the year.

**Erin Lynes – Principal / Director**

**Qualifications**

- Bachelor of International Business:  
University of Scranton, Pennsylvania, USA
- Bachelor of Spanish:  
University of Scranton, Pennsylvania, USA
- Master of Business Administration:  
Foro Europeo, Pamplona, Spain
- Diploma of Financial Services: Kaplan



**Professional Bodies**

- Self-Managed Super Fund Professionals Association of Australia (Specialist Member)
- Finsia (Associate Member)

**Experience**

Erin was educated in the United States, and joined the financial services industry in Australia in 2005.

Erin's career began in the United States as a Product Manager for a large sports entertainment company, where she was involved in inventory management, product design and distribution and human resource management. She gained invaluable international experience while working in Spain as a market analyst for a multinational engineering firm.

Erin's role at Northhaven has evolved over the past eleven years to Private Client Adviser and Director of Northhaven, including forming key relationships with clients, strategy and recommendation development and implementation and private client advice.

**Personal**

Erin spends her time outside of Northhaven with her Australian family (that of her husband and baby son, Levi) and friends, kindly taking on the role of "Business Manager" for her husband's company and travelling.



**Anthony Fernandopulle – Associate Adviser**

**Qualifications**

- Bachelor of Commerce (Accounting).
- Advanced Diploma of Financial Services.

**Experience**

Anthony joined Northhaven in 2015, bringing with him over 10 years of experience within the financial services industry.

Beginning his career as part of the Asteron Life Group Insurance team, Anthony gained experience in re-rating policies, underwriting administration and policy updates.

Moving on to a role as a Paraplanner, he gained experience in SMSF administration and compliance, portfolio management, wealth accumulation, pre-retirement and retirement strategies and personal insurance.

**Personal**

Anthony spends his downtime relaxing with his children and wife, playing sport, listening to music and walking his dog, Drake.



## DETAILS OF SERVICES AND PRODUCTS AUTHORISED

Northhaven Financial Management is authorised by law to provide the following financial services and has authorised its representatives to provide the same services;

**(a) provide financial product advice for the following classes of financial products:**

- (i) deposit and payment products limited to:
    - (A) basic deposit products;
    - (B) deposit products other than basic deposit products;
  - (ii) derivatives limited to:
    - (A) old law securities options contracts and warrants;
  - (iii) debentures, stocks or bonds issued or propose to be issued by a government;
  - (iv) life products including:
    - (A) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
    - (B) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
  - (v) interests in managed investment schemes including:
    - (A) investor directed portfolio services;
  - (vi) interests in managed investment schemes limited to:
    - (B) MDA services;
  - (vii) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
  - (viii) securities;
  - (ix) standard margin lending facility; and
  - (x) superannuation; and
- (b) deal in a financial product by:**
- (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
    - (A) derivatives limited to:
      - (1) old law securities options contracts and warrants; and
      - (B) interests in managed investment scheme limited to:
        - (1) investor directed portfolio services; and
        - (2) MDA services; and
    - (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
      - (A) deposit and payment products limited to:
        - (1) basic deposit products;
        - (2) deposit products other than basic deposit products;
      - (B) derivatives limited to:
        - (1) old law securities options contracts and warrants;
        - (C) debentures, stocks or bonds issued or proposed to be issued by a government;
        - (D) life products including:
          - (1) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
          - (2) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
        - (E) interests in managed investment schemes including:
          - (1) investor directed portfolio services;
        - (F) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
        - (G) securities;
        - (H) standard margin lending facility; and
        - (I) superannuation; to retail and wholesale clients