



NOVATAX
FINANCIAL PLANNERS

Financial Services Guide

Novatax Pty Limited

ABN 57 003 811

Australian Financial Services Licence No: 227043

Trading as

Novatax Financial Planners

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1. Introduction

This Financial Services Guide ("FSG") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest and details of our internal and external dispute resolution procedures, along with how you can access them.

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice whenever we provide you with any advice, which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

2. Who Will Be Providing The Financial Service To Me?

Novatax Financial Planners was established in 1989 by Robert Purcell and Kevin Doyle. David Minehan purchased Kevin's share of the business in June 2007. Robert and David are now equal owners and directors of the company.

Robert Purcell

Robert is a Director and Representative employed by Novatax Pty Limited trading as Novatax Financial Planners and has the following qualifications:

- Bachelor of Commerce (Newcastle University)
- Chartered Accountant (Institute of Chartered Accountants)
- Diploma of Financial Planning (Deakin University)
- Certified Financial Planner (Financial Planning Association)
- Estate Planning 6 Day Course – Distinction (University of Technology Sydney – Faculty of Law)

Since graduating from Newcastle University in 1974 Robert spent 12 years working for Chartered Accounting firms (Price Waterhouse & Beattie McDonald & Co) followed by 26 years as a full time Financial Planner, the last 24 of which have been as a director of Australian Financial Services Licence (AFSL) holder, Novatax Pty Limited trading as Novatax Financial Planners.

David Minehan

David is a Director and Representative employed by Novatax Pty Limited trading as Novatax Financial Planners and has the following qualifications:

Bachelor of Commerce (Newcastle University)
Diploma of Financial Planning (Deakin University)
Currently undergoing study to obtain CFP designation (Deakin University)

Since graduating from Newcastle University in 1997 David has spent 16 years working in the financial services industry. His varied experience includes 2 years with the Newcastle Permanent Building Society, 1 year with Citibank in London, followed by 6 months at Westpac and the last 12 years of which he has been as a full time financial planner of Australian Financial Services Licence (AFSL) holder, Novatax Pty Limited.

3. What Kinds Of Financial Services Are You Authorised To Provide Me And What Kinds Of Products Do Those Services Relate To?

Novatax Financial Planners Services

Provide financial planning advice incorporating financial product advice and to deal in a financial product by arranging it to be acquired, disposed of, or varied.

Financial Products

Managed Investment Schemes
Superannuation
Life Insurance Investment Products
Life Insurance Risk Products
Securities (includes purchase or sale of individual shareholdings)
Retirement Savings Account Products
Deposit products
Non-cash payment products
Government Debentures, Stocks & Bonds
Estate Planning

We can advise you in respect of Securities, however, we cannot provide a service to buy or sell Securities. We are able to refer you to a stockbroker who will arrange for your purchase or sale of securities.

Portfolio Review

Internal databases are maintained detailing client's investments that were recommended by Novatax Financial Planners. This does not constitute portfolio monitoring. Portfolios are reviewed quarterly, half-yearly or annually depending on the arrangements with each separate client, or as requested by clients from time to time.

4. Who Is Responsible For The Provision Of Financial Services For Me?

Novatax Pty Limited t/as Novatax Financial Planners is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

Novatax Pty Limited t/as Novatax Financial Planners is the holder of Australian Financial Services Licence No. 227043.

Our office address is:

Novatax Pty Ltd t/as Novatax Financial Planners
2 Merewether Street
MEREWETHER NSW 2291

5. How Will I Pay For The Service, And Do You Receive Remuneration, Commission, Fees Or Other Benefits In Relation To Providing The Financial Services To Me And How Is That Commission Calculated?

Initial Or Upfront Costs

There is no charge or obligation for an initial consultation. This gives us an opportunity to consider how we may be able to add value to your financial situation and allows you to see how our services could benefit you and whether you would like us to assist you further. During the course of our initial meeting we will provide a quote of our fees for preparation of initial advice and assistance with implementation thereof together with our ongoing fees for regular reviews and advice.

Novatax Financial Planners operate on a fee-for-service basis, for the design, reporting and implementation of an initial Statement of Advice. These fees (inclusive of GST) are calculated as follows:

Financial Planners/Directors @ \$308 per hour
Technical Assistants @ \$115 per hour
Administration & Support Staff @ \$77 per hour

Financial Investment Products

We do not receive up front commissions on investment products we recommend.

In the past, occasionally (after prior agreement with our clients) we have accepted some or all of the initial commissions or brokerages that were payable on products we recommended. All commissions of this nature were fully disclosed prior to clients proceeding with our recommendations and were an offset to the fees we charged.

From 1st July 2013 all up front and ongoing commissions will be banned by law from being paid on any newly placed investment or superannuation products.

Trailing Commissions

Whilst we will receive no trailing commissions on any new investments placed for clients, we will in some cases continue to receive these on some investments previously introduced by us on behalf of existing clients. Note these trailing commissions were fully declared to clients at the time these investments were originally recommended and taken into account in determining overall fee levels.

Ongoing Review & Maintenance of Financial Plans

By prior agreement with our clients, we can provide a regular review service from which we receive ongoing fees. These fees can be calculated as a percentage of your funds invested, or a predetermined flat rate and are paid on a monthly or quarterly basis. These fees are predetermined and fully disclosed to clients in advance of implementing any advice.

Life Insurance Risk Products

Where we recommend a life insurance risk product, Novatax Financial Planners will be paid a commission by the life insurance company. This commission can range between 0 and 70% of your first years premium and will be fully disclosed to you before arranging any life insurance for you.

Where applicable, Novatax Financial Planners will receive trailing commissions that vary depending on the life insurance risk product and issuer. These commissions are calculated on a range of between 0% and 25% of the premiums paid and are paid monthly, quarterly, six monthly or annually. These are also fully disclosed as above.

Other Relevant Points

If you have been referred to us by another party we may in some cases pay that party a referral fee, however, this will be disclosed in full in any Statement of Advice provided to you. This occurrence is rare.

Your adviser is a Director/Shareholder of Novatax Pty Limited trading as Novatax Financial Planners, and is remunerated by us by way of wages, superannuation and dividends.

The exact amount of any fees, commissions or other incentives received by Novatax Financial Planners will be explained to you at your initial appointment and fully disclosed in a Statement of Advice that will be provided to you.

6. Do Any Relationships Or Associations Exist Which Might Influence You In Providing Me With The Financial Services?

Neither Novatax Financial Planners, nor your adviser, nor any related bodies corporate have any relationships or association with any product issuer that could be expected to influence us in the provision of the financial services.

7. Will You Provide Me Advice, Which Is Suitable To My Needs And Financial Circumstances?

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

8. What Should I Know About The Risks Of The Financial Products Or Strategies You Recommend To Me?

We will explain to you any significant risks of financial products and strategies that we recommend to you. If we do not do so, you should ask us to explain those risks to you.

9. What Information Do You Maintain In My File And Can I Examine My File?

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs.

We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is attached for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

Whilst unlikely, we may charge a fee to cover the cost of verifying the request and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise you of the likely cost in advance and can help to refine your request if required.

10. Can I Provide You With Instructions And Tell You How I Wish To Instruct You To Buy Or Sell My Financial Products?

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

11. Is There A Cooling-Off Period For Financial Products Acquired?

You will have a 14-day cooling off period to determine if your financial product meets your specific needs. The starting period and conditions of the 14-days varies between the different financial product providers, for full details you should refer to the product disclosure statement or ask your adviser. Note that this does not apply to direct share purchases which have no cooling off period.

12. If You Have Any Complaints

Who Can I Complain To If I Have A Complaint About The Provision Of The Financial Services To Me?

Novatax Financial Planners is a member of the Financial Ombudsman Service.

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact Mr Robert Purcell on (02) 4961 4242 or put your complaint in writing and send it to:

Novatax Pty Limited
PO Box 267
THE JUNCTION NSW 2291

We will seek to resolve your complaint quickly and fairly.

3. If your complaint cannot be resolved to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on 1300 780 808. This service is provided to you free of charge.

Stage 1 of the FOS process is where FOS facilitates discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation where the parties discuss the issues with a conciliator from the FOS national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to make a decision "on the papers" taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Privacy Policy

In this Document

'We', 'us' and 'our' refer to: Novatax Pty Limited Trading as Novatax Financial Planners and its Authorised Representatives.

'You' and 'your' refer to: The individual whose information we collect and hold for our purposes.

Collection of personal information

We collect personal information (including customers' full name, address and contact details) so that we may administer our customer relationships and provide customers with the products and services they request.

Where it is necessary to do so, we also collect information on individuals such as company directors and officers (where the company is our customer), as well as customers' agents and persons dealing with us on a 'one-off' basis.

The law can also require us to collect personal information, eg. Commonwealth legislation requires us to identify persons who open or operate accounts.

You must provide us with accurate and relevant information

If you provide us with incomplete or inaccurate information, we may not be able to provide you with the products or services you are seeking.

Other Disclosures

Personal information may be disclosed to:

- if you have life insurance arranged by us; the life insurance company and its officers who you are applying for cover with or already hold cover with.
- if you have superannuation or managed investments; external product providers into which you might direct some of your investment, other product providers to which your investment might be transferred.

In all circumstances where our advisers and staff may become aware of personal information, confidentiality arrangements apply. Personal information may only be used by our advisers and staff for purposes to do with servicing you.

We may be allowed or obliged to disclose information by law, eg. Under Court Orders of Statutory Notices pursuant to taxation or social security laws.