

# NISTICO SEN

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**Financial Advisors** Est. 1985

## Financial Services Guide

Version 3.0 – 27 March 2020

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Version 3.0  
Dated: 27 March 2020

**Nistico Sen Pty Ltd**  
trading as **Nistico Sen Financial Advisors**  
**ABN:** 23 008 292 206  
**Australian Financial Services Licence Number:** 474446

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## How can we help you?

Before seeking our advice, you probably have a number of questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this Financial Services Guide (FSG) which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know

If you need more information or clarification, please contact us.

## 1. Who we are

Nistico Sen Pty Ltd is a privately owned and managed business. Established in 1985, we specialise in providing a comprehensive Financial Planning Service to our Clients.

This FSG is given to you by your adviser with the authority of Nistico Sen Pty Ltd. Our Advisors are members of the Financial Planning Association of Australia (FPA) and must comply with FPA's Code of Ethics and Rules of Professional Conduct. When a member of our team provides financial services to you, they will be acting for you on behalf of Nistico Sen Pty Ltd.

## 2. Matters we can help you with

We can help you with the following:

- Retirement planning strategies
- Wealth creation
- Superannuation strategies
- Self-managed superannuation advice
- Salary packaging
- Insurance services
- Centrelink advice
- Estate planning
- Consequences in relation to tax (financial) advice

We are licensed to provide financial product advice and deal in the following financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products.
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life products including Investment life insurance products and Life risk insurance products, including life, trauma, income protection and total and permanent disability insurance
- Securities
- Superannuation
- Managed investments including investor directed portfolio services

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

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

### 3. How we are paid

We will negotiate and agree fees and payment options with you prior to providing our advice and services. You will therefore know the services to be provided to you and what they will cost, before any services commence.

#### Our fees

The fees charged for our advice and services may be based on:

- A set dollar amount that is agreed between you and us and invoiced directly to you.
- A set dollar amount or percentage-based fee (ranging from 0.55% to 0.88%) that is agreed between you and us and paid via your product.
- An hourly rate (ranging from \$99.00 to \$303 incl GST)
- A combination of the above

Our agreed advice fees may include charges for:

- Initial advice
- Ongoing advice

For more information on our service fees, please see our Terms of Engagement and Schedule of Fees available on request. Please note that for services in relation to insurance, and older investment products, commissions may be paid by the product provider as follows:

- Initial commission for life insurance only - a percentage of the insurance premiums up to a maximum of 66% (GST incl.) of the premium, and
- Ongoing commission - a percentage of the value of your investment balance, or premiums, usually calculated at the end of each month in which you hold the investment, or on renewal of insurance products.

All fees and commissions will be paid directly to Nistico Sen Pty Ltd as the licensee.

Further details about commissions and or other benefits your adviser receives for recommending investments will be available to you when specific recommendations are made in the Statement of Advice (SoA) or Record of Advice (RoA).

### 4. Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product 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.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information and how to raise any concerns with us. A copy of our Privacy Policy is available on request.

## 5. If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact Maurice Nistico, Complaints Manager of Nistico Sen Pty Ltd on 08 8642 3899 about your complaint and we will try and resolve your complaint within 45 days.

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

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

## 6. Other matters you might want to know

We will also provide you with a SoA whenever we provide you with any advice which takes into account your objectives, financial situations and or needs. The SoA 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.

If we give you further advice, or when no financial product is recommended, a RoA may be provided to you instead of a SoA. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, 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.

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of s.912B of the Corporations Act 2001 for compensation arrangements. The insurance will cover claims in relation to the conduct of authorised representatives, representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.