FINANCIAL SERVICES GUIDE

Version 12

21st March 2022

The financial services explained in this Financial Services Guide (FSG) are provided by:

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Part One – Licensee Profile

Version 12 – 21st March 2022

This document has two parts being the 'Licensee Profile' and the 'Authorised Representative Profile'. Both parts should be read in conjunction so that you, our client, have a full understanding of the services being offered.

Not Independent

According to the Corporations Act, there are specific criteria by which an adviser is allowed to call themselves either "independent", "unbiased" or "impartial".

As Nextplan allows its authorised representatives to accept commissions from life insurance companies as part of their remuneration, Nextplan cannot claim that it is independent.

Please be aware though, that Nextplan:

- Does NOT allow advisers to accept payments in the form of a bonus for a volume of business placed with a financial institution:
- Does NOT have ANY restriction in relation to financial products, except those imposed by us, whereby we insist on limiting the range of products on offer to hold the designation of the two highest ratings of a recognised research house: and
- Does NOT allow advisers to create any conflict of interest due to a connection with an issuer of financial products that could reasonably be expected to influence the adviser in carrying on the business or providing the service.

Purpose of this Financial Services Guide – Why it's important to you.

This Financial Services Guide (FSG) contains important information for you about:

- Nextplan, your financial adviser and the services we offer you
- How you can contact Nextplan and your financial adviser
- How Nextplan and your financial adviser are paid
- Any potential conflict of interest we may have in the provision of services to you
- Our complaints handling procedures and how you can access them.

You should read this FSG and your financial adviser's 'Authorised Representative Profile', which sets out in detail the terms upon which Nextplan, and your financial adviser will provide financial services to you. Nextplan has authorised the distribution of this FSG by your financial adviser.

Our Commitment to you.

Nextplan recognises that you need to be treated as an individual with specific needs. We will do our utmost to be sensitive and welcoming while giving you honest, appropriate, professional and up to date advice. If you feel that we can serve you better, please let us know.

FASEA – The Financial Adviser Standard and Ethics Authority:

The Corporations Amendment (Professional Standards of Financial Advisers) Act 2017 established the Financial Adviser Standards and Ethics Authority (FASEA) in April 2017, to set the education, training and ethical standards of licensed financial advisers in Australia.

The Code of Ethics commenced on 1 January 2020, with all Financial Advisers required to adhere to the Code from that day onwards.

At Nextplan we take these standards very seriously and ensure that all our Advisers (also known as "relevant providers"), adhere to all standards within the Code.

Our Values:
All Nextplan Advisers must always act to realise and promote the values of:

Trustworthiness	Competence
Honesty	Fairness
Diligence	

All Nextplan Advisers also act within a framework of twelve standards that underpin all aspects of our advice and services and are demonstrated in our advice to you:

Ethical Behaviour	Client Care
Quality Process	Professional Commitments

If you would like further information on any aspect of the Code of Ethics or FASEA, please ask your Financial Adviser or contact us.

Providing financial services to you

In providing financial services to you, your financial adviser may give you personal financial advice. This personal advice will be provided to you in writing in a document called a 'Statement of Advice' (SoA). Its purpose is to place you in a position to make informed decisions about your financial future.

The SoA will explain:

- Your current financial situation, personal circumstances, needs and objectives
- The basis for your financial adviser's recommendations and suggested strategy
- The process used to reach these recommendations and strategy
- How these recommendations and strategy meet your needs and objectives
- Any risks or consequences of accepting the advice that you should know about
- All relevant fees, commissions and other benefits payable as a result of the advice
- Any associations, relationships and conflicts of interest that may impact on the advice given
- Other relevant information.

If your financial adviser recommends that you invest in a specific financial product, they will give you a Product Disclosure Statement or a similar disclosure document such as a prospectus (these documents are referred to here as a PDS). These documents provide important information to help you make an informed decision about whether to invest in a particular product.

It is important for you to understand the information in these documents, so you should carefully read the SoA and PDSs provided to you before making any decision relating to recommended strategies or financial products. If you are unsure about any of the information in the SoA or the PDSs, you should ask your financial adviser to explain it to you.

Where further advice is provided to you in situations where there has not been a significant change in your circumstances, the further advice may be recorded in a Record of Advice (RoA) which is kept on file for seven years. If you wish, you may request a copy of your RoA from your financial adviser by phone, email or post.

If you do not want holistic financial advice, but rather require more specific advice, your financial adviser will tailor the SoA accordingly. Your financial adviser can also provide you with 'no advice' services which we call 'transaction services' or 'execution only services'. You can provide these instructions orally or in writing; however, if you do not obtain personal advice, you face the risk that the financial products you select will not be appropriate to your needs and objectives.

Who is Nextplan Financial Pty Ltd?

Nextplan is an Australian-owned company that is solely focused on Financial Planning. We comprise a team of financial advisers who operate throughout Australia, and who have worked together for many years, providing solutions to our client's financial issues.

Our vision is to be a leading financial planning business based on foundations of honesty, integrity, fairness and objectivity.

We do this by working with client objectives and goals first and foremost, by providing quality advice and solutions that ensure a professional and ethical service experience.

Nextplan holds an Australian Financial Services Licence (number 452996) issued under the Corporations Act 2001 (Corporations Act).

Nextplan provides financial planning services through its financial advisers and their financial planning practices located across Australia. Nextplan financial advisers are authorised representatives of Nextplan under the Corporations Act.

Your financial adviser may be an employee of a financial planning practice, which may also be a corporate authorised representative of Nextplan. These relationships will be explained to you in more detail in the Authorised Representative Profile part of this FSG. When authorised financial services are provided to you by Nextplan financial advisers and their financial planning practices, they are provided to you on behalf of Nextplan.

Financial services and products provided by Nextplan

What financial services can your adviser provide?

Nextplan's Australian Financial Services Licence authorises Nextplan to provide financial services by providing advice about and arranging for a person to deal in:

- Deposit and payment products limited to Basic deposit products and 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
- Interests in managed investment schemes including investor directed portfolio services
- Retirement savings accounts products
- Securities
- Superannuation.

This enables Nextplan to provide you with services in the following areas:

- Financial planning
- Investments (including managed funds and shares)
- Superannuation
- Personal life risk insurance
- Retirement strategies
- Savings and wealth creation and protection
- Estate planning
- Social security
- Ongoing review services
- Transaction/execution only services.

As an authorised representative of Nextplan, your financial adviser may only be authorised to provide some of these services to you. The Authorised Representative Profile part of this FSG (Part 2) outlines the financial services that your financial adviser is authorised to provide on behalf of Nextplan. You should read the Authorised Representative Profile carefully and if you have any questions, you should discuss them with your financial adviser in the first instance, or with Nextplan.

What services and products are not provided by or on behalf of Nextplan?

Your adviser is only authorised to provide the services outlined in the Authorised Representative Profile in their capacity as an authorised representative of Nextplan and is **not** authorised to provide any other services on behalf of Nextplan as authorised representative or as an agent or in any other capacity (i.e. as employee or contractor). Examples of services that are **not** authorised include:

- Products that are not on Nextplan*'s* Approved Product List
- Accounting services
- Legal advice
- Taxation advice
- Mortgage origination services
- General insurance services
- Direct property services
- Foreign exchange advice
- Advice on collectables, including art.

If your financial adviser or their associates provide any of these services to you, it is important for you to understand that these services are not provided on behalf of Nextplan in any capacity and Nextplan is not responsible for any of them.

Why do you need to provide us with information?

We have an obligation under the Corporations Act to seek information from you for the purposes of providing personal financial advice. It is up to you to specify how you wish to provide us with this information and instruct us accordingly. Information and instructions can be provided to us in writing by telephone, post or email. It is in your interests to provide us with all relevant information about your personal and financial circumstances so as to assist us to assess your situation and be able to make suitable recommendations.

How we protect your privacy is outlined in our Privacy Policy. This is referred to later in this FSG.

Remuneration received by Nextplan and your financial adviser for financial services provided to you

Nextplan allows its financial advisers flexibility in agreeing with their clients how they are remunerated for services provided. In this regard you may agree to pay your financial adviser a fee for service; or you may agree to commission being paid to your financial adviser by the platform or product provider; or you may agree to a combination of both.

1. Fee for service.

Your financial adviser may charge you fees for services based on an hourly rate, a fixed dollar amount, the value of funds invested or a combination of these methods. The payment method and frequency can be agreed between you and your financial adviser.

2. Other forms of Remuneration.

On 1 July 2013 new 'Future of Financial Advice' legislation (FOFA) came into effect, which prohibits Nextplan and its authorised representatives from accepting 'conflicted remuneration', subject to certain exceptions. Under FOFA, 'conflicted remuneration' is any benefit, monetary or non-monetary, that could reasonably be expected to influence the choice of financial product recommended or the financial product advice. This includes commissions, bonuses and rebates, and most volume-based benefits, but there are some exceptions, such as remuneration for retail life insurance products. Nextplan and your financial adviser do not receive any conflicted remuneration.

Upfront remuneration may be paid to Nextplan by the issuer of the relevant financial product that has been recommended by your financial adviser. The payment may be paid by the product provider and

deducted from the initial amount you have invested or based on the insurance premium you have paid. The actual amount of upfront remuneration will vary depending on the product and may be agreed with your financial adviser. Upfront remuneration can be up to 2% of the value of the initial investment in an investment product and for insurance products it can vary from 0% to 66% of the first year's premium. For example, if you invested $100,000 in an investment product, the upfront remuneration could vary from $0 to $2,000 and if you pay a premium of $1,000 for an insurance product, the upfront remuneration can vary from $0 to $660.

Ongoing remuneration may also be paid to Nextplan by the product provider for the period that you hold the investment. This is intended to remunerate your financial adviser for the ongoing support that you receive in relation to that investment or insurance policy. Ongoing remuneration rates commonly vary between 0 and 2% per annum of the total funds invested in an investment product and for insurance products between 0 and 33% of the annual premium.

On 1st January 2020, the FASEA Code of Ethics came into effect as outlined earlier in this document and requires that each client must give free and informed consent to all benefits that your adviser will receive including fees for services that may be charged.

3. Other fees

Referral fees and rebates may also be paid to your financial adviser or their Corporate Authorised Representative. If any are relevant to your financial adviser, then details will be provided in either the Authorised Representative Profile part of this FSG or outlined in your SoA.

4. Alternative forms of remuneration

Your financial adviser may receive alternative forms of remuneration from time to time. Non-monetary benefits worth more than $300 are considered 'conflicted remuneration' under FOFA unless they are covered by an exception (e.g. for training and education). Receipts of non-monetary benefits worth between $100 to $300 will be recorded by Nextplan in a register at least each quarter, in line with the FSC/FPA Industry Code of Practice on Alternative Forms of Remuneration in the Wealth Management Industry. Alternative remuneration registers are maintained by fund managers, IDPS (platform) providers, financial advisers and licensees. Nextplan's register is available to you for inspection at Nextplan*'s* offices within 7 days of your request.

5. Where are details about remuneration disclosed?

If you receive personal advice from your financial adviser, they will tell you in the SoA about any remuneration and any other benefits that Nextplan or the employer financial planning practice or the financial adviser may receive from the issuer of a financial product and, where possible, in actual dollar amounts. Details are also in the Authorised Representative Profile part of this FSG.

6. How is remuneration administered?

The invoices that you will receive in relation to the fees charged will be issued either by your financial adviser or their employer financial planning practice on behalf of Nextplan. All fees must be paid to Nextplan, as licensee, and are then paid to your financial adviser, subject to the terms of any agreement between your financial adviser or their employer and Nextplan.

Relevant associations and relationships of your financial adviser and Nextplan

Your financial adviser will usually be the principal or an employee of a financial planning practice or partnership that is authorised to provide financial services on behalf of Nextplan. In most cases that employer practice or partnership will be unrelated to Nextplan; however, in some cases the practice may be a shareholder of Nextplan in which case they are an associate of and may potentially share in any profits of Nextplan.

Nextplan has relationships with different organisations that help Nextplan and our advisers in different ways. This support may include subsidising training events and conferences by way of sponsorship. These sponsors may change from time to time.

Some Nextplan financial advisers may have referral arrangements with other professionals. In some circumstances, referral fees may also be paid. General information will be included in the Authorised Representative Profile (if relevant), with more specific details in your SoA.

How do we protect your privacy?

The privacy of your personal information is important to us. We have systems and processes in place to protect your privacy.

We need to collect personal and financial information to administer our client relationships and provide you with appropriate products and services. For example, we may need to provide information to fund managers, platform operators and insurance providers for the purpose of giving effect to your financial plans. We also need to collect copies of identification material to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. Unless you tell us, you do not want us to send you information on products and services, we may use your personal details to send you information on products and services. We will not sell your information to third parties. You can access the information that we hold about you on request. For detailed information on how we handle your personal information and to whom this information will be provided, please read our Privacy Policy by requesting a copy from your financial adviser.

What if you have a complaint?

We follow the 'client first' principle and pride ourselves on the quality of our service; however, even with the best of intentions, there is the possibility of disagreement or dispute with you about our services.

If you have any complaint about the services provided to you, we want you to tell us as soon as you can, and we will endeavour to resolve it as quickly as possible.

If at any time you have any complaint about the services provided to you, you should take the following steps:

1. Please first contact your financial adviser and discuss your concern.
2. They will acknowledge your complaint within 24 hours or as soon as possible after lodging this complaint.
3. Hopefully, your financial adviser will be able to rectify the problem. If for any reason your concern is not resolved to your satisfaction within five business days, you should write a letter or email setting out the problem to us at the following address:

   The Senior Compliance Manager
   Nextplan Financial Pty Ltd
   Suite 208 92 Maroondah Highway VIC 3134
   Email: compliance@nextplan.com.au

4. Nextplan will investigate and seek to resolve your complaint within 30 days from when we receive the notification.
5. If, after 30 days, we have been unable to resolve your complaint to your satisfaction, you may address your complaint to the Australian Financial Complaints Authority at the following address:

   Australian Financial Complaints Authority
   GPO Box 3
   Melbourne Vic 3001
   Ph: 1800 931 678
   Email: info@afca.org.au

Professional Indemnity Insurance

The Corporations Act requires Australian Financial Services Licensees, such as Nextplan, to have adequate arrangements in place to compensate retail clients in the case of certain loss caused by Nextplan or a Nextplan authorised representative. Nextplan maintains professional indemnity insurance that complies with these Corporations Act requirements, including section 912B. The insurance also covers claims in relation to the conduct of representatives and employees who are no longer authorised or working for Nextplan (but who did at the time of the relevant conduct).