

## The purpose of this Financial Services Guide

This Financial Services Guide (FSG) has been authorised for distribution by Navigate Licence Pty Ltd ABN 87 637 901 967, AFSL no. 521367 ('Navigate Licence').

Navigate Licence is the Australian financial services licensee (AFSL) holder that authorises your financial adviser ('Adviser') and their firm Navigate Advice Pty Ltd ABN 24 614 319 274, Corporate Authorised Representative (CAR) number 1250588, ('Navigate Advice', 'we', 'us', 'our') to provide financial services.

This is an important document designed to provide you with information to make an informed decision about whether to use the financial services we provide. We act on behalf of Navigate Licence which means Navigate Licence is responsible for the services outlined in this FSG.

This FSG provides information about:

- Navigate Licence as the holder of the AFSL that authorises us to provide financial services
- Relationships or associations with other entities
- Disclosure documents you may receive
- The financial services and types of products we provide or recommend
- Collecting your personal information and providing us with instructions
- Fees or costs that may apply to you
- Remuneration that we, your Adviser or a related entity may receive
- What you can do if you are not happy with our services or have a complaint.

### Statement of Non-Independence

Navigate cannot declare themselves independent, unbiased or impartial as we receive insurance commissions on some existing policies. For new clients, some choose to have the product remunerate us rather than paying a fee to us directly. In these cases, we receive a commission from an insurer as per page 5 of this document.



### Contacting us

Navigate Licence, Navigate Advice and your Adviser can be contacted at:

- Address – 1/185 Morgan Street, Wagga Wagga, NSW 2650
- Phone – (02) 6927 0500
- Email – [contact@navigateadvisors.com.au](mailto:contact@navigateadvisors.com.au)

## The Navigate Advisors Group

Navigate Advisors believe everyone deserves to lead a fulfilling life. In order to achieve that vision, we aid clients to make smart financial decisions. Navigate Advice assists by providing financial advice within the context of a financial plan. Having an advice relationship with Navigate Advice will provide direction, leadership, coaching, mentoring, coordination and administrative value to maximise your potential to lead your best life.

Navigate Advisors have mutual ownership relationships within the Navigate Advisors Group of companies:

- Navigate Licence Pty Ltd ABN 87 637 901 967 is the AFSL holder and authorises Navigate Advice to provide financial services under their AFSL.
- Navigate Advice Pty Ltd ABN 24 614 319 274 provides the financial services referred to in this FSG and pay Navigate Licence a fee to operate under their AFSL.
- Navigate Accounting and Finance Pty Ltd ABN 37 614 294 665 provides taxation and business advisory services for personal and business clients to maximise potential income and lifestyle benefits.

- Navigate Finance Brokers Pty Ltd ABN 87 630 142 880 provides finance broking services across home, commercial and asset lending to ensure cost-effective debt facilities are held. It operates in a Joint Venture (JV) with
  - Tierra Foundations Pty Ltd ACN 156002587 (via Justin Cornock)
  - Blue Hearts Pty Ltd ACN 641575779 (via Ben Cooper)

Navigate Advice does not pay or receive referral fees. Navigate Advisors ownership benefits from profits derived from each respective entity after expenses. Please be aware that should your Adviser recommend financial strategies that result in you taking up services from that entity, the subsequent remuneration received will benefit the Group as a whole.

Navigate Finance Brokers Pty Ltd will receive commissions should you use its services. Refer to the respective JV partner Financial Services Guide.

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## Disclosure documents

You may receive the following documents when your Adviser provides financial services to you.

### Statement of Advice (SoA)

If your Adviser provides personal advice tailored to your circumstances and needs, you will receive an SoA. The information contained in the SoA will help you make an informed decision in relation to the advice provided. It also sets out the advice, the reasons for the advice and details any remuneration payable.

### Record of Advice (RoA)

If you were previously issued with an SoA, certain circumstances may allow the provision of further advice without the need for another SoA. Where this is the case, you are entitled to request an RoA within seven (7) years after the advice was provided. The RoA can be requested

from your Adviser and will detail the further advice and the basis of those recommendations.

Additionally, in certain circumstances where you are provided advice on a small investment balance or strategy advice only, you may be issued with an RoA. Your Adviser is required to provide you with a copy of the RoA in this circumstance, which will outline the advice, the reason for the advice, and detail any remuneration payable.

### Product Disclosure Document (PDS)

You will receive a PDS if your Adviser recommends a financial product or offers to arrange the issue of a financial product on your request. The PDS contains information about a financial product's features, fees, benefits and risks.

## Advice services and product types we recommend

### Advice services we provide

Under our AFSL, we can provide advice and deal in the following financial products on behalf of retail and wholesale clients:

- Basic deposit products
- Life insurance (investment life insurance products and life risk insurance products)
- Government debentures, stocks and bonds
- Managed investment schemes including interests in investor directed portfolio services
- Retirement Savings Accounts
- Securities
- Superannuation
- Standard margin lending.

### Financial product types we recommend

Based on the advice services we are authorised in, examples of the types of products we are able to provide advice on include:

- Savings accounts and term deposits
- Insurance (life cover, total and permanent disability cover, trauma cover, income protection and business overheads insurance)
- Treasury bonds and notes
- Managed funds and pooled investments
- Listed shares and exchange-traded funds
- Retail superannuation funds, Self-Managed Superannuation Funds and Retirement Savings Accounts
- Margin loans.

### Approved products

Our specialist product research team undertakes due diligence on product providers and uses independent research providers to select a range of high quality products worthy of recommendation to our clients.

While other products may also be suitable to your needs, your Adviser will generally only provide advice on products that are listed on the Navigate Licence Approved Product List ('Navigate APL').

All products on the Navigate APL must meet our rigorous selection criteria and approval process.

Depending on your objectives, financial situation and needs, your Adviser may need to recommend a financial product that is not on the Navigate APL. If this happens, any product that your Adviser may recommend needs to meet our selection criteria and approval process. The specific financial services and types of products that your Adviser is authorised to provide are outlined in the Adviser Profiles section of this FSG.

### Services we are not responsible for

We are only responsible for those financial services or products offered by your Adviser in their capacity as an Authorised Representative of Navigate Licence. This does not include any other services your Adviser may provide in any other capacity, including as an accountant or tax agent, such as:

- Taxation advice and services, e.g. completing tax returns
- Accounting and audit services
- Self-Managed Superannuation Fund compliance and administration services
- Business or legal advisory services and referrals
- Advice on unlisted or private companies and

investments, private development funds, franchises, high yield debentures, direct property, property syndicates, solicitor's or other mortgage schemes, derivatives, general insurance, or direct international share holdings.

Gavin Lamb, Emily Butt, Peter Hastie and Jessica O'Keeffe are deemed Tax (Financial) Advisers. David Hodge is a Tax Agent. Based on the information collected from you, your Adviser will consider the tax consequences that relate directly to the financial advice being provided. However, this financial advice will not include an assessment of your overall tax position. To determine how your Adviser's financial advice fits with your overall tax position, you should seek separate tax advice about liabilities, obligations or claim entitlements that arise, or could arise, under taxation law.

## Your personal information and providing us with instructions

### Collecting your information

We collect personal information about you when you meet with your Adviser, request or use our products or services, email us, phone us or visit our website. This information may include:

- your personal objectives
- details of your current financial situation
- other relevant information.

We may also collect information about you from service providers, agents, advisers, brokers, employers or family members. When collecting sensitive information, such as health and lifestyle information, usually for insurance purposes, we will ask you for your consent. You do not have to disclose all of your personal information. However, without it your Adviser may not be able to provide advice that is appropriate for your objectives, financial situation or needs. To access your personal information, please contact your Adviser. If your personal information is incorrect, please advise and we will update.

### Exchanging your information

We may exchange your personal information with third parties who can use this information in the same way we can. We disclose information to third parties as permitted by law or for the uses listed below.

Third parties include service providers where we outsource activities, persons acting on your behalf, other financial institutions, auditors, insurers, employers, and government agencies.

We may disclose your information to overseas service providers or other third parties who operate or hold data outside Australia, or when required for a particular transaction or by overseas law. Australian law may not apply to some of these overseas parties. We also have an administration team in the Philippines.

### Using your information

Your information may be collected, exchanged and used so that:

- advice that is appropriate for your objectives, financial situation and needs can be provided to you

- we may manage our relationship with you
- we may price, design and administer services or inform you about other products and/or services that may be of interest to you
- we can manage our risks, help identify and investigate illegal activity and comply with our legal obligations
- we can assist government and law enforcement agencies.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as your passport or driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

Your Adviser may sometimes use programs, calculators or worksheets as illustrative tools when you meet with them. Your Adviser uses these tools to find out about your relevant objectives, financial situation or needs. You should not rely or act on any representations made in these meetings as any personal advice that you receive will be set out in your SoA.

We are committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality, we have adopted the principles set out in the Privacy Act 1988.

### Instructing your Adviser

You will need to instruct your Adviser in writing, even when in person and your signature will be required for verification. For some products and services, special arrangements can be put in place to instruct your Adviser by electronic means, for example phone, e-mail or electronic signature.

### Non-advisory transactions

At times you may wish to make an investment transaction and do not need assistance from us with any decisions in relation to the product or transaction. In these cases, we can take your instructions and arrange for the

transaction to be completed without providing personal advice. If you wish to proceed without advice from us, we will ask you to confirm your instructions in writing and sign an acknowledgment form. Any assistance we provide to complete your transaction should not be taken as a recommendation or endorsement of the product or transaction.

#### **Fees, commissions, payments and other benefits we may receive for our services**

All advice fees and commissions are required to be paid directly to Navigate Licence as the licensee and then distributed to Navigate Advice.

If the fees, commissions or benefits are not calculable at the time we provide personal advice, we will describe the manner in which they are calculated at the time the advice is given or as soon as practicable thereafter. Further details on fees that we charge are contained later in this FSG.

We will only receive commission payments where we are entitled to.

## **Life Insurance Products**

Navigate can choose to be paid commission not exceeding:

- 66% in Year 1 of issue and 22% each year thereafter or
- 33% each year.



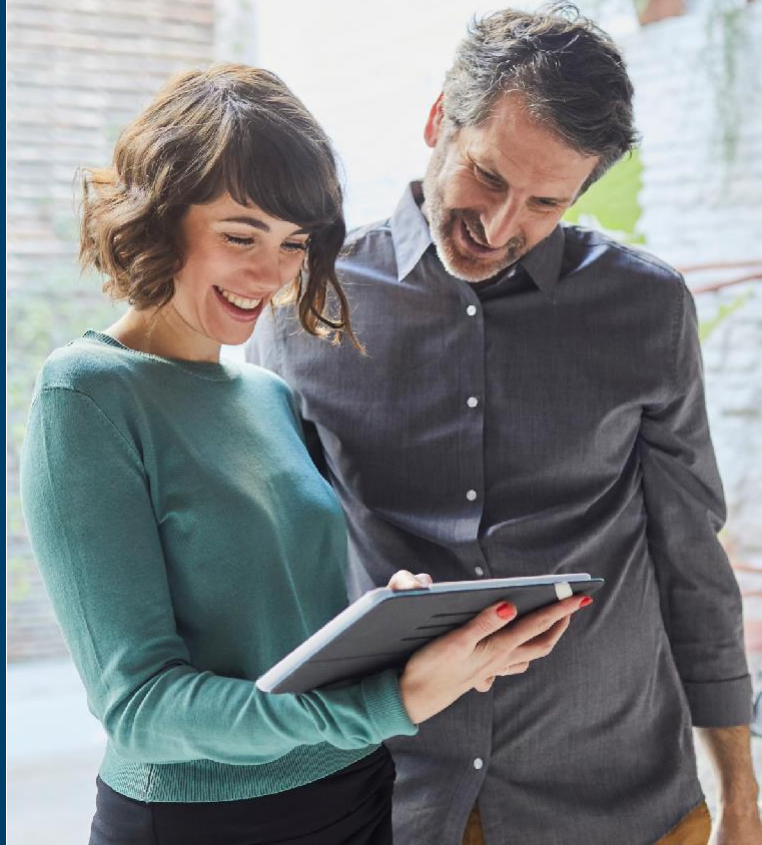
## Referral Fees

### Referral fees

Navigate Licence and Navigate Advice do not pay or accept referral fees. Any referrals made are in your best interests based on your Adviser's understanding of the need for expert advice in that respective field.

### Alternative remuneration

From time to time, Navigate Licence, Navigate Advice and/or your Adviser may also receive other benefits from product providers. We maintain a public register of all other benefits we receive. If other benefits are received, they must be valued at less than \$300 per provider each year or will otherwise be declined. We also maintain a conflict of interest register.



## Complaints

### Complaints, privacy and compensation arrangements

We always strive to provide quality advice and service and welcome any feedback that allows us to continue to improve our services.

### What to do if you have a complaint

We are committed to resolving your concerns. If you are not fully satisfied with any part of the service or advice for whatever reason, you should take the following steps:

#### Step 1: Contact your Adviser

If you have a complaint or are not satisfied with the advice or services provided to you, you should contact your Adviser in the first instance and discuss your concerns with them. Most complaints can be resolved quickly and fairly at this stage.

#### Step 2: Complaints Manager

If your complaint has not been resolved to your satisfaction, you can contact our Complaint Resolution Manager:

- Address – 1/185 Morgan Street Wagga Wagga, NSW 2650
- Phone – (02) 6927 0500

#### Step 3: Australian Financial Complaints Authority (AFCA)

If you are not satisfied with our handling of your complaint or our decision within 30 days, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints.

- Writing: Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001
- Online: [www.afca.org.au](http://www.afca.org.au)
- Phone: 1800 931 678 (free call)
- Email: [info@afca.org.au](mailto:info@afca.org.au)

Information about your rights can also be obtained from the Australian Securities and Investments Commission on 1300 300 630.

#### Our compensation arrangements

We have professional indemnity insurance cover in place and these arrangements comply with the requirements for compensation under the Corporations Act.

Our professional indemnity insurance is subject to terms and exclusions and generally covers claims arising from the actions of our current and former employees or authorised representatives whilst they acted on our behalf.

## Your Advisers



### Gavin Lamb - Senior Financial Adviser

**Authorised Representative Number: 446490**

Gavin is an authorised representative, shareholder and director of Navigate Licence and Navigate Advice. He receives a share of any profits made by these entities after expenses.

Gavin became a Financial Adviser in 2002. He has particular expertise providing advice in:

- Intergenerational wealth transfer including investment, insurance and estate planning
- Complex structures including business and trust entities
- Self-Managed Superannuation Fund strategy and investment
- Wealth and asset protection.

He most recently attained his Graduate Diploma in Financial Planning. He is a member of the Financial Advice Association Australia (Membership Number 500999).

Gavin is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Securities
- Margin lending
- Superannuation.

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### Emily Butt - Financial Adviser

**Authorised Representative Number: 472003**

Emily is an authorised representative of Navigate Licence and employee of Navigate Advice and receives a salary. A bonus may be payable if certain conditions are met. These conditions are related to compliance, values and corporate culture, efficiency and workflow, mentoring and leadership, and profit generation.

Emily became an Accountant in 2013 and Financial Adviser in February 2015. She has particular expertise in:

- Retirement income planning including income streams and Age Pension strategy
- Personal wealth and asset protection
- Aged Care strategy and investment.

Emily is a member of the Financial Advice Association Australia (Membership Number 501079).

Emily Butt is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Securities
- Margin lending
- Superannuation.





## David Hodge - Financial Adviser

### **Authorised Representative Number: 231935**

David Hodge is an authorised representative, shareholder and director of Navigate Licence and Navigate Advice. He receives a share of any profits made by these entities after expenses.

David has been providing financial and accounting advice for more than 20 years and has particular expertise in:

- Retirement income planning, incorporating business owner exit strategy and premises management
- Self-Managed Superannuation strategy and investment
- Complex structures including business and trust entities.

David attained a Bachelor of Business (Accounting/Computing) from Charles Sturt University in 1989 and became a Certified Practising Accountant (CPA) in 1993. David holds a Specialist in Financial Planning designation issued by the CPA Australia in 2001. He is a member of the Institute of Chartered Accountants (Member number 321077). David can provide specialist advice on Self-Managed Superannuation Funds (SMSF).

David is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Margin lending
- Superannuation.



## Peter Hastie – Financial Adviser

### **Authorised Representative Number: 327870**

Peter is an authorised representative of Navigate Licence and employee of Navigate Advice and receives a salary. A bonus may be payable if certain conditions are met. These conditions are related to compliance, values and corporate culture, efficiency and workflow, mentoring and leadership, and profit generation.

Peter became a Financial Planner in 2008 and most recently attained a Post Graduate Certificate in Financial Planning via Charles Sturt University. He specialises in providing advice in the following areas:

- Family cashflow and debt management
- Superannuation wealth creation strategies
- Family Wealth and Asset Protection
- Self-Managed Superannuation Fund strategy and investment

Peter is a member of the Financial Advice Association Australia (Membership Number 502226).

Peter is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Securities
- Margin lending
- Superannuation.





## Jessica O'Keeffe – Financial Adviser

**Authorised Representative Number: 1297569**

Jessica is an authorised representative of Navigate Licence and employee of Navigate Advice and receives a salary. A bonus may be payable if certain conditions are met. These conditions are related to compliance, values and corporate culture, efficiency and workflow, mentoring and leadership and profit generation.

Having been in the Financial Services industry since 2000, Jessica became a registered authorised representative in March 2023 after completing her professional year to become a Financial Adviser. Jessica has been employed in the Financial Advice industry in a number of support roles for over a decade, has experience with lending during her time as a Mortgage Broker and a wealth of knowledge on self-employment.

Jessica is a member of the Financial Advice Association Australia (Membership Number 501418).

Jessica is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Securities
- Margin lending
- Superannuation.





## Fees

### Advice and implementation fees

Navigate Advice operates on a fee only basis for our financial advice service. Prior to the provision of personal advice, we will agree upon your advice scope, your fixed fee, payment frequency and method of collection. Below is a summary of our available payment options:

#### Advice and Implementation Fee

The fee for our advice, documentation and implementation of our advice is calculated based upon a fixed price agreement. This fixed dollar amount will vary based upon the complexity of advice being provided and agreed upon prior to commencement. The minimum fee is \$2,750.

- Payable by Direct Debit from your Australian bank account, credit card or product/platform.

#### Life Insurance – Scaled Advice

The fee for the preparation and implementation of our advice is calculated as a flat dollar fee as follows:

- Initial Needs Analysis - \$440 inc GST. This covers the calculation that confirms the need for cover including the type of cover and benefit amount required.
- Strategy Recommendations - \$1,375 inc GST. This covers documentation of the ownership strategy, premium payment strategy and will include product recommendations to suit.
- Application Completion - \$440 inc GST per application. This covers the production, completion and lodgement of your applications with the product providers. Each resubmission will be subject to this fee.
- Underwriting Management - \$220 inc GST per application. This covers the monitoring, sourcing, coordination and lodgement of your ongoing underwriting requirements to enable the product provider to assess your application. Each resubmission will be subject to this fee.

The Initial Needs Analysis and Strategy Recommendation fees are payable at completion via direct debit or over the counter at Navigate Advisors.

The Application Management and Underwriting Management fees are payable in advance via direct debit or over the counter at Navigate Advisors.

### **Commission payments**

Alternatively, you can choose to have the insurer remunerate us via the Commissions outlined below. If you decide not to implement our recommendations or the application fails to go into force (complete) or your completed policy becomes subject to commission being reversed by the insurer for any reason, the fees for all progress will be payable in full. On an ongoing basis, all commissions will be retained by Navigate Advice.

Should you choose to remunerate us via commission payments for our services above, an initial commission is a one-off payment made upon commencement of an insurance contract and an ongoing commission is paid each year for which the premium is maintained. These commissions are based on a percentage of the premiums you pay. They are not paid directly by you and are instead deducted from the insurance premium by the product provider.

### **Supplementary service fees**

For supplementary services, such as the provision of general research material or the completion of administrative tasks, our fee will be calculated on an hourly basis as follows:

- Gavin Lamb and David Hodge - \$590 inc GST per hour (minimum one hour charge)
- Emily Butt, Peter Hastie and Jessica O’Keeffe - \$414 inc GST per hour (minimum one hour charge)
- Other FP Team Member - \$237 inc GST per hour subject to a minimum of \$77 inc GST.

### **Ongoing service fees**

Navigate Advice does not operate under an Ongoing Service Fee arrangement. Navigate Advice offers tailored financial plan and implementation management on an engagement basis that does not exceed 1 year.

In the event your Financial Plan requires future review to ensure it remains appropriate for you, we will inform you of the need and provide a quote at that time for your consideration.

### **Non-advisory implementation fees**

Managed investments and bank accounts: A minimum fee of \$275 (inc GST) per transaction.

Share transactions: A minimum fee of \$275 (inc GST) per transaction(i.e. per stock code).

Wealth protection: Fees as detailed in the Life Insurance – Scaled Advice (Application Completion/Underwriting Management sections) are payable for this service.

If we assist you on an execution-only basis (i.e. where you have been offered and declined advice), a fee of up to \$550 (inc GST) may be applied for each transaction or task or an hourly rate applied at the supplementary service fees rates outlined earlier in this FSG.

### **Referral arrangements**

We may refer you to a third party for advice or services. Should this occur, you are not obliged to consult the professional person we have suggested, but where you do, Navigate Advice does not receive a referral fee. If the third party we have referred you to is in the Navigate Advisors Group of companies, you need to be comfortable that we may benefit financially from the profit of that business after expenses.