

180
YEARS

Australian
Unity 
Real Wellbeing

Jason Holder

Kramason Pty Ltd trading as N-Q Financial Solutions

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This document is incorporated with, and must be read in conjunction with, the Financial Services Guide - Part 1, issued by Australian Unity Personal Financial Services Ltd (**AUPFS**). When read together, the Financial Services Guide will explain to you how I can provide services to you as an authorised representative of AUPFS.

Australian Unity
Personal Financial Services

Financial Services Guide

Part 2

Effective Date: 1 July 2021

My authorisation

I am authorised by AUPFS under its Australian Financial Services Licence to provide financial advice. My ASIC authorisation number is 295252.

I am a director of Kramason Pty Ltd trading as N-Q Financial Solutions, which is a Corporate Authorised Representative of AUPFS.

My experience, qualifications and professional memberships

I began my financial services career in banking in 1985. After attaining assistant manager status, I then moved into a new role in financial planning in 1999 where I subsequently held positions working as an employee of 2 major banks.

In 2005, I (in partnership with my wife Kim) took the opportunity to establish our own Financial Planning office with a view to providing quality financial advice along with high levels of personalised ongoing service for our clients.

While able to provide a wide range of holistic financial advice, I gain particular satisfaction in guiding my clients transitioning into and enjoying their retirement. I have a detailed knowledge and understanding of various Centrelink income payments and concessions and the complexities of entering aged care facilities.

My qualifications and designations include:

- Master of Financial Planning
- Graduate Diploma of Financial Planning
- Advanced Diploma of Financial Planning

I am also a member of the following professional associations:

- Financial Planner AFP (FPA)
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The areas in which I can provide financial planning services

I am authorised by AUPFS to provide financial services including advice or services in the following areas:

- Personal Risk Insurance
- Superannuation
- Retirement Planning
- Managed Investments
- Margin Lending
- Cash flow and Debt Management
- Aged Care
- Business Protection Insurance
- Specific aspects of Self Managed Superannuation Funds (suitability, comparison with other types of superannuation vehicles, general structure, investments and personal risk insurances)

If you require services that are outside the areas stated above, which I am not authorised to provide advice on, I can provide a referral to a professional who can assist.

If N-Q Financial Solutions receives a specific fee for this referral, it is disclosed below. It will also be disclosed in an advice document such as a Statement of Advice (SoA) or Record of Advice (RoA) if I provide you with personal advice.

Remuneration or other benefits arising from my referral arrangements

I have no particular referral arrangements with other professionals, but if I do receive a benefit as a result of referring you to another person or pay a benefit as a result of you being referred to me by another person, written disclosure of full particulars shall be provided to you in an SoA or RoA.

How the fees you pay are shared between me, my employer and AUPFS

All of the fees you pay are received by AUPFS, who retains a portion to cover the costs associated with operating and providing a financial services business. AUPFS retains 10% of fees (or a minimum of \$40,000 +GST) per annum up to \$1 million, after which it retains a reduced variable rate up to 5% of fees. The remaining fees are passed to N-Q Financial Solutions.

I receive a salary as a director of N-Q Financial Solutions. I could also receive a

performance bonus which may be based upon the amount of revenue I generate for N-Q Financial Solutions in advice fees and commissions, as well as other performance measures including compliance.

Fees that you pay for the financial services I provide

All fees shown below are inclusive of GST.

Initial consultation Fee:

The initial consultation meeting is your opportunity to meet me in person, over the telephone or via video conference, so you can view and consider my service offer. This meeting provides you with the opportunity to make a decision as to whether you would like to continue the financial planning process with N-Q Financial solutions. I generally allow up to 30 minutes for initial consultation meetings which I provide free of charge. Please note that for consultation meetings in excess of 30 minutes my hourly fee rate of \$220 may be applied at my discretion. You will be sent an invoice and payment is required within 30 days from the invoice date.

Initial advice fees:

Fees are charged for my initial advice and the preparation of an SoA. Fees are based on the complexity of the advice provided and range from \$1,200 (minimum) to \$7,000 (maximum). I will confirm the exact amount, which we will agree on before commencing any work.

You will be sent an invoice and payment is required within 30 days from the invoice date. Please note that my initial advice fees still apply where you decide not to implement my advice.

Implementation fees:

If you proceed with the advice given and additional work is required for implementing that advice, I may charge to cover the costs associated with implementing the recommendations in your SoA. The fee could range from \$1,200 to \$7,000.

Execution-only service or ad hoc advice fees:

Fees for execution-only services and ad hoc advice may be charged at a rate of \$220 per hour.

An estimate of the time required will be provided and agreed upon prior to commencing the work. You will be invoiced for these fees after the service is provided and payment is required within 30 days from the invoice date.

Ongoing service fees:

Once your financial plan is implemented, you may choose to participate in an ongoing review service.

Fees for ongoing services and reviews are all based on an annual fee, ranging from \$1,200 to \$7,000. The agreed ongoing service will comprise review meetings (with the frequency and number of reviews per annum agreed with you) and other ancillary services such as invitations to educational seminars and newsletters. Full details of the services offered in the ongoing service package will be provided at the time my advice is given.

Personal Insurance Claims Assistance Fee:

We understand that suffering ill health or injury, or even the death of a loved one is a very difficult and challenging time. For this reason, I am happy to offer a complimentary meeting of up to one hour free of charge to assist with the completion and lodgement of personal insurance claim forms for policies on which I am the listed servicing adviser. Please note that should you require our services and assistance over and above this one hour consultation meeting, my hourly fee rate of \$220 may be applied at my discretion. You will be sent an invoice and payment is required within 30 days from the invoice date.

Methods of payment for my fees include:

- Invoice directly to you
- Deducted from your investments (where this option is available and your authorisation to do so is obtained)

Full details of all fees and commissions received in consequence of my financial services will be provided to you in an SoA or RoA and Product Disclosure Statements at the time of receiving any recommendation.

Other benefits and payments which may be (directly or indirectly) received because of the services provided to you

Insurance products

Where I arrange a life insurance product, the insurer pays us an upfront commission and an ongoing commission when the product is renewed each year. The rate of upfront commission payable ranges from 0% up to 66% of the base premium. The rate of ongoing commission payable ranges from 0% - 31%. Importantly, the choice of commission payment arrangements does not affect the amount of premium payable.

For example, if you purchase a life insurance policy with an annual premium of \$1,500 AUPFS may receive an initial payment of up to \$990, calculated as $\$1,500 \times 66\% = \990 ; and an ongoing commission of \$465 calculated as $\$1,500 \times 31\% = \465 .

You should also refer to Part 1 of the FSG "*The benefits or payments which may be (directly or indirectly) received by us because of the provision of financial planning services*" for details of payments and benefits which my licensee may receive in consequence of individual services provided by me to you.

Alternative benefits that I may receive

From time to time, I may receive alternative forms of non-monetary benefits from product providers or other parties which have a value of less than \$300. These may include hospitality or education and training in relation to my professional development. Details of any alternative benefits I receive are maintained on a register. A copy of the register is available upon request.
