

## Financial Services Guide

The Purpose of this Financial Services Guide (FSG) is to provide you with important information before a financial service is provided to you, so you can make an informed decision about whether to use our services. The FSG contains details about:

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### Who we are

David J Newberry Pty Limited (ABN 29 082 896 197) is an Australian Financial Services Licensee (AFSL) Number 520230 and is registered as a Tax (Financial) Adviser with the Tax Practitioners Board Registration Number 26031695. David J Newberry Pty Limited is responsible for the financial planning advice provided by your adviser and has the obligation to always consider your best interests. This FSG has been prepared and issued by David J Newberry Pty Limited.

Our contact details are:

Suite 4, 493 Peel Street  
Tamworth NSW 2340  
T: 02 6766 9373  
E: [admin@newberry.com.au](mailto:admin@newberry.com.au)  
W: [newberry.com.au](http://newberry.com.au)

### Not Independent

David J Newberry Pty Limited may receive fees and/or a premium if you purchase financial products. David J Newberry Pty Limited and your adviser may receive commission based on your premium for the duration of time you hold an insurance policy, remuneration calculated on the basis of volume of business with an issuer of a financial product and gifts and other non-monetary benefits. For these reasons, we are not independent, impartial or unbiased.

As your advisers we are required to act in your best interest and will only recommend any associated products if we believe they will meet your needs. We are able to use products from a wide approved product list and we are bound by the FASEA Code of Ethics Standards in giving advice to you.

### Our Services

David J Newberry Pty Limited is authorised to advise and deal in certain financial services to retail and wholesale clients, which allows us to consider the following strategies and products:

## Strategies

- Wealth creation
- Retirement planning
- Investments
- Personal life insurance
- Superannuation
- Corporate superannuation
- Centrelink planning
- Debt reduction
- Cash flow planning

## Products

- basic deposit products
- government debentures, stocks or bonds
- managed investment schemes (managed funds) and investor directed portfolio services
- retirement savings accounts
- superannuation products
- life insurance and risk products

## Your Advisers

### David James Newberry

David has been providing financial advice to his clients since 1989.

He holds the following qualifications:

- Advanced Diploma of Financial Planning
- Diploma of Financial Services (Financial Planning)

David is a member of the following professional body:

- Financial Planning Association

He is also registered as a Tax (Financial) Adviser with the Tax Practitioners Board Registration Number 24886892.

David is an Authorised Representative (Number 254405) of David J Newberry Pty Limited and is authorised to provide financial planning advice in the areas detailed below.

### Bruce Anthony Miller

Bruce joined David J Newberry Pty Limited in 2016 and was authorised as a Financial Adviser in 2018.

He holds the following qualifications:

- Graduate Diploma of Financial Planning
- Graduate Certificate in Financial Planning
- Diploma of Financial Planning

Bruce is a member of the following professional body:

- Financial Planning Association

He is also registered as a Tax (Financial) Adviser with the Tax Practitioners Board Registration Number 25947812.

Bruce is an Authorised Representative (Number 1268970) of David J Newberry Pty Limited and is authorised to provide financial planning advice in the areas detailed below.

## Strategies

- Wealth creation
- Retirement planning
- Investments
- Personal life insurance
- Superannuation
- Corporate superannuation
- Centrelink planning
- Debt reduction
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## Products

- basic deposit products
- government debentures, stocks or bonds
- managed investment schemes (managed funds) and investor directed portfolio services
- retirement savings accounts
- superannuation products
- life insurance and risk products

## What to expect from the Financial Planning Process?

The right financial advice can protect your lifestyle and shape your future.

Before your adviser provides you with financial planning advice, you will need to agree to the type and scope of advice to be provided, usually in the 'Fact Find' document or a service agreement. In order for your adviser to provide you with personal advice, you need to provide them with detailed information about your current situation, needs, goals and objectives. If you choose not to provide your adviser with this information, any advice they provide may not be appropriate to your needs.

### Initial Advice

The first time you receive personal advice and before you invest in a financial product, we need to provide you with a Statement of Advice (SoA). It contains our strategy and product recommended solutions, the reasons for providing that advice, as well as information about risks, benefits, features and fees payable, to help you make an informed decision about proceeding.

If your adviser recommends a particular investment or insurance product to you, they will provide you with either a hard copy or a link to the relevant product brochures such as Product Disclosure Statements (PDS) and/or Investor Directed Portfolio Service (IDPS) guides. The PDS/IDPS will provide you with information to enable you to make an informed decision about your investment or whether to acquire a financial product, including information about the key benefits, risks and costs associated with the product. We encourage you to read these documents carefully and to ask your adviser any questions that you might have.

### Further Advice

If you need subsequent advice and your circumstances have not changed significantly, further personal advice provided to you will be documented in a Record of Advice (RoA), provided that the basis of the further advice has not changed significantly from the initial advice or previous SoA. A SoA may be required for more significant changes. Copies of each SoA and RoA will be retained on your client file. You may request a copy of these documents from us using the contact details above.

### Your instructions

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If you decide to act on the advice, you will need to provide your consent to proceed with the advice. This usually means completing a document called an 'Authority to Proceed' to confirm that you understand both the advice you have received and the benefits, risks and costs associated with the products or services recommended to you. Where personal advice is not provided, we can also act on your verbal or written instructions and we will confirm this in a 'No advice' document.

## How we charge

All advice fees will be discussed and agreed between you and your adviser prior to providing and implementing their services. Any remuneration paid to David J Newberry Pty Limited or your adviser for advice, or by a product provider that relates to an individual financial product recommendation, will be disclosed in the advice document provided to you. Unless otherwise noted, all fees are inclusive of GST.

A fee disclosure statement will be given to you each year if you choose to enter into an ongoing fee arrangement with your adviser.

The level of fees will depend on complexity of the advice required and will always be agreed with you prior to proceeding.

Your adviser may charge you and receive the following:

Initial advice fees			
<p>These are fees paid by you for:</p> <ul style="list-style-type: none"> <li>Research into your existing situation including your current financial products (within the agreed scope).</li> </ul>	Flat Fee	Minimum \$550	Maximum \$3,500
<ul style="list-style-type: none"> <li>Preparation of a strategy and research into appropriate recommended products.</li> <li>Presentation of advice and recommendations to you in an advice document such as a Statement of Advice.</li> </ul> <p>Fees range depending on the complexity of the advice.</p>	Flat Fee	Minimum \$1,650	Maximum \$10,000
<p>Any implementation fee will be agreed with you prior to proceeding and are fees paid by you for the administration to put your strategies and financial products in place with product providers.</p> <p>Fees range depending on the complexity of the advice.</p>	Flat Fee	Minimum \$550	Maximum \$3,500
Ongoing advice / service fees			

<p>These are fees paid by you for:</p> <ul style="list-style-type: none"> <li>The provision of ongoing advice on your portfolio/ strategy to ensure that it remains appropriate to your needs and circumstances.</li> <li>Ongoing adviser service fees may be indexed to inflation.</li> <li>Ongoing adviser service fees are generally paid in advance.</li> <li>Generally, ongoing fees are calculated and payable on a monthly or quarterly basis.</li> </ul>	Flat Fee	Minimum \$1,650 pa	Maximum \$10,000 pa
Record of Advice: Subsequent advice where minor changes are needed and your situation has not significantly changed.	Flat Fee	Minimum \$550	Maximum \$3,500
Additional Statement of Advice: Subsequent advice where significant or complex changes are needed.	Flat Fee	Minimum \$1,650	Maximum \$10,000
Other assistance with transactions outside an ongoing advice service.	Flat Fee	Minimum \$330	Maximum \$5,500

### Commissions

<p>These payments are made by the product providers in the form of initial and/ or ongoing commissions and are not an additional cost to you. Generally, insurance product providers pay commission. Note that where commissions are the same for initial upfront and ongoing annual commission (i.e. level), the commission caps do not apply</p> <p>For insurance policies entered into prior to 1 January 2020, your adviser may receive commissions higher than disclosed here. Please refer to the advice document provided for the amount of commission received on these policies.</p>	First year	66% of the premium amount	If your premium is \$1,000 p.a., your adviser would receive \$660 up front.
	Subsequent Years	22% of the premium amount	If your premium is \$1,000 p.a., your adviser would receive \$220 p.a.

### General advice, execution only instructions or other services

Also if your adviser provides you with a further advice document such as a SoA or RoA (which may arise depending on the complexity of the advice and the services provided), other fees may be payable. Any such fees and method of payment will be agreed in writing between you and your adviser and may include up-front, ad hoc, execution only service fees, implementation or ongoing fees, or a combination.

Fees can be deducted from your product or can be invoiced directly to you or a combination of methods. Cash transactions are not accepted.

## Other remuneration

### Life insurance products

Your adviser may receive an upfront commission and an ongoing commission based on your premium for the duration of time you hold a policy. These commission payments are made by the relevant product issuers and are not an additional cost to you. Advisers may also charge initial and ongoing adviser service fees. Insurers can deduct premiums directly from you or from your superannuation account balance.

### What other payments and benefits may David J Newberry Pty Limited and your adviser receive?

Sometimes in the process of providing advice and other financial services, David J Newberry Pty Limited or your adviser may receive benefits from product providers such as sponsorship of events, subsidised educational conferences, rebates, bonuses, preferred product rates or other fees.

### Non-monetary benefits

These benefits are discretionary in nature and relate to future events. It is therefore not possible to provide an estimated dollar value on these benefits. Advisers may receive benefits from David J Newberry Pty Limited or its related companies or product providers such as:

- Educational conferences and seminars
- IT software or support
- Non-monetary benefits such as business lunches, tickets to sporting and cultural events or other minor benefits. These benefits cannot be accepted on a frequent or regular basis or over the value of \$300.

Each adviser must keep a register of benefits received. If you would like to see a copy of our registers, you can contact us or your adviser directly.

## Any Interest, associations and other relationships

### Referrals

If someone has referred you to us, David J Newberry Pty Limited or your adviser does not pay any fee or commission in relation to that referral.

### Associations

We do not own another AFSL or product provider, and nor are we part of a group of companies.

Adviser David Newberry holds shares in David J Newberry Pty Limited and may receive dividends in respect of these shares.

## How we manage your personal information?

David J Newberry Pty Limited is committed to protecting your privacy. The purpose of our Privacy Policy is to ensure that you understand the ways in which we collect, maintain, use and disclose your personal information and how we comply with the Australian Privacy Principles.

We collect personal information to offer, provide, manage and administer the services outlined in

this FSG. You may consent to provide information to a third party e.g. your accountant.

In providing services to you, we may need to provide information to our service providers, including financial product providers, auditors, tax or legal advisers and software providers.

David J Newberry Pty Limited or our advisers keep records containing the personal information that you have provided, as well as documents and details of your financial objectives, situation and needs. We also keep records of advice documents and recommendations provided to you for 7 years.

On request, we will provide you with copies of your personal information and advice documents, although a fee may apply in respect of any costs that we incur in doing so.

A copy of our Privacy Policy is available at [www.newberry.com.au](http://www.newberry.com.au) You can contact our Privacy Officer if you have any questions on privacy related matters. You can also visit the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au) for more information about privacy.

## What you should do if you have a complaint?

David J Newberry Pty Limited takes all complaints seriously. Should you have a complaint, our process is detailed below.

### **Stage 1 - Our complaint handling process**

If you have a complaint about your adviser or David J Newberry Pty Limited, please contact our Complaints Manager on 02 6766 9373 or write to us at:

admin@newberry.com.au  
Suite 4, 493 Peel Street | PO Box 1571  
Tamworth NSW 2340

We will acknowledge your complaint in writing within 5 business days of receipt. We will review your complaint and provide you with a final response that includes reasons for our decision. For complaints relating to privacy, we will endeavour to resolve these within 30 days. For all other complaints, we will endeavour to resolve quickly and fairly and within 45 days. From 5 October 2021, we will be required to resolve your dispute within 30 days.

### **Stage 2 - External dispute resolution**

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

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

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

David J Newberry Pty Limited has professional indemnity insurance that meets legislative requirements. This includes coverage for claims in relation to the conduct of current advisers and advisers who are no longer authorised by us (but who were at the time of any relevant advice).

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