

# Financial Services Guide



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This Financial Services Guide ("FSG") is designed to help you decide whether to use any of our services and informs you of certain basic matters relating to our relationship, prior to us providing you with any financial service. This guide contains important information about:

- the services we offer you
  - how we, our licensee and our associates are paid
  - what associations or relationships we have with financial product issuers
  - our internal and external dispute resolution procedures and how you access them
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## About our Licensee

To provide financial advice an adviser is required to either hold an Australian Financial Services License (AFSL) or be authorised to provide advice by an AFSL holder. We have chosen to be licensed by Hunter Green Pty Ltd. **Hunter Green is 100% privately owned and holds its own AFSL.** Hunter Green acts in your best interests when providing personal advice and is responsible for ensuring the advice we provide meets the various legal and regulatory requirements, and provides us with Professional Indemnity insurance and dispute resolution systems.

For Hunter Green's services, systems and insurances we pay a monthly fee and may also pay an amount equivalent to up to 3.30% of any remuneration or commissions they, or we, receive for providing you with our advice or services.

### HUNTER GREEN PTY LTD

Level 22, 127 Creek Street, Brisbane, QLD 4000  
Telephone (07) 3532 4051  
[www.huntergreen.com.au](http://www.huntergreen.com.au)  
Email: [invest@huntergreen.com.au](mailto:invest@huntergreen.com.au)  
Australian Financial Services License No. 225962

### Lack of Independence

Hunter Green, "Limestone Financial Planning" and "Noel Pickett" cannot call themselves independent because Hunter Green and/or its authorised representatives receive commissions from the sale of risk insurance products that are not fully rebated to clients and may from time to time receive gifts or other benefits (for example meals at conferences or training sessions).

# Adviser Profile



## Noel Pickett

### Senior Adviser & Director of Limestone Financial Planning

Authorised Representative No 276640 of Hunter Green Pty Ltd AFSL No. 225962

Salija Pty Ltd t/a Limestone Financial Planning ABN 34 155 261 528

Corporate Authorised Representative No. 424093 of Hunter Green Pty Ltd Australian Financial Services License No. 225962

and

Mitastone Pty Ltd t/a Limestone Financial Planning ABN 89 154 320 528

Corporate Authorised Representative No. 416405 of Hunter Green Pty Ltd Australian Financial Services License No. 225962

### Contact details

Office Address	Suite 4, 5-11 Downs Street, North Ipswich Qld 4305
Postal Address	PO Box 2235, North Ipswich Qld 4305
Phone	07 3812 7122
Mobile	0433 212 092
Email	noelp@limestone.net.au
Website	www.limestonefinancialplanning.com.au



**Noel Pickett**

### About Noel

Noel's early career was in Education where he worked as a Primary School Principal. In 1995 he joined Suncorp as an Insurance Consultant and became a Suncorp Corporate Agent in 1998, specialising in Personal Risk & Business Insurance.

In 2000, he moved to Brisbane taking on a role of a Suncorp Mobile Financial Adviser which required incorporation of his knowledge and experience in Personal Risk Insurance with Financial Planning.

Noel took the opportunity to become an Authorised Representative of Suncorp Financial Services in 2004 and completed studies towards his Advanced Diploma of Financial Services (Financial Planning) in 2006.

Noel's professional satisfaction is in guiding his many clients to, and through, retirement. He works closely with clients to gain an understanding of their personal circumstances, in particular their financial commitments and lifestyle expectations. He is then able to provide tailored advice to assist them to meet the financial goals and objectives identified.

### Education, Qualifications and Memberships

- Advanced Diploma of Financial Services (Financial Planning)
- Diploma of Financial Services (Financial Planning)
- Noel is currently a member of the Financial Advice Association Australia (FAAA).

## What services do we offer?

### Cash flow and Debt management

Setting budgets and monitoring cash flow  
Strategies to accelerate debt repayment, restructuring and managing debts  
Salary packaging advice

### Tax effective investing

Advice on shares and managed investments  
Portfolio construction and management  
Investing via trust and company structures  
Wealth creation strategies for high income earners  
Gearing / home equity strategies

### Superannuation

Strategic advice regarding superannuation legislation  
Contribution (getting money into super) strategies  
Superannuation specific investment advice

### Retirement planning

Retirement lifestyle planning  
Strategies to minimise or eliminate tax in retirement  
Superannuation pensions / lifetime income streams  
Investment portfolios specific to funding retirement income  
Maximising Centrelink entitlements

### Wealth protection and Estate planning

Life insurance, TPD, trauma and income protection advice  
Business succession planning including Buy/Sell and Key man  
Estate planning and asset protection advice

### Strategies for business owners

Financial planning strategies specific to business owners  
Ongoing consulting and advice regarding business issues  
Exit strategy: preparing for sale and tax concessions

### Other Services

Advice regarding redundancy packages  
Dealing with disability payouts tax effectively  
Dealing with inheritances  
Strategies for philanthropy and charitable giving  
Lifestyle planning/ consulting on important financial decisions

## Do we have any relationships or associations with Financial Product issuers?

### Associations

We at Limestone Financial Planning and Hunter Green Pty Ltd are privately owned and are not part of any company which issues financial products. There are no ownership ties or other relationships with any financial service product provider which might unduly influence which financial products we are authorised by Hunter Green to recommend.

### Alternative Forms of Remuneration Register

Licensees and their representatives are required to maintain a register of any form of alternative remuneration paid or received with a value between \$100 and \$300. This register is available for your inspection on request.

## What kinds of financial products are we authorised to provide?

I am authorised to provide financial product advice and deal in a financial product, to retail and wholesale clients, in relation to the following financial products:

- Securities – meaning shares listed on the Australian Stock Exchange;
- Superannuation, whether personal super or corporate super;
- Interests in managed investment schemes including investor directed portfolio services – these are managed funds, master trusts and “wrap” accounts;
- Standard margin lending facilities;
- Retirement savings accounts (“RSA”) products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Deposit and payment products; and
- Life products including investment life insurance products and life risk insurance products.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions.

If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.

## How do I pay for Limestone Financial Planning advice?

All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

<b>Initial consultation</b>	This is an opportunity to view our service offer and meet with our financial planner. The meeting provides you with an opportunity to make a decision as to whether you would like to initiate the financial planning process with our company. This meeting generally takes up to one hour and there is a charge of \$330. In order to facilitate a more productive meeting an initial fact find is completed prior to the meeting.
<b>Data collection, Strategy Presentation, Advice Preparation</b>	We will spend time with you to ensure we understand your current personal and financial position. The quality of our advice is largely governed by the quality of the information that you provide to us. This data collection can take considerable time as we seek information from external parties. Your situation may require a strategy presentation to discuss alternate strategies. Not all clients will require a strategy presentation. Should this meeting be required it will occur by mutual agreement.

If you elect to pay us a fee for advice the following fees will apply. A client engagement authority is signed prior to commencing work. The fees will depend on the size of the investment portfolio and the complexity of the advice:

- The minimum fee charged is \$3,300 while the maximum fee is \$6,600.

If, in developing your financial plan, we identify that the nature and scope of the advice to be provided differs to that initially agreed upon, our initial fee may change. In this case, we will provide you with an upfront quote of the amount payable before we proceed further with finalising your financial plan.

<b>Implementation (fee for advice)</b>	If you elect to pay us a fee for advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice: The fee will range from \$3,300 to \$6,600. We do not charge asset-based fees on any borrowed funds.
<b>Ongoing fee for advice</b>	If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing fee is based on the complexity of ongoing advice and the services provided. The minimum fee is \$1,800 per annum. An ongoing care agreement will be signed prior to commencement. The ongoing advice fee will be based on the level of service needed and the complexity of the advice. The frequency of the review will also impact on the fee charged.
<b>Ad hoc advice</b>	Where you don't have an ongoing service arrangement and require ongoing advice on an ad hoc basis, a fee based on time charged at \$330 per hour (including GST) may apply.
<b>Execution only service</b>	Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off fee may apply.
<b>Stamping Fees</b>	We may receive stamping fees from issuer companies for raising capital or debt on behalf of that company. If so, the amount will be disclosed to you at the time of making the investment.
<b>Life Insurance products</b>	On insurance products that were in force prior to 1 January 2018 the relevant insurer will pay initial commission between 0% and 130% and ongoing commission between 0% and 33% of the annual premium for as long as you hold the product. On new insurance policies that came into force from 1 January 2018 the relevant insurer will pay initial commission between 0% and 88% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product. On new insurance policies that come into force from 1 January 2019 the relevant insurer will pay initial commission between 0% and 77% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product. On new insurance policies that come into force from 1 January 2020 the relevant insurer will pay initial commission between 0% and 66% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product. Commissions are paid to us by the product provider and are not an additional cost to you.

The basis and amount of all commissions and fees for service will be set out in the SoA and explained by your Adviser.

## How can you give us instructions?

You may tell us how you would like to give us instructions. For example, by telephone or other means such as e-mail.

## What information should you provide to receive personalised advice?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

We are also legally required to verify your identity, so we will ask to see your passport, driver's license or other identity documents. You should read the warnings contained in the *Statement of Advice* carefully before making any decision relating to financial products.

## Other documents you will be given if you receive advice from us.

When we give you financial advice you will be provided with a Statement of Advice (SoA) which will contain details about:

- the advice provided, including the basis on which it was given
- fees, commissions and other benefits
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

After receiving our initial advice, a Record of Advice (RoA) may be produced & retained by us instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice since the last SoA was provided. You can request a copy of any RoA at any time.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product—a *Product Disclosure Statement*—to help you make an informed decision about the Financial Product.

## What information do we maintain in your file and can you examine it?

We will retain copies of your identity documents and we will maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, including the initial Statement of Advice, and any subsequent Statements of Additional Advice and Records of Advice provided to clients receiving our ongoing service. Copies of these can be requested either verbally or in writing.

We are committed to ensuring the privacy and security of your personal information. A copy of the relevant privacy policy is available on our licensee's website or by contacting us. If you wish to examine your file, please ask us. We will make arrangements for you to do so.

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

1. Contact us and explain the nature of your complaint.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Complaints Officer Greg Hunter on (07)35324051 or put your complaint in writing and send it to him at Hunter Green Pty Ltd's address. We will try and resolve your complaint quickly and fairly.

### **HUNTER GREEN PTY LTD**

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[www.huntergreen.com.au](http://www.huntergreen.com.au)

Email: [invest@huntergreen.com.au](mailto:invest@huntergreen.com.au)

3. Hunter Green Pty Ltd is a member of the Australian Financial Complaints Authority (formerly the Financial Ombudsman Service (FOS)). If the complaint can't be resolved to your satisfaction you have the right to lodge a complaint with the Australian Financial Complaints Authority:

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

4. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

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#### Professional Association Complaints Process

As a member of the Financial Advice Association Australia, Noel Pickett is bound by the FAAA's Professional Code. In addition to the complaints handling procedures set out previously in this FSG you may also lodge a complaint with the FAAA by phone on 1300 337 301 or email at [Professional.standards@faaa.au](mailto:Professional.standards@faaa.au)

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## Compensation Arrangements

Our licensee, Hunter Green, holds Professional Indemnity Insurance which includes cover for the work done for Hunter Green by its representatives and employees even though they may have ceased employment with Hunter Green. Hunter Green believes its PI insurance complies with the requirements of the section 912B of the Corporations Act and the relevant Regulations.

If you have any further questions about the financial services Limestone Financial Planning provides, please contact us on 07 3812 7122. Retain this document for your reference and any future dealings with Limestone Financial Planning.