



Financial Services Guide and Credit Guide

Nexia Sydney Financial Solutions Pty Ltd



Part 2 – (Adviser Profile) Sylvia Liang

Licensee

Nexia Sydney Financial Solutions Pty Ltd (ABN: 88 077 764 222 AFSL: 247 300)

Level 16, 1 Market Street SYDNEY NSW 2000

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Part 1 (Adviser Profile)

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- Credit Guide (Section 2);
- The Services I Provide (Section 3);
- Fees and Charges (Section 4); and
- Contact & Acknowledgement (Section 5).

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSG) and Credit Guide (CG) dated 01 January 2021 and should be read together with Part 1. Part 2 sets out specific details about me as a Financial Adviser of Nexia Sydney Financial Solutions Pty Ltd ('NSFS'), and my employer.

I am authorised by Nexia Sydney Financial Solutions to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG and CG. I have also been authorised by Nexia Sydney Financial Solutions to distribute this FSG.

Nexia Sydney Financial Solutions

ABN 88 077 764 222

Holder of Australian Financial Services Licence

No. 247300 ('AFSL')

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Section 1 About your Adviser

Who is your Financial Adviser?

Your Financial Adviser is Sylvia Liang of Nexia Sydney Financial Solutions Pty Ltd.

My Financial Adviser number is 000262649.

What Experience Does your Financial Adviser Have?

Sylvia Liang has been in the Financial Services Industry for over 15 years and has considerable "hands on" business experience in providing a value oriented, holistic financial planning service, with a core focus of delivering tailored solutions and helping her clients achieve their financial goals.

What Qualifications and Professional Memberships Does your Financial Adviser Have?

- CERTIFIED FINANCIAL PLANNER ®
- Chartered Accountant
- Certified Practising Accountant
- Master of Commerce
- Bachelor of Law
- Bachelor of Business (Accounting & Computing)
- Diploma of Financial Planning (Australia)
- Diploma of Finance/Mortgage Broking Management
- CA SMSF Specialist Advisor™

Does your Financial Adviser Have any Associations or Relationships?

I have an association with Nexia Sydney Financial Solutions Pty Ltd as a employee. Fees and commissions are paid to Nexia Sydney Financial Solutions Pty Ltd.



Section 2 Credit Guide

This Credit Guide provides you with the key information that you need to know to make an informed and confident choice when engaging our products and services.

Our Services

The National Credit Code (NCC) generally regulates loans to individuals where the loan is provided or intended to be provided wholly or predominantly for personal, domestic or household purposes, or to purchase, renovate or improve residential property for investment purposes (or the refinancing of any such loans).

Nexia provides credit services in relation to loans regulated by the National Credit Code, including:

- Strategic credit advice;
- Referral to a broker or credit provider; and/or
- Other credit assistance.

Where your financial adviser is a Credit Representative of Nexia, your financial adviser may provide credit services in relation to credit contracts with a range of credit providers. Nexia provides its credit services through the AFG Group and this forms the basis of its extensive Approved Product List (APL)

Not all of Nexia's Financial Advisers are authorised to use the services of AFG. Part 2 of this Guide will indicate if your financial adviser is a Credit Representative of Nexia and what credit services they can provide in that capacity.

When providing any such credit services, Credit Representatives of Nexia will not act as your agent, and will not act as agent of any credit provider, except to the extent necessary as part of the application process.

If your financial adviser is not a Credit Representative of Nexia, any credit services they provide are not provided as a representative of Nexia, and Nexia does not train, support or supervise your financial adviser in providing those credit services, and Nexia is not responsible for the provision of those credit services.

Our General Obligation

We hold the necessary mortgage broking experience and qualifications in accordance with the National Consumer Credit Protection Act, 2009 to provide you with assistance. We are required to meet specific competency standards

relating to educational and professional development. You can be confident that we are held accountable to not only our organisation's high ethical standards / values, but also have a responsibility to maintain the regulatory standards that are set by both Commonwealth and State governments.

Our mission is to ensure we offer our clients the best service and most appropriate products to suit your individual needs through our professionalism and attention to detail. Ultimately, our goal is to ensure applicants are provided with a loan that meets their objectives.

We undertake to listen to your needs and your instructions, ensuring that there is collaborative agreement through each step of the finance application process.

Our relationships and alliances with likeminded quality organisations ensure we are positioned to offer the best quality service as well as offering financial services where appropriate.

We will not suggest that you apply, or assist you to apply, for a credit contract or for an increase to the credit limit of a credit contract or suggest that you remain in a credit contract if we assess that the credit contract is unsuitable for you. This assessment is the 'Preliminary Assessment'.

When will a Credit Contract be Suitable?

By law, before entering into a specific credit contract, we are obliged to conduct a Preliminary Credit Assessment to determine what kind of loans would be suitable for you. In consultation with you, we will explore and discuss with you your financial situation, financial objectives and borrowing needs before we determine which loan product may suit your requirements.

For the purposes of the Preliminary Credit Assessment, we will need to ask you some questions in order to assess whether the loan or lease is not unsuitable. The law requires us to:

- Make reasonable inquiries about your requirements and objectives;
- Make reasonable inquiries about your financial situation; and
- Take reasonable steps to verify that financial situation.

The assessment will be conducted prior to recommendation of a particular product. The assessment will involve collection and verification of financial information to determine the appropriate loan amount and the loan costs associated with entering a credit contract. This will ensure that your circumstances will be assessed appropriately and that the options suggested will not place you in financial hardship. Once completed, this Preliminary Credit Assessment is only valid for 90 days. A copy of the Preliminary Credit Assessment will be available to you, on request - this will be available up to 7 years after we provide you with credit assistance

Prior to the Preliminary Credit Assessment being conducted, we may provide you with product summaries that highlight various key features and benefits of the product. We may also provide you with Product Comparison documents that allow you to compare the features and benefits of each product and assess the suitability to your requirements.

When will a Credit Contract be Unsuitable?

A credit contract will be unsuitable if:

- the credit contract does not meet your requirements or objectives;
- it is likely that you will be unable to comply with your financial obligations under the credit contract; or
- it is likely that you could only comply with your financial obligations under the credit contract with substantial hardship.

How can you Access a Copy of the Preliminary Assessment?

We will give you a written copy of the applicable Preliminary Assessment, if you request a copy of this from us during the period of seven years from the date of the quotation for credit assistance we have provided to you (the 'Quotation Date').

We will give you a copy of the Preliminary Assessment after we receive your request, within the timeframes set out below:

Your request is made	We will give you your assessment:
Before the Credit Day*	As soon as possible after we receive your request
Up to 2 years after the Credit Day*	Within 7 business days after we receive your request
Between 2 and 7 years after the Credit Day*	Within 21 business days after we receive your request

**We are not required to provide you with a copy of the assessment if the credit assistance our request relates to was provided before 1 January 2011 or when you have decided not to proceed with the credit assistance.*

What Type of Fees, Commissions, Payments and Other Benefits do we Receive for our Services?

Fees payable by you to third parties

When the credit application (loan) is submitted, you may need to pay the lender's application fee, valuation fees, or other fees that are associated with the loan application process, even if the loan is ultimately unsuccessful.

Fees payable by you to the licensee

If a fee is payable by you, this will be disclosed to you.

Payments received by the licensee

Please take notice that the licensee may receive fees and commissions from Lenders or Lessors in connection with any finance we arrange for you. These fees are not payable by you.

The commission / brokerage amount depends on the amount of the finance and may vary from product to product. We can provide you with information about a reasonable estimate of those commissions and how the commission is worked out if you require.

Commissions are paid based on a percentage of the loan balance that is drawn down which in most cases will be net of any amounts you hold in an offset account. The way commissions are calculated and paid to us by lenders may vary. By following the responsible lending requirements, we will ensure the loan recommended to you is not unsuitable for your situation and objectives.

Fees payable by the licensee to third parties

We will not receive or provide any referral fees or benefits to third parties.

Hourly rate model

Under this model, all work undertaken will be charged on an hourly-rate basis.

It is important to note that if the loan does not get implemented but work has been performed, you will be invoiced for the work undertaken at that point.

We will provide a service charter that indicates an estimated time cost to undertake the work from beginning to end, should the work undertaken exceed the fee quote estimate, we will advise you accordingly to reset the fee estimate expectation.

Otherwise the fee that is paid to Nexia from the ultimate financial institution that you choose for your loan solution will be offset against the agreed service charter and any balance (if any) will be rebated back to you.

Top 6 Lenders

We aim to provide you with information from a range of lenders. Once you have chosen a loan that is suitable for you, we will help you obtain an approval.

The list below documents the 6 most commonly used lenders by my licensee. This does not necessarily reflect all of the financial institutions that my licensee is able to conduct business through.

- Macquarie
- ING

- Bank of Queensland
- Suncorp
- Bankwest
- St. George Bank

Further Information

Please contact a credit representative or licensee for further information regarding the credit guide.

Our Credit Representatives

Details of the credit representative you are dealing with are set out below:

Credit Representatives	Sylvia Liang Natalie Viney
Australian Credit Licence No.	247300
Contact	PO Box H195 Australia Square NSW 1215 p+ 61 2 9251 4600 f+ 61 2 9251 7138

Complaints

See Section 4 — 'Are you satisfied?' for more information.



Section 3 The Services I Provide

What Areas is your Financial Adviser Authorised to Provide Advice on?

I am authorised by Nexia Sydney Financial Solutions to provide general and personal advice and deal in financial products and financial services, including advice or services in the following areas:

- Life products – Investment life insurance products
- Life products – Life risk insurance products
- Superannuation
- Deposit products
- Debentures or bonds
- Interest in managed investment schemes
- Retirement savings accounts
- Securities
- Standard margin lending facilities
- Self-managed superannuation fund
- Consumer credit advice and assistance]
- Strategic advice about consumer credit and consumer credit referrals

Are there any Services your Financial Adviser is not Authorised to Provide?

I am not authorised by Nexia Sydney Financial Solutions to provide advice or services in the following areas:

- MDA services
- Derivatives;
- Consumer credit advice and assistance
- Finance broking

Please ask me if you would like a referral for these services.

How can you Provide your Instructions to me?

You may provide instructions to me by using any of the contact details provided in Section 5 'Contact & Acknowledgement'.

Privacy Statement

In addition to the information provided in the Nexia Sydney Financial Solutions FSG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available [here](#) and/or by calling us on 02 8264 0715.

Section 4 Fees and Charges

How will your Financial Adviser be Paid for the Services Provided?

All fees and commissions disclosed in this FSG and CG which are attributed to the services provided to you by me are paid to Nexia Sydney Financial Solutions.

Nexia Sydney Financial Solutions receives all fees and commissions payable for the services we provide.

I receive a salary as an employee of Nexia Sydney Financial Solutions Pty Ltd.

What is your Financial Advisers Fee Structure?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

Recommendation: For having a personalised financial plan (SoA) prepared, a plan preparation fee is payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you. On average, the fee for most clients would range between \$4,000 and \$7,000.

Implementation: I may charge a placement fee and/or implementation fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation and the amount of funds invested. On average, the fee for most clients would range between \$2,000 and \$3,000.

Ongoing Advice Service and Reviews: If you choose to have me conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, an ongoing fee will be incurred that is reflective of the complexity of your overall portfolio, the amount of funds invested and the number of reviews you wish to instigate. On average the fee for most clients would range between \$6,000 and \$9,000 per annum.

Where a placement fee and/or implementation fee is charged, I may rebate all or part of the initial commissions and/or ongoing commissions received from a product issuer, by way of an increase in your investment amount.

Where I receive an initial commission and/or ongoing commission amount, I may rebate all or part of the implementation and/or placement fee to you.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Further Advice (RoFA) and Product Disclosure Statements at the time of receiving any recommendation.

What Amounts do my Employer and Other Related Entities Receive for Financial Services?

All fees, commissions and incentives are received by Nexia Sydney Financial Solutions.

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance, rather than 1%, could reduce your final return.

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask your financial adviser.

To find out more

If you would like to find out more or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) [website](#) has a managed investment fee calculator to help you check out

What Other Benefits does your Financial Adviser Receive?

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

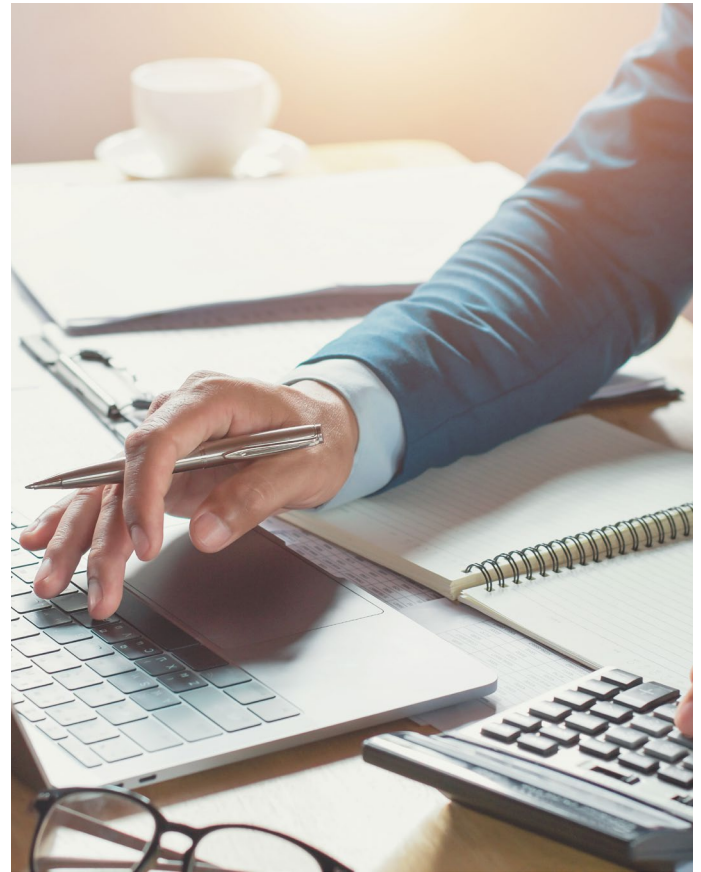
From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

What Fees do we Pay to Someone who Refers you to us?

We and Nexia pay no referral fees to any other third party.

Can we Receive Referral Fees?

We and Nexia will not receive referral fees from any third party.



Section 5 Contact & Acknowledgment

How to Contact your Financial Adviser

Sylvia Liang Phone: 8264 0763
Your Financial Adviser: Email: sliang@nexiasydney.com.au

Practice details: Phone: 02 9251 4600
Level 16, 1 Market Street, Fax: 02 9251 7138
SYDNEY NSW 2000 Website: www.nsfinancial.com.au
www.nexia.com.au

Acknowledgement – Adviser Copy (to be Retained on Client File)

I/We acknowledge that I was/we were provided with the Nexia Sydney Financial Solutions Financial Services Guide and Credit Guide Part 1 dated 01 January 2021 and Part 2 (Adviser Profile) dated 01 January 2021.

Client name:

Client signature:

Date received:

Client name:

Client signature:

Date received:

OR complete as follows if Financial Services Guide is mailed to Client(s):

I confirm that I have sent a copy of the Nexia Financial Services Guide and Credit Guide Part 1 dated 01 January 2021 and Part 2 (Adviser Profile) dated 01 January 2021 as follows:

Sent to (Client name):

Sent on (Date):

Sent by (Name):