



# Financial Services Guide

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**John Jones**



Bluewater Authorised Representative Number 243944

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**Authorised for Distribution by Bluewater Financial Advisors Pty Ltd**

# Why am I receiving this document?

This Financial Services Guide (FSG) is an important document which we are required to provide to you as a condition of our Australian Financial Services Licence (AFSL).

It contains information about:

- Bluewater Financial Advisors
- John Jones
- The services offered and their cost
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we have recommended.

## Information about us

Bluewater Financial Advisors Pty Ltd holds its own Australian Financial Services Licence 411846 which has been issued by the Australian Securities and Investments Commission (ASIC).

Bluewater Financial Advisors Pty Ltd is a privately owned and operated Australian company and makes all recommendations and advice on a thorough knowledge of its client's goals, objectives, financial situation and ability to sustain financial risk. It bases its investment recommendations on quality, researched products and also provides recommendations for appropriate and affordable insurance cover. Bluewater Financial Advisors Pty Ltd specialises in providing objective financial advice to families and businesses who desire to create long term wealth utilising a number of strategies and techniques where appropriate to help achieve this objective.

Bluewater Financial Advisors is a Principal Member of the Association of Independently Owned Financial Professionals (AIOFP), an Affiliate Member of the Association of Financial Advisers (AFA) and The Tax Institute.

As a licensee we are required to comply with the obligations of the Corporations Act and the conditions of our licence. This includes the need to have compensation arrangements in place with a Professional Indemnity insurer.

## What services do we provide?

Bluewater Financial Advisors holds a licence to provide a comprehensive range of services which include:

- Financial Planning
- Cash management trusts
- Cash Flow management
- Wealth Accumulation and Investing
- Superannuation & Self Managed Superannuation Funds
- Personal insurance advice
- Group Insurance
- Direct equity advice
- Direct property advice
- Managed investment advice
- Leveraged Strategies
- Retirement planning advice
- Margin lending advice
- Annual Plan and Portfolio reviews

These services are provided to both wholesale and retail clients.

## Your Financial Adviser

John Jones will provide these services to you (ASIC number 244943).

John is an authorised representative of Bluewater Financial Advisors Pty Ltd.

John's qualifications are as follows:

1. Advanced Diploma in Financial Services (Financial Planning)
2. Tax (financial) Adviser
3. Specialist knowledge in Self Managed Superannuation Funds

4. Certified Financial Planner, CFP
5. Teachers Certificate
6. Chartered Insurance Agency Manager.

After teaching in Australia and overseas, John commenced a career in the financial services industry in 1976. He has over 26 years' experience working as a Financial Adviser assisting clients achieve their goals and enjoy their desired lifestyle. John utilises:

- his ability to listen and empathise together with
- access to proven tax effective and Government benefit strategies,
- efficient solutions in investments and insurance products and strategies

for his clients and their families to help them protect, grow and distribute their wealth.

As John's client his first responsibility is to you to help you achieve your desired outcomes.

John acts on behalf of Bluewater Financial Advisors who is responsible for the services that he provides.

Bluewater Financial Advisors will ensure John:

- Only provides advice to you where he is competent to do so
- Completes ongoing training to maintain his competency
- Is provided with the best quality technical support and investment research
- Is monitored and supervised

You can rely on Bluewater Financial Advisors and John to deliver professional advice and to stand by that advice.

## **The financial planning process**

We recognise that the objectives and personal circumstances of each client are different.

What is right for one client may not be right for another.

We will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all issues.

When we first provide advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice.

We will also provide you with a Product Disclosure Statement. This contains information about each product recommended to help you understand the investment being recommended.

At all times you are able to contact us and ask questions about the advice and investments recommended.

We provide an annual review service to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products available.

The ongoing advice we provide to you will be documented in a Record of Advice.

## **How you can pay for our services**

A letter of engagement will be provided to you when we agree you are going to become our client. It will outline the scope of the work and the cost.

You can pay in the following ways:

- A fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- via commission we may receive from a financial product provider when you commence an insurance contract, or
- A combination of the above.

This allows you to know that you are paying for our advice irrespective of any product we recommend and clarifies the services you are entitled to and ensures all recommendations are driven by your needs.

## Other payments we may receive

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If we cannot provide this accurately, we will provide worked-dollar examples.

Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

## Referral Fees and Commissions

If we were to receive referral fees or commissions where we refer you to external parties. We will disclose the referral arrangements to you whenever we refer you to an external party.

If we were to pay referral fees or commissions to external parties who have referred you to us. We will disclose the referral arrangements to you when we provide you with a SoA.

## Your Privacy

Bluewater Financial Advisors is committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

1. The law requires us to do so
2. You consent for us to do so
3. Consider whether there are other parties where there may not be consent

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our full Privacy Policy is available on our website

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

## Making a Complaint

Whether positive, constructive or negative we welcome your feedback at all times. It is important to us that we are meeting your expectations and if not to make adjustments to do so.

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact us.

Please call us at or our office or put your complaint in writing. We will endeavour to reply promptly and take steps to meet your requirements.

If you are not satisfied with our response you can refer it to the Financial Ombudsman Service. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

## Our fees and other charges: who receives the fees?

Bluewater receives a weekly payment from your Adviser and does not receive any other payment from any person in respect to the services provided to you by the Adviser. Any commission received by Bluewater is passed on to your Adviser.

Your Adviser will provide you with full details of all fees before doing any significant work for you, after the second meeting. Fees will be explained in your meeting and detailed in a statement of advice. If applicable your adviser will also provide you with a detailed breakdown of ongoing fees on an annual basis in a fee disclosure statement.

If your Adviser is employed by a Corporate Authorised Representative your Adviser may be paid a salary or receive profit share from fees and commission paid to that Corporate Authorised Representative.

## Our fees and other charges: how are they calculated?

Our agreed advice fees may include charges for:

1. Initial advice; and/or
2. Ongoing advice,

Your Adviser may receive:

1. fees paid directly by you, based on time, the amount invested or some other agreed criteria; and/or
2. a set dollar amount or percentage-based fee that is agreed between you and us and paid via your product; and/or
3. For services in relation to life insurance, banking deposit products,

some loan products and older investment products, commissions may be paid by the product provider as follows:

- i) Initial fee – a pre agreed amount deducted from your account or investment balance or insurance premiums; and/or
- ii) Ongoing fee - a percentage of the value of your investment balance, outstanding loan amount of premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

*(For example. for life insurances and other risk insurances: up to 120%, usually 20%, of the initial annual premium as an initial commission and 15%, usually 20%, of the ongoing annual premium as a trailing commission. If the annual premium for a life insurance policy is \$1,000, your Adviser may receive \$1,200, annually \$200, in the first year and then \$150, usually \$200, each year thereafter)*

Your Adviser may also provide you with a personally tailored service agreement or letter of engagement. This agreement or letter may contain details in relation to the initial and/or ongoing service offering and fees and should detail the actual remuneration arrangement between you and your Adviser. Your Adviser will provide you with further details where relevant.

Your Adviser will agree a basis for charging fees before providing any chargeable services to you.

Your Adviser does not receive 'soft dollar' (ie non-cash) payments for amounts greater than \$300 from any third party.

If any fees are paid to a third person for referrals these fees will be detailed in your SOA.