



# **Financial Services Guide**

ABN: 81 675 121 365

Australian Financial Services Licensee number 559207

Northhaven Private Wealth Pty Ltd

Level 6, 51 Rawson Street, Epping NSW 2121

Northhaven FSG - Version 1

Date Created: 24/03/2025

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This Financial Services Guide (“FSG”) contains important information about:

- the services we offer you
- how we and our associates are paid
- any potential conflict of interest we may have
- our internal and external dispute resolution procedures and how you can access them

When we give personal financial advice to you, we will provide you with a written Statement of Advice. In order to ensure that our advice is appropriate to you, we must make reasonable enquiries about your current financial situation along with your future needs, goals and objectives.

In the Statement of Advice, we will, amongst other things, tell you about:

- our fees and commissions
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

If we recommend a specific retail Financial Product to you, we will give you information about the specific Financial Product - a Product Disclosure Statement - to help you make an informed decision about the Financial Product.

If one of our representatives provides further advice to you, related to advice provided in a previous Statement of Advice and we do not give that further advice in writing, you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or Northhaven directly in writing, by telephone or by email.

## **CLIENT INSTRUCTION – YOUR INSTRUCTIONS TO US.**

You may specify how you would like to give us instructions. For example, by telephone, email or other means. In all cases, we must receive written confirmation of these instructions.

### **Not Independent**

Northhaven Private Wealth Pty Ltd is not Independent under section 923A(2)(a)(i) of the Corporations Act because we receive commissions on the sale of life risk insurance products and provide an MDA product that we advise on.

## **WHO IS NORTHAVEN?**

Northhaven is a firm specialising in providing comprehensive financial planning and portfolio management for private clients and organisations. Throughout this document we refer to Northhaven, Northhaven Private Wealth and Northhaven Private Wealth Pty Ltd interchangeably. They are all references to the registered company, Northhaven Private Wealth Pty Ltd.

Northhaven holds an Australian Financial Services Licence No. 559207.

The Representatives of Northhaven (with their corresponding ASIC register numbers) are:

Erin Marie	LYNES	392576
Grant Ronald	INNIS	270324
Anthony	FERNANDOPULLE	447932

### **Our registered office is:**

Level 6, 51 Rawson St, Epping, NSW 2121

P.O. Box 440 Epping NSW 1710

Tel: 02 9877 0505

Email: [premium@northhaven.com.au](mailto:premium@northhaven.com.au)

## **THE SERVICES WE OFFER**

The Advisers at Northhaven are focused on providing long term solutions to all your financial needs. Each service we offer is provided on a value-added basis. We will seek to co-ordinate and integrate the various services you require to work towards your optimal long-term financial outcome.

Our services are grouped into five areas:

1. Your needs and enjoyment
2. Tax effective accumulation of assets
3. Investment and portfolio management (including MDA services)
4. Protection of assets and income
5. Transfer of assets, including estate planning.

Details on the services Northhaven is authorised to provide by law are listed at the end of this document.

Northhaven seeks to reduce its carbon footprint by providing digital disclosure documents, rather than paper, wherever possible. However, we understand that for some clients this can be inconvenient. If you require paper versions of any of our documents or disclosures, let us know and we will be happy to provide them.

## **WHO NORTHAVEN ACTS FOR WHEN PROVIDING THESE AUTHORISED SERVICES?**

Where we provide advice, our primary concern is for your financial wellbeing. We therefore act in your interests in providing our authorised services rather than that of any product issuer. Any remuneration we may receive from product issuers (such as commissions or other forms of remuneration) will be fully disclosed to you.

### **Your Needs and Enjoyment**

Our initial focus is to understand your major long-term financial management priorities. We also seek to fully understand your family's long-term lifestyle objectives. We then analyse your financial position in terms of your assets and liabilities, including all structures (i.e. superannuation funds, family trusts, companies etc.). Going forward we will analyse movements in these assets and liabilities in order to ensure they remain suitable in relation to your long-term goals. Our Advisers can provide long-term projections of asset values, to help you identify the extent to which assets will meet your future needs.

### **Tax Effective Accumulation of Assets**

From the outset, your Adviser will look at utilising appropriate structures for the ownership of investments including superannuation funds, family trusts, companies and partnerships to determine which structures will complement the tax effective (after costs) management of your assets.

We aim to work on a continuous and cooperative basis with your accountant, superannuation administrator and solicitor as required. Importantly, our work with other professionals is designed to maximise the value you receive, whether it be more efficient in day-to-day compliance or producing the optimal advisory result.

Northhaven specialises in the use of superannuation strategies for self-managed superannuation funds. This includes contribution and pension strategies along with the use of superannuation funds as a vehicle to transfer benefits, particularly to other family members in the event of death of a fund member.

## **Investment and Portfolio Management**

Northhaven's approach to investment management involves identification of the risk/return characteristics of each investment and its impact on the broader portfolio. Via our MDA service (detailed below), Northhaven offers portfolio management on an active basis. Actively managed portfolios will generally include both direct investment in listed Australian securities, along with investing through wholesale managed funds.

## **Managed Discretionary Account (MDA) Services**

Northhaven Private Wealth Pty Ltd provides a managed discretionary account service (MDA service). Before you can open an account, you must enter into a contract with us regarding the MDA service (MDA contract). The MDA contract will include an investment program describing: the nature and scope of the discretions that we will be authorised and required to exercise; any significant risks associated with the MDA contract; and the basis on which we consider the MDA service to be suitable to you.

The MDA contract will also contain important warnings about the limitations relating to the MDA contract. You should consider these limitations before signing the MDA contract.

The MDA will include an investment program that is prepared in accordance with the requirements in Division 3 of Part 7.7 of the Corporations Act 2001, and that the investment program will contain the following information:

- The nature and scope of the discretions that the provider will be authorised and required to exercise.
- Any risks associated with the MDA contract.
- The basis on which the MDA contract is considered suitable for the client; and
- Warnings about the importance of any limitations relating to the MDA contract which the client must consider before signing the MDA contract.

Some functions relating to the MDA may be outsourced, including the custody arrangements. We currently engage Macquarie Bank Ltd. to provide custody arrangements. These functions are reviewed on an ongoing basis and are assessed by the compliance team and the investment team based on performance, service and features.

## **Discretion relating to the MDA Service**

Any limitations on the discretions that we exercise in relation to your account are set out in the MDA contract. Generally, we handle all administration in relation to the MDA service, including exercising your rights in relation to corporate actions (e.g. proxy voting), and we receive investor correspondence associated with the financial products held in your account.

## **Significant Risks of the MDA Service**

There may be risks associated with the MDA service. Your account may contain securities, interests in managed investment schemes, fixed income and cash. The risks associated with these products are the same, whether you invest yourself or through our MDA service. You should be aware of these risks before making any decision in relation to the MDA service.

You should also be aware that the investment decisions that we make in relation to your account could differ from those you would make yourself. Therefore, the use of our MDA service may result in a different return, and the assumption of a different level of risk, than investment decisions that you make.

## **Fees and Charges of the MDA Service**

The fees and charges for the MDA service are set out in the MDA contract. Generally, we will charge you an annual management fee of 1.65% per annum on funds between \$0 - \$1M, 1.32% on funds between \$1M - \$2M, 1.045% on funds between \$2M - \$3M, 0.825% on funds between \$3M - \$5M, and 0.66% per annum on any amount over \$5M (all percentage fees noted above include GST). There will also be an account maintenance and compliance fee of between \$330 - \$550 per annum per account (including GST). There may also be an additional charge for administration of the MDA account, depending upon your circumstances.

We may also receive commissions in relation to the placement of listed and unlisted securities. These fees are generally paid to us by the issuer of the security. We will disclose any such fees that we may be entitled to receive.

Transactions conducted through the MDA service may also attract brokerage and/or transaction fees paid directly to a third party. Northhaven Private Wealth Pty Ltd does not receive any transaction related fee revenue in relation to any transactions that we effect on your behalf.

We can vary the fees and charges in this schedule by providing at least 30 days prior written notice to you.

This document complies with the current ASIC Corporations Instrument 2016/968 which replaced class order CO 04/194 in September 2016.

## **Protection of Assets and Income**

Your adviser will recommend diversifying your investment assets in order to help reduce risk and protect your asset base over the long term. Depending upon your individual and family circumstances, we may look at other forms of asset protection as well, including the use of different structures such as family trusts and companies.

We can offer advice to you in relation to various life insurance options, including death cover, total and permanent disability cover, income protection and trauma insurance. Often a client's future income earning capacity is their largest asset and the protection of this salary via insurance is often necessary.

## **Transfer of Assets Including Estate Planning**

Estate planning is centred around what can be arranged now in order to transfer the right asset, to the right beneficiary, at the right time. We work closely with your solicitor in order to ensure that your estate documents are in order. This requires that your will is suitably drawn up to meet the desired outcomes and importantly, that the existing ownership and control of assets is consistent with the will.

There can be numerous areas crossing several disciplines where financial matters need to be co-ordinated including nomination of superannuation beneficiaries, trustees of family or testamentary trusts, individual and inter-entity loans and where the beneficiaries will receive assets or the benefit of income

## **HOW WE CHARGE FOR OUR SERVICES**

The services of Northhaven Private Wealth Pty Ltd are tailored to the degree of active management sought, thus the level of fees that you will pay for our services is entirely dependent upon the level of service your circumstances require. If you seek active management of your portfolio with daily monitoring of your investments, we provide such a service. This would attract an ongoing management fee paid monthly, with full rebate of any establishment commission or brokerage generated, but with an initial implementation fee to cover the advice and work done.

Northhaven Private Wealth Pty Ltd can provide an active portfolio management service that may include a Managed Discretionary Account (MDA) service. This active portfolio management utilises the services of third-party administrators to administer the portfolio. Northhaven will generally pay the administrators out of the fee charged to the client by Northhaven. The amount of fees paid to the administrators varies by account. Northhaven can access a reduced fee rate from the administrators due to the level of funds that they administer for our clients.

Alternatively, you may seek a less active management style. Such a strategy will incur a direct fee on implementation. Preparation of ongoing reviews may incur an hourly fee. There is also scope to provide a structured blend of these styles of service to cater for clients who wish to receive specialist, ongoing advice without daily monitoring of their investment base.

The exact amount of fees or commissions to be received by the licensee and representative in respect of any personal advice will be disclosed at the time the personal advice is given or as soon as practicable after that time. Please note that you have the right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and / or representative. For fee arrangements exceeding 12 months, you receive a Fee Consent Form requesting your consent to the continuation of fees and services.



## **SOFT DOLLAR BENEFITS**

The licensee and / or the authorised representatives of Northhaven may from time to time receive a benefit from product providers by way of sponsorship of educational seminars, conferences or training days etc. We may also receive non-cash benefits from time to time. Details of all benefits will be maintained on a register.

## **THIRD PARTIES**

Northhaven may receive payments from third parties in relation to referrals provided by Northhaven. Northhaven may also share remuneration with third parties that have referred business to us. Where Northhaven receives remuneration in relation to a referral provided by Northhaven, this remuneration will be disclosed to the client.

## **QUALITY OF SERVICE**

Northhaven Private Wealth Pty Ltd has a strong service ethic that we wish to enhance and preserve. Being very proud of our company, if you are not fully satisfied with our service, we welcome any comment regarding issues specific to yourself or to the company, wholly or in part.

Should you wish to make a complaint, the following steps should be taken:

1. Contact your advisor and advise him about the complaint.
2. If you feel further action is appropriate, please put your thoughts on paper and forward them to:

Mrs. Erin Lynes

Northhaven Private Wealth Pty Ltd

PO Box 440

EPPING NSW 1710

3. We will promptly address any issues with which you are not fully satisfied. You should receive written acknowledgement of your complaint within five working days, and we will attempt to resolve the issue within thirty calendar days.
4. If you still do not get a satisfactory outcome you can contact the Australian Securities & Investment Commission (ASIC) at their free call Infoline on 1300 300 630 to find out which industry complaints scheme may be available to assist you to settle your complaint.
5. You can make a complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. They can be contacted on 1800 931 678, online at [www.afca.org.au](http://www.afca.org.au), via email at [info@afca.org.au](mailto:info@afca.org.au) or in writing to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

6. If you believe your concerns involve unethical conduct you may wish to also consider raising these concerns with the Financial Advice Association Australia (FAAA). They can be contacted at:

GPO Box 4285  
Sydney NSW 2001

Northhaven confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). Our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Northhaven Private Wealth Pty Ltd and our authorised representatives in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised representative who has ceased work with Northhaven Private Wealth Pty Ltd for work done whilst engaged with us.

## **PRIVACY STATEMENT**

The Privacy Amendment (Private Sector) Act, 2001 requires us to have procedures in place to cover the collection, use and disclosure of personal information we may hold about our clients.

As a financial services organization, we have always protected the privacy of our clients. Information collected is only used to fulfil our advisory and legal responsibilities.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act 2006 to verify your identity and the source of any investment funds. This means that we will ask you questions regarding your identity and circumstances and ask that you present identification documents such as passports and driver's licence to us. We may also retain copies of this information. We assure you that this information will be held securely and will only be divulged if we are required to do so under the law.

## **Why Do We Collect Your Information?**

We collect personal information about clients for the purpose of providing the level of financial management services required by the client.

This includes the following purposes:

- In assessing your financial planning needs for superannuation, investment and insurance purposes.
- In the establishment and ongoing administration of investments and insurance policies.
- In support of decisions affecting your long-term wealth.
- In reviewing progress against agreed investment strategies.
- In communication with product suppliers on changes to your investment strategy or to administer claims on an insurance policy.

We are also bound to collect personal information to meet the requirement of corporate, superannuation and taxation law.

### **What if I Choose Not to Provide You with the Information You Request?**

We only ask for information where it is necessary for the purposes outlined in this statement. If the information is not provided, we may not be able to provide some services to some clients.

### **Will Information Be Disclosed to Others?**

We will only disclose clients' personal information to people or organizations for the purposes outlined in this statement. When appropriate, we may disclose personal information to or collect it from:

- Product providers
- Proper authority holders of Northhaven
- Administrative staff with Northhaven
- Loss assessors and claim investigators
- Your employer
- Hospitals, medical and other health professionals
- Legal and other professional advisors
- Government departments
- Trustees and administrators of other superannuation plans or eligible rollover funds.

### **Is There Anything Else About How Client Information May Be Used?**

At times we may also use clients' personal information for the purpose of providing clients with additional information about the services we offer. This may be by way of an invitation to attend a seminar or briefing on a topic by a specialist in that area. It may be by providing written publications either electronically or by mail.

Generally, this is done as part of our advisory role in providing information for clients' consideration.

### **How Do Clients Request Access to Personal Information Held About Them?**

Clients can request access to the personal information we hold about them by calling or writing in to Northhaven. Clients will need to give full details of what you would like to know or see.

**PERSONAL PROFILES OF YOUR FINANCIAL MANAGEMENT TEAM**

The Northhaven team consists of three Authorised Representatives and has authority under the Licensee Northhaven Private Wealth Pty Ltd, to provide the financial services as set out on page 16. The profiles of each member of the team providing financial management services to you, now follow.

## Grant Innis - Principal/Director

### Qualifications

- Bachelor of Business (Finance & Economics)
- Diploma of Financial Planning
- Senior Associate FINSIA



### Professional Bodies

- Financial Services Institute of Australasia (FINSIA)
- Self-Managed Super Fund Professionals Association of Australia (SMSFA)
- Economics Society of Australia (ESA)

### Experience

Grant joined the financial services industry in 1988 and has been advising clients since. His involvement with the owners of Northhaven and Financial Planning goes back to 1993. In 2000, he was made a director of Northhaven and currently owns half of Northhaven.

Grant's primary responsibilities at Northhaven are the management of discretionary portfolios and overarching responsibility for investment selection and macro strategy within the team. He has been managing discretionary accounts for clients since 1995.

Grant's experience in the finance industry includes audit, compliance and investment research and advice with stockbrokers, share registries and financial advisory firms. He currently specialises in portfolio management, tax structures and retirement planning. He has lectured various subjects ranging from investments to tax and superannuation for several Australian financial education institutions. He also spent two years as a representative of Macquarie Bank's technical services team, providing strategic advice and training for financial planners across Australia.

### Personal

Grant is a father of six children. He likes to be active and enjoys Brazilian Jiu-jitsu, cycling and bushwalking. He enjoys the great outdoors, frequenting many outer Sydney camping grounds with his family in warmer months and exploring national parks and wilderness areas throughout the year.

## Erin Lynes – Principal / Director

### Qualifications

- Bachelor of International Business:  
University of Scranton, Pennsylvania, USA
- Bachelor of Spanish:  
University of Scranton, Pennsylvania, USA
- Master of International Business Administration:  
Foro Europeo, Pamplona, Spain
- Diploma of Financial Services:  
Kaplan Professional



### Professional Bodies

- Self-Managed Super Fund Professionals Association of Australia (Specialist Member)
- FINSIA (Associate Member)

### Experience

Erin was educated in the United States and joined the financial services industry in Australia in 2005.

Erin's career began in the United States as a Product Manager for a large sports entertainment company, where she was involved in inventory management, product design and distribution and human resource management. She gained invaluable international experience while working in Spain as a market analyst for a multinational engineering firm.

Erin's role at Northhaven has evolved over the past sixteen years to Private Client Adviser, including forming key relationships with clients, strategy and recommendation development and implementation and private client advice. Erin was made Director in July 2016, and currently owns half of Northhaven Private Wealth alongside Grant Innis.

### Personal

Outside of Northhaven, Erin loves to spend time with her family and friends, cooking and travelling, as often as she can.

## **Anthony Fernandopulle – Private Client Adviser**

### **Qualifications**

- Bachelor of Commerce (Accounting).
- Advanced Diploma of Financial Services.



### **Experience**

Anthony joined Northhaven in 2015, bringing with him over 10 years of experience within the financial services industry.

Beginning his career as part of the Asteron Life Group Insurance team, Anthony gained experience in re-rating policies, underwriting administration and policy updates.

Moving on to a role as a Paraplanner, he gained experience in SMSF administration and compliance, portfolio management, wealth accumulation, pre-retirement and retirement strategies and personal insurance.

Since starting his role as an Associate Adviser, Tony has grown into the role of Private Client Adviser and takes great pride in the work done, building rapport with clients as well as adding value to individual client needs.

### **Personal**

Anthony spends his downtime relaxing with his children and wife, working out at the gym, listening to music, and walking his dog.

## DETAILS OF SERVICES AND PRODUCTS AUTHORISED

Northhaven Private Wealth Pty Ltd is authorised by law to provide the following financial services and has authorised its representatives to provide the same services;

### **(a) provide financial product advice for the following classes of financial products:**

- (i) deposit and payment products limited to:
  - (A) basic deposit products;
  - (B) deposit products other than basic deposit products;
- (ii) derivatives limited to:
  - (A) old law securities options contracts and warrants;
- (iii) debentures, stocks or bonds issued or propose to be issued by a government;
- (iv) life products including:
  - (A) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
  - (B) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- (v) interests in managed investment schemes including:
  - (A) investor directed portfolio services;
- (vi) interests in managed investment schemes limited to:
  - (B) MDA services;
- (vii) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
- (viii) securities;
- (ix) standard margin lending facility; and
- (x) superannuation; and

### **(b) deal in a financial product by:**

- (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
  - (A) derivatives limited to:
    - (1) old law securities options contracts and warrants; and
    - (B) interests in managed investment scheme limited to:

- (1) investor directed portfolio services; and
- (2) MDA services; and
- (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
  - (A) deposit and payment products limited to:
    - (1) basic deposit products;
    - (2) deposit products other than basic deposit products;
  - (B) derivatives limited to:
    - (1) old law securities options contracts and warrants;
    - (C) debentures, stocks or bonds issued or proposed to be issued by a government;
    - (D) life products including:
      - (1) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
      - (2) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
  - (E) interests in managed investment schemes including:
    - (1) investor directed portfolio services;
    - (F) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
    - (G) securities;
    - (H) standard margin lending facility; and
    - (I) superannuation; to retail and wholesale clients