
PRIMEPARTNERS

SMARTER WAYS TO FINANCIAL SUCCESS

Financial Services Guide

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Prime Partners Financial Advice Pty Ltd

ABN: 50 158 705 358

Australian Financial Services Licence Number (AFSL): 458993

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Non-Independence Disclosure

Under Section 923A of the Corporations Act, Prime Partners Financial Advice Pty Ltd is unable to call itself 'independent', 'impartial' or 'unbiased' because it receives some commissions from life insurance product providers as payment for services provided in relation to life insurance products. Please see section 3, 'How we are paid' for more information.

How can we help you?

Before seeking our advice, you probably have several questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this Financial Services Guide (FSG) which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know
7. Our Relationships
8. Our Financial Planners

If you need more information or clarification, please contact us.

1. Who we are

Prime Partners Financial Advice Pty Ltd (PPFA), is a privately owned and operated Australian Financial Services Licence (AFSL) holder. We have always been committed to providing advice in our clients' best interests and we want to give our clients true choice when they receive advice from us. Our mantra is "Smarter Ways to Financial Success".

Our Financial Planners are passionate about working closely with their clients to first understand, and then help achieve, their goals. Sometimes people can focus too much on making money without clearly understanding what it is they are trying to achieve. Often this is also done without regard to the risks they are taking. Clear goals and strategies, when combined with ongoing advice from our Financial Planners, will help you to stay on track and ultimately help you get to where you want to be.

This FSG is given to you by your adviser with the authority of Prime Partners Financial Advice Pty Ltd (PPFA). When a member of our team provides financial services to you, they will be acting for you on behalf of Prime Partners Financial Advice Pty Ltd (PPFA).

For further information on our Financial Planners, please see Section 8.

2. Matters we can help you with

We can help you with the following:

- Superannuation and retirement planning strategies
- Wealth creation
- Self-Managed Superannuation advice
- Salary packaging
- Insurance services – personal and business
- Gearing strategies
- Social security advice/Aged care planning
- Estate planning
- Taxation planning (limited to tax (financial) advice provided as part of our financial advice)
- Direct shares
- Managed Funds
- Tax (financial) advice

In addition, we can offer you an on-going monitoring and review service for your investment portfolio or life insurance program.

We are licensed to provide financial product advice and deal in all of the following financial products:

- Securities (direct shares)
- Superannuation and retirement income streams
- Managed investments
- Margin lending
- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection and total and permanent disability insurance

- Retirement savings accounts

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

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

3. How we are paid

Generally, for supplying financial advice or a financial service, we charge a fee-for-service. Most often this involves an upfront fee and an ongoing fee. The cost of providing financial advice to you will depend on the nature and complexity of the advice and/or service provided. You may be charged a fee-for-service, a commission (generally payable on insurance only), or a combination of both. Before providing advice, we will tell you what we are doing for you and how we will be paid. This will also be clearly disclosed in a Statement of Advice or Record of Advice document before any of the advice is implemented.

Your Financial Planner's Corporate Authorised Representative (CAR) is paid revenue from PPFA for the provision of financial services to clients. The CAR pays PPFA a monthly licence fee, set by PPFA to cover licensing and compliance costs and reviewed from time to time. The CAR receives 100% of the fees and commissions you pay, less this licence fee.

Where your adviser is an employee of a CAR (for example, Luke Dunstan, an employee of Planitude Wealth Advisors Pty Ltd), they are paid a salary by that CAR and may also receive a discretionary bonus from that CAR based on non-sales criteria. They do not receive fees or commissions directly.

If your Financial Planner charges a fee for service for initial or ongoing advice it will usually be a fixed fee calculated using an hourly rate between \$220 - \$550 per hour, depending on the services provided and who provides those services. In some cases, a client may be charged a percentage fee for ongoing advice. It would range from 0.44% p.a. - 1.1% p.a. of what is invested, depending on complexity and anticipated hours. Percentage-based fees are not charged on any amount you have borrowed to invest.

If your Financial Planner receives commission from a life insurance product, they could receive a maximum of 66% of the first year's premium and up to 22% of subsequent years' premiums, or, if a level commission is received, a maximum of 22% of each year's premium (all amounts include GST). For share trading, you may be charged an administration fee of \$55 for trades under \$15,000 and \$110 for trades over \$15,000. Occasionally, where permitted by law, PPFA is also paid a placement fee by product issuers or stockbrokers on initial public offerings (IPOs) and new floats. This is paid by the product issuer or broker and not the client. It is typically between 0.33% and 1.1% of the amount invested. Placement fees are not received on listed investment companies (LICs) or listed investment trusts (LITs).

4. Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. We collect, use and retain private and personal information according to the requirements of the Australian Privacy

Principles under the Privacy Act 1988 (Cth). For a copy of our policy, please contact us by telephone or email and we will provide you with a copy.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

PPFA may engage third party service providers to assist in the provision of products or services. Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for PPFA advisers. All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

5. If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact Complaints Manager at Prime Partners Financial Advice on (02) 9879 7005 about your complaint and we will investigate and aim to resolve your complaint within 30 calendar days of receiving it.

If your complaint has not been resolved within 30 calendar days, or you are not satisfied with our response, you can lodge a complaint with the **Australian Financial Complaints Authority (AFCA)**, of which we are a member, using the contact details below:

AFCA
GPO Box 3
Melbourne VIC 3001
(P) 1800 931 678 E) info@afca.org.au W) www.afca.org.au

6. Other matters you might want to know

We will also provide you with a Statement of Advice (SoA) whenever we provide you with any advice that takes into account your objectives, financial situations and or needs. The SoA will contain the advice, the basis on which it is given, and information about fees, commissions and associations which may have influenced the provision of the advice.

If we give you further advice, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of a SoA. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product. This will enable you to make an informed decision in relation to the acquisition of that product.

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of section 912B of the *Corporations Act 2001* for compensation arrangements. This cover extends to claims relating to the conduct of representatives who no longer work for us.

7. Our relationships

Referral Arrangements

If a third party refers you, the referrer may receive a fee for the referral and will be disclosed to you in a Statement of Advice.

Related Companies

Prime Partners Financial Advice (PPFA) is a wholly owned subsidiary of a group of family trusts; namely the McCosker Family Trust, Dunstan Family Trust, and Pauls Pandilla Trust (collectively referred to as the “Family Trusts”).

Following is a listing of other entities that you may also engage with. These are owned in some form by the Family Trusts, except Namour Wealth Management Pty Ltd, which is owned by the Namour Family Trust:

- Planitude Wealth Advisors Pty Ltd (owned by the Dunstan Family Trust only)
- Plan To Succeed Pty Ltd (owned by McCosker Family Trust only)
- Saville Financial Planning Pty Ltd (owned by Pauls Pandilla Trust only)
- Namour Wealth Management Pty Ltd (owned by Namour Family Trust only)
- Prime Super Services Pty Ltd (PSS) (owned by the Dunstan Family Trust, McCosker Family Trust and Pauls Pandilla Trust)
- Prime Partners Financial Planning (PPFP) (owned by the Dunstan Family Trust, McCosker Family Trust and Pauls Pandilla Trust)

Your Financial Planner may directly or indirectly hold shares in these companies and other companies related to product providers which may influence, or be seen to influence, the advice that they provide you. Your Financial Planner will disclose all relevant shareholdings to ensure that you are made aware of any potential conflicts. If we recommend a Self-Managed Superannuation Fund (SMSF) for your situation, it's important for you to know that some revenue from the SMSF administration service provided by PSS may ultimately go to the owners and/or Corporate Authorised Representatives (or their Sub Authorised Representatives) of PPFA and owners of PSS and PPFP.

8. Our Financial Planners

Greg Dunstan

Authorised Representative No. 244807

Planitude Wealth Advisors Pty Ltd, Corporate Authorised Representative No. 1285528

Phone: 02 9879 7005 Email: gdunstan@primepartnersfp.com.au

Owner and Senior Financial Planner

Professional Qualifications and Affiliations

- Bachelor of Economics, University of New England
- Diploma of financial planning, Financial Planning Association
- Member, Financial Advice Association Australia
- Certified Financial Planner® (CFP®)

Steven McCosker

Authorised Representative No. 245044

Plan To Succeed Pty Ltd, Corporate Authorised Representative No. 1285527

Phone: 02 9879 7005 Email: smccosker@primepartnersfp.com.au

Owner and Senior Financial Planner

Professional Qualifications and Affiliations

- Bachelor of Financial Administration, University of New England
- Diploma of Financial Planning, Financial Planning Association
- Member, Financial Advice Association Australia

Paul Saville

Authorised Representative No.318361

Saville Financial Planning Pty Ltd, Corporate Authorised Representative No. 1285530

Phone: 02 9879 7005 Email: psaville@primepartnersfp.com.au

Owner and Senior Financial Planner

Professional Qualifications and Affiliations

- Bachelor of Business (Financial Planning), RMIT
- Advanced Diploma of Financial Planning, KAPLAN
- Advanced Diploma of Accounting, TAFE
- LRS, Financial Planning Association
- Member, Financial Advice Association Australia
- Certified Financial Planner® (CFP®)

George Namour

Authorised Representative No. 1299314

Namour Wealth Management Pty Ltd, Corporate Authorised Representative No. 1304675

Phone: 02 9879 7005 Email: gnamour@primepartnersfp.com.au

Owner and Financial Planner

Professional Qualifications and Affiliations

- Bachelor of Financial Advising, Western Sydney University
- Member, Financial Advice Association Australia

Luke Dunstan

Authorised Representative No. 001323384

Planitude Wealth Advisors Pty Ltd, Corporate Authorised Representative No. 1285528

Phone: 02 9879 7005 Email: ldunstan@primepartnersfp.com.au

Provisional Financial Adviser, Employee of Planitude Wealth Advisors Pty Ltd

Luke is a provisional financial adviser undertaking his professional year of supervised work and training. His supervisor is Greg Dunstan, Authorised Representative No. 244807, who can be contacted on 02 9879 7005 or gdunstan@primepartnersfp.com.au. His supervisor is responsible for any personal advice provided to you.

Professional Qualifications and Affiliations

- Bachelor of Commerce (Financial Planning), University of New England