



NAVWEALTH NEWS

After 27 years of working in the financial services industry I have learnt that it is never dull, and 2017 certainly didn't disappoint in that regard. In 2017 we saw the most comprehensive Superannuation legislation changes in more than 10 years, with the introduction of the new \$1.6m pension transfer cap and contribution rule changes. These Superannuation changes created the single biggest challenge Navwealth has ever faced in terms of the volume of advice we needed to prepare, given the large number of clients affected by these changes.

Now that the Superannuation changes of 2017 have been dealt with and we have expanded our team, we are all looking forward to seeing what 2018 brings.

We are delighted and encouraged as in the last 12 months we have had the largest increase in new clients referred to us from you, our existing clients. We thank you for referring your friends and family to us, as our goal is to continue to build our business via existing client referrals as we know that this enables us to spend more time and energy with you, our existing clients.

Many of our clients are entering a phase which is affectionately known as the "sandwich generation". That is, they are caring for aging parents, whilst still looking after their own children who may already be young adults but still be living in the family home and/or somewhat dependent. This life phase brings new complexities which often require more specific financial advice. It is due to this situation that Navwealth has seen the greatest number of new referrals coming from older or younger generations within the same family.

Given that this area of advice has become a great focus for Navwealth, I thought I would outline what we have been working on over the past 12 months to help our clients....

- **AGED CARE ADVICE**

Aged care advice can become an urgent requirement during a time which is usually very emotional and challenging for families. In many instances, elderly people don't want to move out of their family home and into a care facility, however this choice is often taken away from them due to sudden changes in health or independence. Understanding the type and choice of aged care facilities and the financial implications can be extremely confusing and very complex. With this in mind, our specialist aged care adviser, Andrew Wem (also a Director at Navwealth), has spent over 12 months completing various courses and accreditations to now specialise in this type of advice.

- **SPECIALIST ADVISERS**

At Navwealth, we know advisers can't be experts in all financial matters. Therefore, several years ago we decided to focus on the various specialties needed and assign a Navwealth adviser to become the 'expert' for that speciality. We are now proud to have specialists in SMSF, lending, retirement, tax, business advisory and insurance to name a few. If a client has a need which is not covered by one of our Navwealth specialists, we have developed our approved external advice partners covering areas such as property, estate planning and HR (for our business clients). Your Navwealth adviser then becomes the 'conductor of the orchestra' bringing together the advice professions needed to meet your goals.

- **ADVICE FOR ALL GENERATIONS**

In the last 12 months we have experienced a significant increase in the number of clients referring their adult children to us for advice. These adult children now have their own families, mortgages and incomes and they require a trusted adviser to help them navigate their financial affairs.



I am therefore very pleased to welcome new advisers to our team that are younger in age, but very experienced. Having these younger advisers enables us to work on building a more price-effective model in delivering advice to this next generation. After all, it makes sense that we work with your entire family, offering the type of advice your adult children can trust.

• RECOGNITION

A big thank you to all who took the time to complete the survey from the Beddoes Institute in late 2017. The results were once again amazing and most importantly, meant that many Navwealth financial advisers have been awarded a *Most Trusted Adviser* status. More on this later in this newsletter.

• ASIC – FINANCIAL ADVISERS CONSULTATIVE COMMITTEE

Last year, I was fortunate enough to be nominated as one of the ten advisers in Australia to join a new adviser panel at ASIC, called the 'Financial Advisers Consultative Committee' (FACC). We meet at ASIC's head office in Sydney four times a year to discuss the various issues facing the advice profession. This appointment is very important to us at Navwealth, as we believe "Trust" is the most important quality an adviser must have, and it is great to be given the opportunity to make some impact on our profession. With a Royal Commission announced by the Government, there is no doubt going to be more scrutiny into financial services over the next 12 months. My wish is that this Royal Commission improves the quality of advice for all Australians, so more Australians may seek advice they can trust.

• NEW NAVWEALTH TALENT

In this newsletter, we also include an introduction to some of the members of the Navwealth team. In this edition, we have profiled Alistair Mettam and Alex Burley, two of our Wealth Advisers.

• WWW.NAVWEALTH.COM.AU

Those of you who visit our website regularly to keep up to date may have noticed a number of enhancements in recent months. We now have

a new 'People and Culture' tab, a 'Business Partner' tab, and greater information on the various types of advice we can provide. If you haven't visited our web site for a while have a look: www.navwealth.com.au

In closing, I'm sure 2018 will provide many reasons for us to meet with you to discuss your overall financial and lifestyle goals along with your investment program. We look forward to welcoming you and would like to once again thank you for your incredible support as we head into our 28th year of providing proven trusted financial advice.

Best regards,



Craig Banning
CEO, Navwealth

STAY TUNED...

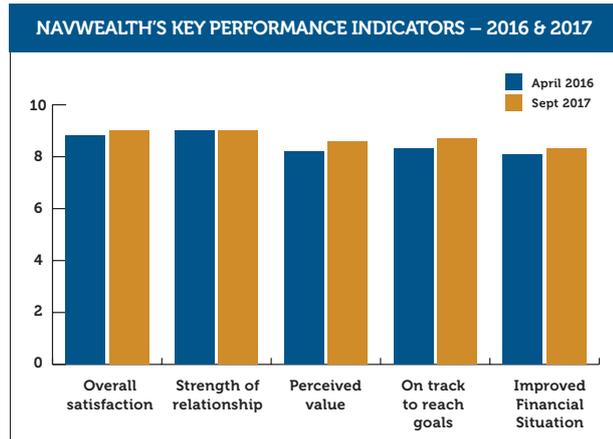
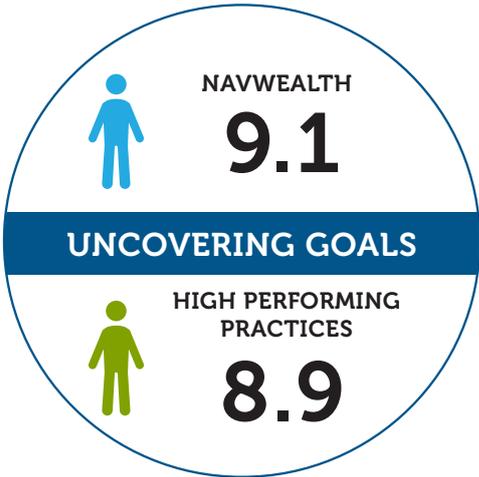
We have just completed our first client Video Shoot on location. It was a fantastic day and we are extremely grateful to the clients who gave up their time and bravely faced the camera. We can't wait to see the videos and will share them with you soon.



Navwealth's Most Trusted Advisers

We are delighted to announce that many of the Navwealth Financial Advisers have once again been awarded with *Most Trusted Adviser* status. This recognition is achieved based on results from an independent survey of clients run by The Beddoes Institute. In order to receive *Most Trusted Adviser* status, advisers must receive an Adviser

Trust! Score™ (AT!S™) of 85 or more out of 100. All Navwealth advisers who were surveyed were successful in gaining *Most Trusted Adviser* status. We would once again like to thank all clients who participated in the survey, but would also like to share some of the results and feedback that we received.



SOURCE: Navwealth Client Experience Survey 2016/2017 - The Beddoes Institute

PRACTICE STRENGTHS

- Understanding our needs.** We are one of their family.
- Shouldering the burden of financial analysis and building recommendations.**
- A company that treats its Clients like they are family members.**
- Effective financial planning with a direct focus on you, the customer.**

WHAT NAVWEALTH CLIENTS SAY...

Making the complex SIMPLE

Company that treats its clients like they are family members.

KEY STRENGTHS of NAVWEALTH ADVISERS

- Communicating, caring, planning, organising, and foresight.
- Building rapport and trust.
- Wholistic advice.

EMPATHY & UNDERSTANDING

Clear honest | PERSONAL relevant advice



OUR PEOPLE ARE NAVWEALTH

We understand that without a great team there is no Navwealth. We often refer to the team as the 'Navwealth Family', and truly believe that collaboration, friendship and respect are essential for a healthy, happy and successful work environment.

As a business we invest significant resources in developing and recognising our people, and providing them with enriching experiences.

We have recently launched a 'People & Culture'

page on our website which is designed to showcase the Navwealth team. It also provides an opportunity for us to advertise any available roles and to share thoughts and images from our team at work and play.

We would love for you to take a look at our People & Culture page and share it with any friends or family that may be interested in finding out more about Navwealth.

www.navwealth.com.au/people-and-culture/



"Collaborative, engaging, purposeful, and plenty of fun!" - Alex



" I think I would describe the Navwealth culture as one of 'Team' and 'Excellence'. We work together to provide an excellent experience and level of service for our clients." - Chris



EARLY ADVICE IS KEY TO AGED CARE

Last year we sent a series of emails designed to provide information and education regarding planning for Aged Care. Since doing so, we have had several clients come to us seeking Aged Care advice for themselves or a family member. The most pleasing outcome has been the feedback on how much value our clients have received from this advice.

Aged Care is complicated and requires significant time and energy to navigate.

Typically, the children of clients (or family members) entering care are time poor, and therefore lack sufficient time to navigate the care options available, understand all of the relevant fees and work out what care they can afford over the long term.

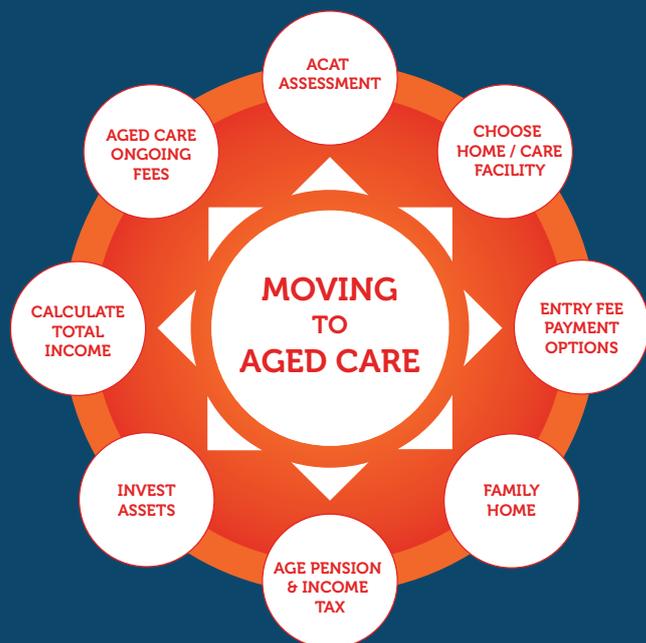
The most important consideration when seeking aged care is ensuring the preferred care option is affordable. There are many varied ways to make payments and this can greatly influence the overall cost and affordability. It is therefore essential that you seek advice early and have an understanding of all of your payment options.

Early advice is key. In some cases, seeking advice up to five years prior to when the care will be required may enable appropriate strategies to be implemented to help avoid gifting laws and to ensure the Estate Plan is up to date and relevant.

This also ensures you remain in control and can make important decisions whilst you are still in a physical and mental state to do so.

Should you or a loved one feel that Aged Care may be required in the future, please call our office and make a time to discuss your situation early.

To view the full range of articles regarding Aged Care, please visit our website [CLICK HERE](#).



MEET THE TEAM



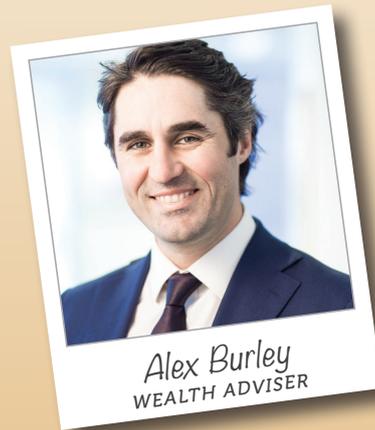
Alistair Mettam
WEALTH ADVISER

Meet Alistair Mettam

As a financial adviser with over 8 years' experience in the industry, I help my clients focus on what is important to them. I work collaboratively with my clients to determine the best strategy required to meet their goals. This gives them peace of mind and the ability to move forward with a plan.

I am interested in hearing about people, their past, what's important to them, and what they want to achieve. Seeking financial advice and establishing a plan is an important way for clients to see where they are headed, and most importantly how they are going to get there. I believe that this is crucial, and making small changes today can put you on track for a successful financial future.

I have a Bachelor of Commerce Degree, an Advanced Diploma of Financial Planning, and a Diploma of Financial Services (Financial Planning) and Business Administration. When not at work, my wife and I enjoy travelling, spending time outdoors and a variety of activities including skiing and bushwalking. We both enjoy socialising with family and friends and enjoying everything that the wonderful city of Sydney has to offer!



Alex Burley
WEALTH ADVISER

Meet Alex Burley

I started my career in investment banking, however left the industry to work for my family furniture business around the time of the global financial crisis. The experience was extremely rewarding and allowed me to gain a great depth of knowledge across many business and finance matters. This propelled my decision to return to the finance services industry in 2015, where I could apply this knowledge and help contribute positively to people's lives.

I believe wholeheartedly in the value of financial advice. I work with my clients to build and protect their wealth through the changes we implement today, for the potential of large long-term gains and peace of mind that they are moving towards their own definition of financial security. My personal favourite is when we can demonstrate to a client through our financial modelling that they can afford to "take that holiday" today and still live comfortably tomorrow. I feel satisfaction in knowing my clients are having fun.

I am married and we have two small kids, 2 years and 9 weeks old. My hobbies include playing the guitar, and all forms of sport, however, I don't get much time for this lately!

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