CEDAR
FINANCIAL CONSULTANTS

Financial Advice FAQs

Clear answers about our advice, process and ongoing service

Clear financial advice for every stage of life

More than 65 years of combined experience

Sydney | Manly | Phone and video meetings available

www.hillross.com.au/cedar

About this guide

Financial advice can involve several connected decisions. This guide explains who we help, how our advice process works, what to expect from an initial meeting and how ongoing advice is delivered. **It is general information only and is not a substitute for personal financial advice.**

Our approach

We take the time to understand your circumstances, explain your options clearly and develop a practical strategy based on your goals. Where appropriate, we work with your accountant, solicitor and other professional advisers so the different parts of your financial position are properly coordinated.

About Cedar and our advice

1

Who does Cedar Financial Consultants help?

We work with young professionals, business owners, retirees and families with complex financial needs. Our clients commonly require advice that brings together superannuation, investments, retirement planning, tax-effective strategies, personal insurance, financial structures and estate planning considerations.

2

What types of advice can Cedar provide?

Our advice may cover wealth creation, investment portfolios, superannuation and SMSFs, retirement and pension strategies, personal insurance, tax-effective financial strategies, business and family structures, succession considerations and intergenerational wealth planning. The exact scope depends on your circumstances and the areas in which you want advice.

3

What makes Cedar different?

Our focus is coordinated, technically sound advice rather than isolated product recommendations. With more than 65 years of combined experience, our advisers explain complex decisions in practical language and consider how each recommendation may affect the other parts of your financial position.

4

How is Cedar licensed and are you independent?

Cedar Financial Consultants Pty Ltd (ABN 28 095 854 578) is Authorised Representative 247529 and Credit Representative 368637 of Hillross Financial Services Limited, licence number 232705.

Getting started

5

What happens at an introductory meeting?

The first meeting is used to understand your position, priorities and the decisions you are facing. We discuss the areas in which you may need advice, explain our process and identify whether Cedar is likely to be the right fit. We will also outline the next steps and any information required before formal advice can begin.

6

What should I bring to the first meeting?

You do not need to prepare a complete file before making contact. Helpful information may include recent superannuation and investment statements, income and expenditure details, loan balances, insurance documents, estate planning documents and a summary of any companies, trusts or SMSFs. We will tell you what is relevant for your situation.

7

Can Cedar review advice or investments I already have?

Yes. We can review your existing superannuation, pension, investment, insurance and ownership arrangements. The aim is not to change everything automatically. We first assess what is working, identify gaps or unnecessary complexity, and recommend changes only where there is a clear reason to do so.

8

How long does the advice process take?

The timing depends on the complexity of the advice, the availability of information and whether other professionals need to be involved. A focused advice matter may be completed relatively quickly, while retirement, business, SMSF or family-structure advice can take longer. We will explain the likely timing before you proceed.

The advice process and fees

9

How does the financial advice process work?

We first define the issues to be addressed and agree on the scope of advice. We then gather and analyse the relevant information, assess available strategies and prepare our recommendations. We explain the benefits, risks, costs and trade-offs before anything is implemented. You decide whether to proceed.

10

What is the difference between general information and personal advice?

General information does not take your objectives, financial situation or needs into account. Personal advice is based on your circumstances and includes recommendations intended for you. Depending on the circumstances, personal advice is generally documented in a Statement of Advice or a Record of Advice.

11

How are advice fees determined?

Fees depend on the scope and complexity of the work required. Before commencing paid advice, we explain the services to be provided, the amount or basis of the fee and how it will be paid. You will have the opportunity to consider the proposal before deciding whether to proceed.

12

Do I have to accept every recommendation?

No. We explain our recommendations and the consequences of the available options, but the final decision remains yours. Advice can sometimes be implemented in stages where that is practical, although delaying or excluding parts of a strategy may reduce its effectiveness.

13

Can I receive advice on one specific area?

Yes. Advice can be limited to a particular issue, such as superannuation, retirement planning, investments, personal insurance or a financial structure. We will agree on the scope before commencing and explain what is included, what is excluded and whether any related matters should also be considered. In some cases, addressing one issue in isolation may create unintended consequences elsewhere, so we will identify any important connections before you proceed.

Advice for different client needs

14 How can Cedar help young professionals?

We help young professionals establish strong financial foundations and make deliberate decisions as their income and assets grow. Advice may cover cash flow, debt, superannuation, investments, personal insurance, tax-effective strategies and appropriate financial structures, while keeping flexibility for future family, property and career decisions.

15 How can Cedar help business owners?

Business owners often need their personal and business strategies considered together. We can advise on superannuation, investments, insurance, business and family structures, wealth protection, succession considerations and preparation for a future sale or transition. We can also coordinate with your accountant, solicitor and lending advisers.

16 How can Cedar help people approaching or already in retirement?

We can model whether your assets are likely to support your preferred retirement, assess contribution and pension strategies, structure investments for income and growth, review tax and estate planning considerations and help manage the transition from employment to retirement. Advice can then be reviewed as spending, markets and legislation change.

17 How can Cedar help families with complex financial needs?

We help families coordinate investments, superannuation, companies, trusts, SMSFs, personal insurance and estate planning considerations. This may include managing inherited wealth, supporting different generations, reviewing ownership structures and establishing a clear framework for long-term and intergenerational financial decisions.

18 What do you mean by financial structures?

A financial structure is the way assets, investments, businesses and superannuation interests are owned and controlled. Examples include personal ownership, joint ownership, companies, family trusts and SMSFs. The appropriate structure depends on tax, control, flexibility, asset protection, succession and administration considerations. Legal and tax advice may also be required.

Investments, risk and ongoing reviews

19

How does Cedar approach investment advice?

We begin with your objectives, required return, time frame, income needs, capacity for loss and tolerance for market fluctuations. We then recommend an investment approach and portfolio structure suited to those factors. Diversification, cost, tax, liquidity and the role of each investment are considered rather than focusing only on recent performance.

20

Can investment returns be guaranteed?

No. Investments involve risk and returns can be positive or negative. Different assets carry different levels and types of risk. We explain the material risks, test whether the proposed strategy is appropriate for you and consider how much short-term volatility or permanent loss you could reasonably withstand.

21

How often is a financial strategy reviewed?

The appropriate frequency depends on your service arrangement and circumstances. Many ongoing clients have a formal review at least annually, supported by contact during the year where required. A review should consider progress towards your goals, portfolio positioning, cash flow, superannuation, insurance, estate planning considerations and relevant legislative changes.

22

What events should trigger an earlier review?

Contact us when there is a major change such as retirement, redundancy, a business sale, inheritance, property purchase, marriage, separation, birth, death, illness, significant change in income or a large contribution or withdrawal. Early advice can be important because some options are time-sensitive or difficult to reverse.

Working with Cedar

23

Can Cedar work with my accountant, solicitor or mortgage broker?

Yes. Complex advice is usually better when the relevant professionals coordinate their work. With your authority, we can share relevant information and work with your existing accountant, solicitor, mortgage broker or other advisers. We provide financial advice and refer legal, taxation or credit matters to the appropriate professional where required.

24

Can meetings be held remotely?

Yes. Meetings are available at either our Manly or North Sydney offices and can also be conducted by telephone, Microsoft Teams or Zoom. The most appropriate format depends on your preference and the nature of the meeting.

25

How is my personal information handled?

We collect and use personal information to provide advice and meet our legal and regulatory obligations. Information is handled in accordance with applicable privacy requirements and the Hillross privacy policy. We may need to share information with authorised service providers or other professionals where permitted and relevant to your advice.

26

How do I get started?

Contact Cedar Financial Consultants to arrange an introductory meeting. We will discuss the issues you want to address, explain the information required and outline the appropriate next step. You can meet us in Manly or arrange a telephone or video meeting.

Start with a conversation

Arrange an introductory meeting to discuss your circumstances, the advice you need and whether Cedar Financial Consultants is the right fit for you.

CEDAR FINANCIAL CONSULTANTS

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Financial Services and Credit Guide

Meetings are available in Manly, North Sydney, by telephone, or video meeting.

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