

# Financial Services Guide

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## NorthWest Healthcare Australia RE Limited

**ABN:** 56 612 310 148

**Australian Financial  
Services Licensee No.** 489445

**16 July 2021**

**Address:** Rialto South Tower, Level 45,  
525 Collins Street Melbourne VIC 3000

**Email:** [complaints.au@nwhreit.com](mailto:complaints.au@nwhreit.com)

**Website:** [www.northwestproposal.com.au](http://www.northwestproposal.com.au)



## 1. About us and this document

This Financial Services Guide (FSG) dated 16 July 2021 was prepared by NorthWest Healthcare Australia RE Limited (**us, we, or our**). Our registered address is Rialto South Tower, Level 45, 525 Collins Street, Melbourne VIC 3000.

We are a member of the group of entities known as NorthWest Healthcare. NorthWest Healthcare focusses on real estate investment and management activities in the healthcare sector and has built a portfolio comprised of healthcare real estate.

We are authorised to provide financial services and products under our Australian Financial Services Licence (AFSL) number 489445.

If you have any questions in relation to any of the financial services provided to you by us, please get in touch with us at the details above.

## 2. What is the purpose of the FSG?

The purpose of the FSG is to provide important information to assist you in deciding whether to use our services.

In particular, this FSG outlines:

- the relevant financial services we are authorised to provide and the financial products to which those services relate;
- how we are paid, the remuneration that may be paid to us, and other commissions and benefits that we receive;
- details of any associations or relationships that may influence how we provide financial services;
- the dispute resolution procedures available if you have a complaint; and
- the details of our professional indemnity insurance policy.

## 3. What services can we provide?

This Financial Services Guide (FSG) dated 16 July 2021 was prepared by NorthWest Healthcare Australia RE Limited (**us, we, or our**). Our registered address is Rialto South Tower, Level 45, 525 Collins Street, Melbourne VIC 3000.

We are authorised to provide services to both retail and wholesale clients.

In particular, our AFSL relevantly authorises us to:

- provide general financial product advice in relation to:
  - interests in managed investment schemes, excluding investor directed portfolio services; and
  - securities;
- deal in a financial product by:
  - issuing, applying for, acquiring, varying, or disposing of a financial product in relation to:
    - interests in managed investment schemes, excluding investor directed portfolio services; and
    - securities; and
  - applying for, acquiring, varying or disposing of a financial product on behalf of another person in relation to:
    - interests in managed investment schemes excluding investor directed portfolio services; and
    - securities.

We are not authorised under our AFSL to provide personal advice (ie advice that takes into account your personal financial situation, needs, or objectives) to retail clients.

If you would like personal advice, you should contact a financial adviser, who is obliged to provide you with a Statement of Advice in respect of any personal financial product advice provided to you.



## 4. How are we paid and what remuneration, commissions, and other benefits do we receive?

Our directors and employees who provide the financial services are remunerated by way of salary and other relevant employee benefits.

This may include bonus payments based on various factors such as performance during the year and, in some cases, the volume of sales attributable to that person during the year as well as our overall financial performance.

You may also request further particulars of the remuneration, commission, or other benefits we receive. This request should be made within a reasonable time after receiving the FSG and before we provide any financial services.

## 5. Details of our associations or relationships

We may enter into arrangements or transactions with other entities within the NorthWest Healthcare Group for providing investment management services to our investment products and with providers of custody and administration services.

In some situations, fees may apply in addition to our management fee.

## 6. What to do if you have a complaint?

We have a formalised internal and external dispute resolution process in place for complaints.

All complaints should be directed to [complaints.au@nwhreit.com](mailto:complaints.au@nwhreit.com). We will investigate and endeavour to resolve your complaint promptly and fairly. The outcome of our investigation will be advised to you in writing.

If you are not satisfied with our response to your complaint, you may lodge a written complaint with the Australian Financial Complaint Authority (AFCA) for an independent review of your matter.

**Australian Financial Complaints Authority Limited**  
GPO Box 3  
Melbourne VIC 3001  
**Telephone:** 1800 931 678  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Website:** [www.afca.org.au](http://www.afca.org.au)

This external dispute resolution body is established to assist you to resolve your complaint where you have been unable to do so with us.

## 7. Privacy

The privacy of your personal information is important to us.

Any personal information collected will be handled in accordance with our Privacy Policy, which sets out details of how we comply with our legal obligations in the handling of your personal information. A copy of our Privacy Policy can be obtained from our website listed above or by contacting us.

## 8. Details of compensation payments

We hold a Professional Indemnity Insurance Policy which satisfies the requirements under section 912B of the *Corporations Act 2001*.

This policy is designed to cover Professional Negligence claims by third parties and covers work done by current and past employees.