

Pro Bono Financial Advice Questions & Answers

What is the Pro Bono Financial Advice Network (PFAN)?

The Pro Bono Financial Advice Network was formed in August 2013 by a group of concerned industry participants that consists of Licensees, Product Manufacturers and Professional Bodies. The aim is to provide pro-bono financial advice by engaging and partnering with the Multiple Sclerosis Society of Queensland (MS QLD), MS - ACT, NSW Tas and Vic, National Disability Services or Wayside Chapel.

How does the Pro Bono Financial Advice Network (PFAN) work?

The Pro Bono Financial Advice Network puts you in contact with financial advisers willing to provide pro bono advice in line with best practice and licensee requirements. The financial advice profession and licensees take an active ownership of the pro bono advice process alongside advisers to ensure the advice is compliant and to an appropriate standard.

How can a financial adviser help you?

We understand that having a potentially life-altering diagnosis can be stressful and difficult to navigate. A financial adviser will be able to provide you with a roadmap on how to navigate the next steps you need to take and how to approach the challenges you may face.

Financial advice will provide you with accurate information on how to access financial support, and other assistance from a variety of sources including: Centrelink and NDS payments, budgeting assistance, and may include additional benefits from superannuation funds and other non-superannuation insurance benefits where applicable.

A series of appointments with your financial adviser will help you develop:

- a strategy for investing lump sum insurance payouts;
- a budget and assistance to ensure a regular cash flow;
- a plan for financial security.

Click [here](#) to learn more.

Who is eligible?

Individuals who have been referred by the Multiple Sclerosis Society of Queensland (MS QLD), MS - ACT, NSW Tas and Vic, National Disability Services or Wayside Chapel.

How will the advice be provided?

An initial face-to-face meeting will be arranged in order to determine the scope of advice/assistance required. An appropriate care plan will be arrived at in consultation with your adviser. This service can be provided on the basis of your preferred communication channel: over the phone, video conferencing and face to face meeting in the office or at home. Whatever works best for your situation.

What types of matters are covered?

Insurances

A financial adviser can assist to simplify the process to make a claim on any existing insurance you may have. (such as Life and Trauma insurance, Income Protection)

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Income Streams

A financial adviser can assist with ensuring you income needs are met by maximising government benefits, as well as investment products such as Annuities, Superannuation & Pension Investments.

Investments

An adviser can help to review your existing investments such as Directed Shares, Bonds, Property; Managed Funds; to ensure that they meet your current needs

What type of matters are not covered?

Legal advice is not provided; however, your adviser can connect you with a legal adviser where that is necessary to discuss such things as estate planning and powers of attorney.

How much will the advice cost me?

Where Pro Bono Status is established, the initial and ongoing advice is free of charge in all circumstances where the adviser is personally charging. This advice is predominantly general in nature and will not require an SOA¹. There will be occasions where paid services that are a consequence of advice (for example, platforms or legal fees) may result and this will be clearly explained if it arises.

How do I apply?

Complete and submit the online [Application for Pro Bono Referral Form](#).

Whilst we encourage all applicants to complete an application online, we accept paper applications from applicants that cannot use the online option. Alternatively, you may call our 1300 Freecall number: 1300 491 955.

How long will my application take?

We require a minimum of ten (10) working days to assess applications.

How can I contact the Pro-Bono Financial Advice Network (PFAN)?

The [AFA](#) (Association of Financial Advisers) is the custodian of The Pro-Bono Financial Advice Network.

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¹SOA: A Statement of Advice is a document that sets out the advice given to a consumer by their licensed financial planner or adviser. It must include the basis on which the advice is given, details of the providing entity, and information on any payments or benefits the adviser or licensee will receive (see ASIC [website](#)).

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