



PRO BONO Financial Advice Questions & Answers

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

The Pro-Bono Financial Advice Network is an industry wide collaboration that connects financial advisers willing to provide pro bono advice to Australians in times of financial hardship, specifically personal health crisis. The aim is to provide pro-bono financial advice by engaging and partnering with the Multiple Sclerosis Society of Queensland (MS QLD).

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.

Who is eligible?

Individuals who have been referred by the Multiple Sclerosis Society of Queensland (MS QLD) who don't have access to quality advice at a time when they most need it.

How will the advice be provided?

The 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.

How can a financial adviser help you?

Financial advice will provide you in the first place with information on how to access financial support, Centrelink payments, superannuation and insurance benefits.

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

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

Click [here](#) to learn more.

What types of matters are covered?

Insurance Claims; Centrelink Entitlements; Information About the National Disability Insurance Scheme ([NDIS](#)); Advice About Existing Investments; Retirement Planning and Funding; Superannuation Strategies; How To Access Superannuation Benefits; Wills and Powers of Attorney; Debt Management and Financial Advice; Aged Care And Housing.

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.



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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.

Please follow these instructions for paper-based applications:

1. Print out the [Application for Pro Bono Referral Form](#).
2. Fill out the form in full and sign and date on the back page.

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.

T 02 9267 4003

E <mailto:probonoadvice@afa.asn.au>

W www.afa.asn.au/pro-bono-financial-advice-network

Postal Address

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Sydney NSW 1230 Australia



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](#)).