

# INTEGRA INSIGHTS

*Great Advice Greater Life*

Spring 2018



**INTEGRA**  
FINANCIAL SERVICES







## WELCOME to our Spring Newsletter

I recently took time out to celebrate a birthday milestone and travel throughout parts of the UK and Europe with my family, it was a wonderful experience and something I have looked forward to for some time. However, in the world we live in with social media and online news, you are never too far away from what is happening in your home country; 2018 in Australia appears to be the year of "headlines" and not many of them are good!

I have spoken previously about the ongoing Royal Commission; there is still a constant flow on questionable behaviour at the top of our biggest institutions, revelations coming out on Superannuation, fees for no advice, the blatant misuse of member's funds on useless advertising campaigns, trips to the Australian Open Tennis and expensive dinners for staff and families. Clearly this is conduct that needs to stop!

Our Parliament was thrown into disarray and shut down with a nasty leadership challenge to our Prime Minister Malcolm Turnbull; with the blink of an eye we now have a new PM Scott Morrison and a new Deputy PM Josh Frydenberg. Have we seen the end to the changes to our political landscape?

It all appears like madness! And it possibly is. I believe there is a silver lining in the sea of negativity.

The Royal Commission whilst cringe worthy for those that deliver financial advice, will have a positive effect for the future of Advice. Conflicts which plague our Industry will potentially be removed and increased regulation will ensure that fund Trustees are held accountable. The Regulator, ASIC will obtain more power to remove Advisers who do not act in the best interests of their clients. We also believe that other areas of banking will also have changes recommended.

There is more to payout on superannuation. Most consumers are totally disengaged with their Super, which is disheartening given it is the biggest asset you will have other than your family home! It is time for the Australian public to ask questions, sit up and take notice rather than assuming the fund that they have is the best for them.

Here are some of the common questions that I ask new clients:

Do you have more than one Super Fund? Do you know what investment option you are invested in? Do you have Life Insurance in your Fund? Do you have an Adviser attached? Do you know what fees you are paying? The prevailing response to me is often "I don't know".

These are important questions for anyone with Superannuation; they can mean the difference on your long-term balance and the distribution of your estate should you pass away.

There are better outcomes ahead for consumers but also for those of us that have made financial advice their life's work.

Online scams are rampant and it is so easy to fall into their trap so in this issue we will cover off on some very important things that you should be aware of.

It's also heading into a busy time of year so we discuss the areas we can help you deal being busy. Although there has been a last blast of winter we are now in spring so we've included 5 things you can do to keep you at your best.

Head to our back page for a Bulletin Board to keep you up on things that are happening and tasks you should be thinking about as we head towards the tail end of the year.

Thank you to all our clients for the lovely birthday wishes and cards that I received, it has been a wonderful birthday with fabulous memories made with my family.

# Beware Scammers who want access to your computer & bank accounts



We have recently seen an increase in online scammers reaching out to access your computer, unfortunately a few of our clients have fallen victim to this. It's timely to remind everyone about online scams. Below is an article from the ACCC scam watch website. There is some important information in it.

Scammers are increasingly catching out people by impersonating well-known businesses or the police, so they can get access to computers and steal money or banking information.

The ACCC's Scam watch website has recorded a significant spike in these types of scams, known as remote access scams, with more than 8000 reports recorded in 2018 so far and losses totalling \$4.4 million.

"The spike in remote access scams is very concerning; losses so far in 2018 have already surpassed those for the whole of 2017, and sadly it is older Australians that are losing the most money," ACCC Deputy Chair Delia Rickard said.

Scammers will impersonate a well-known company, most commonly Telstra, NBN or Microsoft, or even the police, and spin you a very credible and believable story about why they need to access your computer using software such as TeamViewer.

"The scammers are becoming more sophisticated. The old trick scammers used to use was to call people and say there was a virus on their computer that needed fixing but, in a new twist, scammers are now telling people they need their help to catch hackers," Ms Rickard said.

The scammers claim they are tracking the 'scammers' or 'hackers' and tell the consumer that their computer has been compromised and is being used to send scam messages. This is where they say with the victim's help, they can use the victim's computer and online banking to trap the (fake) 'scammer'.

The scammer will then pretend to deposit money into their victim's account. In reality the scammer just shuffles money between the victim's accounts (for example, from a person's credit card account to a savings account), which gives the illusion of money being deposited. The money is then sent out of the victim's account as part of the con to 'catch a scammer', straight to the scammer's own bank accounts.

"Unfortunately, there are many stories from people who give a scammer access to their computer and are then conned into giving access to online banking. Some are also tricked into providing iTunes gift card numbers over the phone to these scammers," Ms Rickard said. Once the scammer has a victim on the hook, if they start to doubt the situation, the scammer will become threatening, stating that the victim would jeopardise the investigation if they refuse to help and may even face legal consequences.

These types of scam can be very scary, as scammers can become threatening and aggressive if they sense they are 'losing' the victim or starting to cotton on. This is particularly frightening for older people who may not be as tech savvy.

"It's vital that people remember they should never, ever, give an unsolicited caller access to your computer, and under no circumstances offer your personal, credit card or online account details over the phone," Ms Rickard. "If you receive a phone call out of the blue about your computer and remote access is requested, it's a scam 100 per cent of the time. Just hang up."

People can follow @Scamwatch\_gov on Twitter and subscribe to Scamwatch radar alerts to stay up to date with the latest scams targeting the community.

# 5 health facts to keep you at your best

There are a million health and fitness plans out there, but which ones work and which ones are just fads? Here are five simple facts to help you make your own decisions when it comes to living a healthy and happy life.

## 1. Get the right amount of sleep

How much sleep is enough? According to the Sleep Health Foundation, sleep is the fundamental pillar to good health with the recommended amount of sleep for adults remaining around the 8 hour mark. However, different studies indicate the healthy optimum sleep time per night ranges from 6.5 to 8.5 hours.

Researchers at the University of California in the United States have found those who sleep for 7 hours a night have the greatest life expectancy.

Something else to consider is that people who get up at the same time each day, regardless of the time they have gone to bed, are proven to have higher productivity and alertness levels than those who wake at irregular times each day.



## 2. How fit do I have to be to live a long and healthy life?

In his 1926 book 'Endurance', strongman athlete Earle Liederman wrote: "Every man should be able to... swim far enough, run fast and long enough to save his life in case of emergency and necessity. He also should be able to chin himself a reasonable number of times, as well as to dip a number of times, and he should be able to jump a reasonable height and distance."

Maybe his views were a little extreme, but in general terms a healthy young adult should be doing a reasonable mixture of aerobic exercise and strength activities each week. Fitness experts suggest anywhere between 3 to 4 one hour aerobic exercise sessions per week. Essentially, it comes down to you, so keep moving and keep yourself strong.

For more information on how much exercise you should be doing, visit the federal health department's website: [http://www.health.gov.au/internet/main/publishing.nsf/content/health-pubhlth-strateg-phys-act-guide-lines#guidelines\\_adults](http://www.health.gov.au/internet/main/publishing.nsf/content/health-pubhlth-strateg-phys-act-guide-lines#guidelines_adults)







### 3. What is good nutrition?

If you believe the hype, there's any number of super foods you should be consuming or strangely named vegies you should be slurping down in liquid form on a daily basis. Do they do the job? Well, who really knows?

The federal government offers a great resource in the form of the Eat for Health website <http://www.eatforhealth.gov.au> providing Australian Dietary Guidelines and advice about the amount and kinds of foods that Australians need to eat for health and well being.

### 4. Reduce the stress – aim for happiness

In simple terms (and in the words of an old song): "eliminate the negative, accentuate the positive". If stress is being caused by your job – look at ways to improve the situation or even look for a new job. If stress is being caused by a relationship, address the issues to reduce the stress.

Stress can cause an array of negative impacts on your life and general well being. Firstly there are the medical impacts like increased blood pressure, sleep issues, problems with your appetite, body aches and pains; there are even links to heart disease and stroke. But there are also the impacts on your personal life.

Stress can cause irritability, affect your concentration and impact your attention to detail – these, in turn, can affect your performance in your job and your relationships. In extreme circumstances stress can lead to depression and other mental health issues. See your doctor if stress is overwhelming you.



### 5. Lifestyle – everything in moderation

Socialising, partying and enjoying yourself are part and parcel of the journey of life. However, there are times when you eat too much, drink too much and things can get out of control. Too much of this lifestyle can negatively impact your general well-being. As with most things in life, enjoy everything in moderation.

It's also important to ensure you take time out for yourself – perhaps you enjoy reading, meditating, yoga, having a massage or even some TLC at the beautician. Make sure you take some time to 'relax and refresh' as often as you need it.

Above all, a healthy and balanced lifestyle leads to health and balance in other areas of your life – from relationships to your social life to your job and even your performance in sports and activities. Setting yourself up now will ensure a happy and healthy you for many years to come.





## I'm too busy can you fix it?

Life is busy, between maintaining your family life, career, keeping fit and going to the gym, keeping up your social life and maybe finding time for a holiday; it's hard to fit everything in!

"Budget, Super, Insurance, Mortgage, Finances, Estate planning; what do I need? I haven't looked at it, I'm too busy can you fix it?"

These are common response from most people both single and married. The fast pace that we live today often means that most of these financial issues just don't get addressed.

Getting a budget in place is the first thing to do, you will be amazed how much you are spending. Take the most common one, coffee! We love our coffee so two a day at \$3 each can mean you are spending anywhere up to \$144.00 a month, maybe more.

### Getting super sorted

Many people have multiple super funds, the thought of consolidating them is too hard; yet it is important if you want to save on fees and make it easier to keep track of what super you have. Also many people don't realise what investment strategy they have, often this is set as a default balance investment or you could have too much in cash. Your super is there as a long term investment option so choice is imperative.

### Insurance – it could happen to you!

Life insurance, income protection and trauma insurance are also ignored, but having adequate protection is just as important for all of us. It won't happen to me is a common response. But we are all susceptible to life changing conditions such as melanoma, heart conditions and even strokes. Insurance inside superannuation can be a great solution to control the cost and allow you to manage your cash flow.

### Reviewing your mortgage

Interest rates continue to hold but the big institutions are making their move BUT there are always great rates out there. Talk to your bank first to see if they will give you a better rate and be prepared to shop around to do what's best for your mortgage.

### Having a will

"I don't have much, so why do I need a Will?" There are many reasons why you should get your estate planning in order – what happens to your super or the proceeds of your life insurance, bank accounts? Dying without a will can pose many issues for your family. A Power of Attorney (POA) is also necessary in case you have an accident that renders you incapable of dealing with you own financial issues, but also if you go away overseas and something happen then someone can act on your behalf.

So whilst you may be busy living life, we are here to help you fix it! Don't have time to come into our office? Chat to us about how we can meet with you via a video meeting or teleconference. We know time is a precious commodity so we have now implemented video meetings to make it simple for you to do the important stuff that you need to deal with but don't have time to do.

Deborah Kent



## DEBORAH'S SPECIAL CELEBRATION!

A milestone birthday with family and friends in London has been a dream in the making.

Nothing like the Tower Bridge as a backdrop for your birthday celebrations.



## CONGRATULATIONS

Special announcement, our family is expanding!  
Our lovely Lara announced recently that Baby number 3 is on its way.

We are all so thrilled and can't wait to welcome Mickey or Minnie in February 2019!

## DON'T HAVE TIME FOR A REVIEW?

No need to put off that important meeting any longer we can schedule your review via a Zoom video a teleconference.

Just let us know next time we contact you for your review and we can book you in for a face to face meeting, video meeting or teleconference. Great advice, greater life is about making it easier for you.



## CHRISTMAS IS COMING!

Scary as it may seem we are now heading fast towards Christmas. Will you need some extra funds to get you through the Christmas period?

Make sure you contact us and advise if you require a withdrawal before Christmas. Last minute requests could mean you don't receive your funds in time!

Enjoy Spring from the Integra team!





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