

# Financial Services and Credit Guide

## Why this Guide is important to you

This Guide explains the financial planning and credit services we provide, as well as giving you important information that will help you decide if you want to use any of these services. It explains who we are and:

- AMP Financial Planning, the company that authorises us to provide our services
- the services we provide
- how we deal with a complaint if you are unhappy with our services
- how we and AMP Financial Planning are paid
- AMP Financial Planning's relationships with others
- relationships that could influence the advice we give you
- where to get details on AMP's privacy policy

## Other documents you may receive

If we provide you with personal advice, it will normally be documented in a **statement of advice**, which sets out our advice, the basis of that advice and details about the fees, costs and other benefits payable as a result of the advice given. If we provide further advice, a statement of advice may not be required. We will keep a copy of the further advice we provide. You can request a copy of the advice at any time using our contact details in this Guide.

Where we provide you with credit advice, we generally conduct a **preliminary assessment** to determine the suitability of that product for you. This is normally documented in a **record of debt advice**. If we determine, based on your circumstances, that a credit product is unsuitable we will not proceed with the credit product. You can request a copy of the assessment at any time using our contact details in this Guide.

If we recommend a financial product or arrange a financial product for you, we will make available a **product disclosure statement**, or IDPS guide where relevant, which provides you with important information about the product, such as its features and risks, to help you decide whether or not to buy that product.

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## 1. About our practice

**Name:** Navwealth Financial Group Pty Ltd trading as Navwealth

**ABN:** 71 064 594 350

**Authorised representative number:** 248665

**Credit representative number:** 370012

**Address:** Level 1, 154 Pacific Highway  
St Leonards NSW 2065

**Phone:** 02 9008 3000

**Fax:** 02 9909 1545

**Email:** [admin@navwealth.com.au](mailto:admin@navwealth.com.au)

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

## 2. Our services

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange. You can choose to receive advice addressing any of these aspects as well as the timing of our advice all at once or over time, as required to meet your needs as they arise. We will work with you to identify the level of advice and services appropriate for you to meet your financial goals.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in *Our financial planners and credit advisers*.

We can provide advice on:	We can arrange the following products and services:
<ul style="list-style-type: none"> <li>▪ Investments and strategic asset allocation</li> <li>▪ Budget and cashflow management</li> <li>▪ Debt management (including borrowing for personal and investment purposes)</li> <li>▪ Salary packaging</li> <li>▪ Superannuation strategies and retirement planning</li> <li>▪ Personal insurance</li> <li>▪ Estate planning</li> <li>▪ Centrelink and other government benefits</li> <li>▪ Ongoing advice and services, including regular portfolio reviews</li> <li>▪ In particular we specialise in:               <ul style="list-style-type: none"> <li>– Self Managed Super Fund advice and services</li> <li>– SME services including business growth, succession and valuation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Superannuation, including retirement savings accounts</li> <li>▪ Employer superannuation</li> <li>▪ Self managed superannuation funds (SMSF)</li> <li>▪ Borrowing within your SMSF</li> <li>▪ Managed investments</li> <li>▪ Separately managed accounts</li> <li>▪ Investor directed portfolio services</li> <li>▪ Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)</li> <li>▪ Standard margin loans</li> <li>▪ Loans including:               <ul style="list-style-type: none"> <li>– mortgages</li> <li>– commercial loans</li> <li>– reverse mortgages</li> </ul> </li> <li>▪ Retirement income streams, including pensions and annuities</li> <li>▪ Insurance (life cover, disability, income protection and trauma)</li> <li>▪ Life investment products including whole of life, endowment and bonds</li> <li>▪ Debentures, stocks or bonds issued or proposed to be issued by a government</li> <li>▪ Arranging for listed securities, shares and debentures to be bought and sold via a platform</li> <li>▪ Arranging for listed securities, shares and debentures to be bought and sold via a broker</li> <li>▪ Exchange traded funds</li> <li>▪ Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service</li> <li>▪ Limited selection of investment guarantees</li> </ul>

## **Transaction services**

If you do not require advice from us, but wish to complete a transaction, we can also arrange for you to apply for the kinds of products referred to above. In these cases, we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without advice from us, normally we will ask you to confirm your instructions in writing and sign an acknowledgement form. You can ask us for a copy of the form at any time. Product transactions can only be completed on those products where we are authorised by AMP Financial Planning.

## **Using our services**

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this Guide.

## **How you can give us instructions about your financial products**

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

## **Providing information to us**

To develop a successful financial strategy, including recommending suitable products which will meet your needs, we need to consider your personal circumstances and financial goals. We will ask you for information about your financial situation when we meet with you.

You have the right not to provide us with personal information. However, without this information, or if it is inaccurate, the advice you receive may not be appropriate for your needs, objectives and financial situation.

It is also important that you keep us up to date by informing us of any changes in your circumstances so we are able to determine if our advice continues to be appropriate.

## **Our approach to selecting products**

To implement our advice, we will only recommend quality products and services that are suitable for you.

AMP Financial Planning has produced an approved products and services list, which includes products promoted or issued by AMP companies. A diversified selection of approved fund managers is accessible through investment products on the list. AMP Financial Planning periodically reviews these products to ensure that they remain competitive with similar products which address similar client needs and objectives. Generally, we recommend products which are on the approved products and services list. However, if appropriate for your needs, we may, subject to AMP Financial Planning's approval, recommend other products.

We can provide you with a copy of the approved products and services list if you request.

Accredited Mortgage Consultants of AMP Financial Planning can recommend loans on the approved products and services list. As at July 2014 the lenders and lessors whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning are:

Lenders	Lessors
<ul style="list-style-type: none"><li>▪ AMP Bank*</li><li>▪ ANZ</li><li>▪ Homeside Lending</li><li>▪ Commonwealth Bank</li><li>▪ Suncorp</li><li>▪ St George</li><li>▪ Westpac</li></ul>	<ul style="list-style-type: none"><li>▪ Macquarie</li><li>▪ Esanda</li><li>▪ Westpac</li><li>▪ Commonwealth Bank</li></ul>

\*No aggregator fee is applied by the aggregator for any AMP Bank loans we recommend.

For details on the credit services we can provide, please go to *Our financial planners and credit advisers*.

### 3. Our financial planners and credit advisers

#### About Craig Banning

<b>Authorised representative number:</b>	248430
<b>Credit representative number:</b>	370011
<b>Qualifications:</b>	DFP,CFP®, SSA
<b>Memberships:</b>	FPA, SPAA
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	craig@navwealth.com.au

#### The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

- residential mortgages and home loans
- commercial loans
- reverse mortgages
- Employer superannuation

I am a credit representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

#### How I am paid

I am a director and shareholder of Navwealth Financial Group Pty Limited and as such I receive dividends plus bonus from Navwealth Financial Group Pty Limited. My bonus is based on the volume of revenue I raise.

#### My other business activities and relationships

In addition to the activities I conduct with AMP Financial Planning I participate in the following activities and have the following associations. AMP Financial Planning has no involvement in these activities and is not responsible for any activities relating to these businesses. These businesses are my private concern and I do not act as a representative of AMP Financial Planning when conducting activities relating to them.

- Navwealth Accounting Pty Ltd provides accounting services and is the corporate trustee for the Navwealth Accounting Unit Trust. All of the units in the Navwealth Accounting Unit Trust are held by Navwealth Financial Group Pty Ltd, of which I am a shareholder.

## About Stuart Hollman

<b>Authorised representative number:</b>	249282
<b>Credit representative number:</b>	370795
<b>Qualifications:</b>	BBus, DFP, CFP®, SSA
<b>Memberships:</b>	FPA, SPAA
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	stuart@navwealth.com.au

## The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

- Borrowing within your SMSF
- residential mortgages and home loans
- commercial loans
- reverse mortgages
- Employer superannuation

I am a credit representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I am an employee of Navwealth Financial Group Pty Limited and I receive a salary and bonus only. My bonus is based on the volume of revenue I raise.

## About Andrew Wem

<b>Authorised representative number:</b>	249486
<b>Credit representative number:</b>	371828
<b>Qualifications:</b>	BSc, MBA, DFP, CFP®, AMC, Dip FMBM, JP
<b>Memberships:</b>	MFAA, FPA, SPAA
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	andrew@navwealth.com.au

## The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

- commercial loans

I am also an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options.

I provide mortgage and finance broking activities, including assisting you to apply for a loan, relating to:

- residential mortgages and home loans
- reverse mortgages

## How I am paid

I am a director and shareholder of Navwealth Financial Group Pty Limited and as such I receive dividends plus bonus from Navwealth Financial Group Pty Limited. My bonus is based on the volume of revenue I raise.

## My other business activities and relationships

In addition to the activities I conduct with AMP Financial Planning I participate in the following activities and have the following associations. AMP Financial Planning has no involvement in these activities and is not responsible for any activities relating to these businesses. These businesses are my private concern and I do not act as a representative of AMP Financial Planning when conducting activities relating to them.

- Navwealth Accounting Pty Ltd provides accounting services and is the corporate trustee for the Navwealth Accounting Unit Trust. All of the units in the Navwealth Accounting Unit Trust are held by Navwealth Financial Group Pty Ltd, of which I am a shareholder.

## About Dawn Huang

<b>Authorised representative number:</b>	394515
<b>Credit representative number:</b>	394524
<b>Qualifications:</b>	BComm. Fin & Acc. MFINPLAN, DipMgmt
<b>Memberships:</b>	FPA
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	dawn@navwealth.com.au

## The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

- Employer superannuation
- Self managed superannuation funds (SMSF)
- Borrowing within your SMSF
- Separately managed accounts
- Standard margin loans
- residential mortgages and home loans
- commercial loans
- reverse mortgages
- Securities (Exchange traded funds)

I am a credit representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I am an employee of Navwealth Financial Group Pty Limited and I receive a salary only.

## About Jill Wilberforce

<b>Authorised representative number:</b>	406429
<b>Credit representative number:</b>	479103
<b>Qualifications:</b>	BCOMM DIPFP
<b>Memberships:</b>	FPA
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	jill@navwealth.com.au

## The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

- Employer superannuation
- Self managed superannuation funds (SMSF)
- Borrowing within your SMSF
- Separately managed accounts
- Standard margin loans
- residential mortgages and home loans
- commercial loans
- reverse mortgages
- Investor directed portfolio services
- Limited selection of investment guarantees

I am a credit representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I am an employee of Navwealth Financial Group Pty Limited and I receive a salary. I may receive a bonus and my bonus is based on the volume of revenue I raise.

## About Todd O'Neill

<b>Authorised representative number:</b>	304435
<b>Credit representative number:</b>	431967
<b>Qualifications:</b>	Diploma of Financial Markets Diploma of Financial Services
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	todd@navwealth.com.au

## The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

- Employer superannuation
- Self managed superannuation funds (SMSF)
- Borrowing within your SMSF
- Separately managed accounts
- Standard margin loans
- residential mortgages and home loans
- commercial loans
- reverse mortgages
- Limited Managed Discretionary Account service
- Investor directed portfolio services
- Limited selection of investment guarantees
- Securities (Exchange traded funds)

I am a credit representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I am an employee of Navwealth Financial Group Pty Limited and I receive a salary only.

## About- Shane Price

<b>Credit representative number:</b>	385010
<b>Qualifications:</b>	DipFMBM
<b>Memberships:</b>	MFAA
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	shane@navwealth.com.au

### The advice and services I can provide you

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning am authorised to provide mortgage and finance broking activities, including assisting you to apply for a loan. Subject to meeting the lender's credit criteria, I can arrange loans from a range of approved lenders on AMP Financial Planning's approved list relating to:

- residential mortgages and home loans
- commercial loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

I am not authorised to provide the other financial planning advice and services listed in section 2 of this Guide.

### How I am paid

I am an employee of Navwealth Financial Group Pty Limited and as such I receive a commission split of revenue from Navwealth Financial Group Pty Limited. The commission is based on the volume of revenue I raise.

## About- Tara Thompson

<b>Credit representative number:</b>	478758
<b>Qualifications:</b>	Certificate IV in Finance and Mortgage Broking
<b>Memberships:</b>	FBAA
<b>Phone:</b>	02 9008 3000
<b>Email:</b>	tara@navwealth.com.au

### The advice and services I can provide you

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning am authorised to provide mortgage and finance broking activities, including assisting you to apply for a loan. Subject to meeting the lender's credit criteria, I can arrange loans from a range of approved lenders on AMP Financial Planning's approved list relating to:

- residential mortgages and home loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

I am not authorised to provide the other financial planning advice and services listed in section 2 of this Guide.

### How I am paid

I am an employee of Navwealth Financial Group Pty Limited and as such I receive a salary and a commission split of revenue from Navwealth Financial Group Pty Limited. The commission is based on the volume of revenue I raise.

## 4. Our relationships and who we represent

### Our relationships

It is important for you to understand our relationships with other service providers so you can decide on the services you wish to use.

### Referral arrangements with other service providers

#### Payments for referrals

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Referrals to:			
Service provider	Referral service and payment arrangement	Paid to	Nature of relationship
Navwealth Accounting Pty Ltd	<p>Navwealth Financial Group Pty Ltd may refer clients to Navwealth Accounting Unit Trust and at the same time owns 100% of the units in Navwealth Accounting Unit Trust. As a result any referrals provided to Navwealth Accounting Unit Trust from Navwealth Financial Group Pty Ltd may generate fee income and therefore increase profitability, and may increase the dividends received by the owners of Navwealth Financial Group Pty Ltd.</p> <p>Two of the directors of Navwealth Financial Group Pty Ltd are also directors of Navwealth Accounting Pty Ltd. As such, these directors will be involved in decision making for both companies. Additionally, all the directors of Navwealth Financial Group Pty Ltd are indirectly shareholders of Navwealth Accounting Pty Ltd therefore any fees paid for services rendered to Navwealth Accounting Pty Ltd may affect profitability and potentially improve the dividends we receive. If you are referred by us to Navwealth Accounting Unit Trust, we receive no referral fees.</p>	Not applicable	Shareholder, director and employee.
Christine Page, David Landa Stewart Lawyers	We have a referral arrangement with David Landa Stewart Lawyers through which Navwealth Financial Group Pty Ltd may refer clients to David Landa Stewart Lawyers for estate planning advice. A referral fee of \$500 will be paid to Navwealth Financial Group Pty Ltd for facilitation services.	Our Practice	No relationship

Core Advisory Pty Ltd	We have a referral arrangement with Core Advisory Pty Ltd through which Navwealth Financial Group Pty Ltd may refer clients to Core Advisory Pty Ltd for real estate agency services including property advice and transnational support. A referral fee of 20% will be paid to Navwealth Financial Group Pty Ltd.	Our Practice	No relationship
<b>Referrals from:</b>			
<b>Referrer</b>	<b>Payment arrangement</b>	<b>Paid to</b>	<b>Nature of relationship</b>
Montfort International plc	We have a referral arrangement with Montfort International plc through which they refer clients to us for financial advice. If you are referred to us by Montfort, then we will pay Montfort a referral fee of up to 2% of the value of your UK pension transfer. For example: If the value of your UK pension transfer is \$100,000 the total referral fee payable to Montfort would be \$2,000.	Montfort International plc	No relationship
Navwealth Accounting Pty Ltd	Navwealth Accounting Pty Ltd may refer clients to Navwealth Financial Group Pty Ltd from time to time. The principals of Navwealth Accounting Pty Ltd directly or indirectly jointly control 29% of the equity interests in Navwealth Financial Group Pty Ltd. They may therefore benefit from fees, dividends or income received or from increase in profits or value of Navwealth Financial Group Pty Ltd that result from any payments or other benefits received by Navwealth Financial Group Pty Ltd in respect of services provided to you. If you are referred to us by Navwealth Accounting Unit Trust, no referral fees are paid by us.	N/A	Shareholder, director and employee.

We control a percentage of the equity interests in the joint venture providing the services listed above. As a result we will benefit from fees, dividends or income received from the profits or value of the joint venture that may result from any payments or other benefits received in respect of the services provided to you.

## 5. Working with AMP Financial Planning

### How we work with AMP Financial Planning

We are a privately owned and managed business. Our practice and the representative(s) listed in this Guide provide services to you as authorised representative(s) and credit representative(s) of AMP Financial Planning Pty Limited.

AMP is one of Australia's largest and most established financial services organisations. AMP Financial Planning, stands behind the advice and services we provide.

AMP Financial Planning holds an Australian Financial Services Licence and Australian Credit Licence (No. 232706) and;

- has authorised the distribution of this Guide
- has authorised us to provide the advice and other services set out in this Guide
- is responsible for the services we provide
- is a Professional Partner of the Financial Planning Association of Australia

AMP Financial Planning is also authorised to allow us to provide credit assistance to you on its behalf.

Together with AMP Financial Planning, we act on your behalf when providing advice and services to you.

### Contact details

AMP Financial Planning Pty Limited  
ABN 89 051 208 327

33 Alfred Street  
Sydney NSW 2000  
Phone: 133 888  
[www.amp.com.au](http://www.amp.com.au)

### AMP Financial Planning's relationship with AMP companies

AMP Financial Planning is a member of the AMP group of companies, a wealth management business operating in Australia and New Zealand. AMP Limited is listed on the Australian Stock Exchange. AMP Financial Planning is related to, or has a substantial shareholding in the following companies, whose products or services we may recommend to you:

- AMP Bank Limited
- AMP Capital Investors Limited
- AMP Life Limited
- AMP Superannuation Limited
- National Mutual Funds Management Limited
- The National Mutual Life Association of Australasia Limited
- Cavendish Superannuation Pty Ltd
- AMP Capital Funds Management Limited
- Australian Securities Administration Management Limited
- Multiport Pty Ltd
- Super IQ PtyLtd (49% interest held by AMP Group)
- ipac asset management limited
- NMMT Limited
- N.M. Superannuation Pty Ltd

If we recommend a product or service issued by an AMP Group company, they will benefit from our recommendation by receiving product, administration and/or investment fees, as well as fees paid by fund managers to distribute their product. These fees are disclosed in the relevant product disclosure statement or other disclosure document.

AMP companies which issue products may also receive payments from fund managers for the inclusion and distribution of the relevant fund manager's investment options through products manufactured by AMP companies. These services and payments are included in the fees shown in the relevant product disclosure statement for the products.

Authorised representatives and staff may hold shares in AMP Limited, the ultimate holding company of the AMP Group which is listed on the Australian Securities Exchange. The share price of AMP Limited may be affected favourably by the sale of products issued by the product issuers listed in this document.

## **AMP Financial Planning's relationships with other companies**

Issuers of products do not pay to be included on the approved products and services list, however product issuers or service providers that have been selected for inclusion may pay AMP Services Limited a fixed annual fee of up to \$22,000 (including GST). This fee assists with the costs of distribution support provided by AMP Services Limited and its representatives.

Product issuers may also make payments to AMP Services Limited as follows:

- For investment products and loan products, up to 0.33%\* pa of funds under administration, the balance of the cash account or the total loan value outstanding.
- For insurance products, up to 10%\* of the total premium paid.

\* includes GST

The payments are usually made quarterly and are generally less any fixed fee that has been paid. Since this amount is calculated in the future, we cannot provide an exact figure at this point. However as an example, if:

- Total funds under administration for a particular investment product is \$10 million with a nil fixed fee component, the issuer would pay AMP Services Limited \$33,000 annually.
- Total premiums for insurance products are \$1 million, the insurer would pay AMP Services Limited up to \$100,000 annually.

From time to time, product issuers have access to AMP Financial Planning and its authorised representatives to advertise or give training on their products. Product issuers may contribute to the cost of attendance of AMP Financial Planning employees and authorised representatives at certain educational, professional development and other events on a public or restricted basis.

Our practice does not receive any part of these payments received by AMP Financial Planning.

## **WealthView eWRAP and PortfolioCare administration services**

The range of WealthView and PortfolioCare administration services are issued by companies in the AMP Group. These companies have an agreement with Asgard Capital Management Limited (Asgard) under which Asgard administers the WealthView eWRAP and *PortfolioCare* administration services in addition to administration and support services also provided by AMP companies.

If you access a product in the WealthView eWRAP or *PortfolioCare* range, then administration and, where applicable, custodial share and trustee fees are deducted from your account. These fees, as set out in the product disclosure statement or IDPS Guide, are paid to AMP Financial Planning after deduction of expenses for administration and support services described above.

A full description of the fees is in the relevant product disclosure statement or IDPS guide for the relevant service. Our practice does not receive any part of these payments.

## 6. Paying for the services we provide

Our preferred method of payment is by an agreed fee. We will negotiate and agree fees and payment options with you prior to providing our advice and services. You will therefore know the services to be provided to you and what they will cost, before any services commence. If we agree to charge a specific fee for our credit activities, we will provide you with a quote and gain your acceptance before we proceed. If we are the servicing planner for your employer, we will agree any advice fee with your employer and disclose this to you.

You may choose to pay fees directly to AMP Financial Planning or where possible, they may be deducted from your product.

The actual costs will normally be shown in writing to you. You can also ask us for details of other payments or other support services or recognition we receive at any time before implementation is completed.

### Our fees

The fees charged for our advice and services may be based on:

- A set dollar amount that is agreed between you and us and invoiced directly to you.
- A set dollar amount or percentage-based fee that is agreed between you and us and paid via your product.

Our agreed advice fees may include charges for:

- Initial advice
- Ongoing advice

For more information on our service fees, please see our Schedule of Fees attached or available on request. Please note that for services in relation to insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums, and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

For loan products, our commission generally ranges between 0.33% and 1.485% of the initial loan balance and 0% to 0.55% of the outstanding loan balance each year. For example, if your loan balance was \$100,000 we would receive between \$330 and \$1,485 initially and between \$0 and \$550 pa. Please note these commission ranges incorporate all potential commission bonuses (which we may or may not receive) and that lenders can change these commission rates at any time. For details regarding all other potential commissions, please refer to the Schedule of Fees.

For consumer leases, we will charge a brokerage fee between 0% and 4% of the lease amount sought. For example, if you are seeking \$10,000 credit, the cost to you will be between \$0 and \$400.

All fees and commissions will be paid directly to AMP Financial Planning as the licensee, on our behalf. They may retain a percentage to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue for the prior year.

## Other benefits we may receive

### Received from AMP Financial Planning

In addition to the payments we may receive for our advice and services we may receive other support services. These can include financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation. Further details will be disclosed to you when applicable.

We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

### Development, management and advice recognition

We may be eligible for Development, Management and Advice (DMA) recognition payments based on our ranking performance relative to other AMP Financial Planning practices in the previous year. Up to 30% of all AMP Financial Planning practices may be eligible for DMA payments.

The DMA payment is based on a percentage of our practice revenue. Our DMA percentage will be set annually and may range from 0% to 10% depending on our ranking. The percentage is then applied to our practice revenue and the resulting payments are received twice a month.

For example, if our DMA is set at 3% and our revenue for the payment period was \$8,500, we would receive  $\$8,500 \times 0.03 = \$255$ . Assuming an average revenue of \$8,500 per payment period, the total DMA payment received in a year would be  $\$255 \times 24 = \$6,120$ .

### How our performance is ranked

Ranking of practices is determined yearly by a points system which is a broad measure of the growth and professionalism of our practice as compared to other practices in the AMP Financial Planning network. The points system is based on a combination of factors within a balanced scorecard such as the quality of our services, compliance, our business goals and our engagement with our clients through a measure called Advice Growth Index (AGI). AGI measures the value of our fee for service revenue and our clients' product holdings, over the previous year.

### Business growth advice payments

All practices are eligible for Business Growth Advice (BGA) payments. The payments are based on our practice revenue.

BGA payments are set at 1% of our practice revenue. Payments are received twice each month. For example, if our practice revenue was \$8,500 in a payment period, we would receive  $\$8,500 \times 0.01 = \$85$ . Assuming an average revenue of \$8,500 per payment period, the total BGA payment received in a year would be  $\$85 \times 24 = \$2,040$ .

### Business buy-back option

If we leave the financial services industry or can no longer appropriately service a selection of our clients, and cannot find a buyer for our business, AMP Financial Planning will either look after our clients or appoint one of its authorised representatives to do so.

If this happens, AMP Financial Planning may buy back our business. The amount will vary depending on a number of factors including, our reason for leaving the financial services industry, the time our business has been established, the annual notional recurring revenue (both actual and any deemed revenue) of our practice and the quality of our previous advice.

### Business conferences

#### Annual advice summit

The advice summit is an annual event which offers advisers the opportunity for professional development and to hear updates on AMP's thinking about the future of advice. AMP Financial Planning subsidises the expenses of authorised representatives who wish to attend. This benefit is valued up to \$1,200. This value is approximate, and will ultimately depend upon AMP Financial Planning's choice of location.

## Professional education grant

To qualify, an authorised representative's practice must be one of the highest performing AMP Financial Planning practices and meet certain criteria. The qualifying criteria may vary and is based on the quality of our advice and ranking of our practice within the AMP Financial Planning network (refer to the Development, Management and Advice recognition subsection for further information regarding how we are ranked) received by our practice during the qualifying period. Depending on our ranking we may be entitled to receive a reimbursement in professional education expenses for up to two authorised representatives. This benefit is valued up to \$12,000.

## Enhanced study programs

AMP Financial Planning rewards individuals who achieve outstanding results consistently over a minimum of 10 years. The qualifying criteria may vary, and is normally based on the quality of our advice and the ranking of our practice within the AMP Financial Planning network (refer to the Development, Management and Advice recognition subsection).

Benefits include participation in study programs within Australia or overseas. The value of the enhanced study programs can amount up to \$10,000 for the authorised representative. These values are approximate as they depend on the location.

## Other support

### Loans with AMP Bank

If we take out a practice development loan with AMP Bank, AMP Financial Planning may, as a limited offer, pay for example the application fees on behalf of the practice.

## Indirect benefits from product issuers

We may receive other advantages from product issuers such as product and service discounts provided by employees and authorised representatives of the firm as a result of our, or AMPFP's relationship with these providers.

Any other benefits we will be disclosed in our written advice.

Both we and AMP Financial Planning keep a register of non-monetary benefits received. You can see a copy of this register by asking us or AMP Financial Planning.

We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items, valued at less than \$300.

These items are in addition to other non-monetary benefits explained elsewhere in this Guide and that may be valued at more than \$300, such as conference attendance.

## Australian Finance Group (AFG)

AFG is an aggregator, which simply means it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services.

As AMP Financial Planning and its Accredited Mortgage Consultants are part of the network of mortgage brokers that use AFG's aggregation services, they are entitled to participate in bonus arrangements between AFG and individual lenders. Any payments by lenders to AFG are based on the volume of **all** new or increased loans put through AFG, including that of AMP Financial Planning, and/or the quality of these submissions eg application to settlement conversion rate. AFG then pays AMP Financial Planning its proportion of this bonus payment, according to the amount of business it submitted through AFG during the period, and in turn AMP Financial Planning determines what proportion, if any, its Accredited Mortgage Consultants are entitled to receive. These bonuses are a percentage of the loan balance and are separately negotiated between each lender and AFG. Please note that lenders can change the percentage at any time and not all lenders pay volume or quality bonuses. The commission bonuses are included in the commission ranges shown in *Our fees* subsection.

In addition, some lenders may offer commission bonuses and other incentives e.g. offshore conferences, which are based on the volume of loans settled, value of individual loans and quality of submissions lodged by the individual Accredited Mortgage Consultant with that particular lender. Such benefits vary

from lender to lender. AFG then pays commission bonuses to AMP Financial Planning who in turn determines what proportion, if any, its Accredited Mortgage Consultants are entitled to. As a general guide, these bonuses range between 0.45% and 1.1% of the loan balance initially and 0.5% each year, however, lenders can change these at any time.

Other incentives are paid directly to the Accredited Mortgage Consultant by the lender. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits or direct benefits for example an overseas holiday based on the volume of business lodged with the lender over a specified period.

Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

## 7. Important information for you to know

### Your privacy

Your privacy is important to AMP Financial Planning and us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy please refer to the Appendix to this FSCG.

### If you have a complaint

1. If you have a complaint about the advice or services provided to you by us or AMP Financial Planning, then please use the contact details in this guide to let us or AMP Financial Planning know. We will try to resolve your complaint quickly and fairly.

If your complaint relates to a financial or credit service provided by us or AMP Financial Planning, and is not satisfactorily resolved within three business days, please lodge your complaint in writing to:

**Attention: National Complaints Manager  
Client solutions and advice services**

Level 8, 33 Alfred Street  
Sydney NSW 2000

Email: [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)

2. If you do not get a satisfactory outcome, you have the right to complain to the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001

Phone: 1300 780 808  
Fax: 03 9613 6399

Email: [info@fos.org.au](mailto:info@fos.org.au)  
Website: [www.fos.org.au](http://www.fos.org.au)

FOS is an independent external dispute resolution service, of which AMP Financial Planning is a member. The Financial Ombudsman Service is free of charge. However, there are some limits on the size of claims that can be handled by FOS. For details of the current limits, please go to the FOS website.

You may also contact the Australian Securities & Investments Commission (ASIC) on freecall infoline 1300 300 630 to make a complaint and obtain information about your rights. You can also contact the Financial Planning Association (FPA) at [www.fpa.asn.au](http://www.fpa.asn.au) to make a complaint (please note that the FPA cannot award compensation).

### Compensation and insurance

#### Our practice

Our practice, financial planners and credit advisers are covered by professional indemnity insurance which is taken out to ensure sufficient resources will be available to meet any potential claims against our practice, financial planners and/or credit advisers.

#### AMP Financial Planning

AMP Financial Planning is covered by professional indemnity insurance satisfying the requirements under the Corporations Act and National Consumer Credit Protection Act for compensation arrangements.

The insurance covers claims arising from the actions of former employees or representatives of AMP Financial Planning, even where subsequent to these actions they have ceased to be employed by or act for AMP Financial Planning.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against AMP Financial Planning.

## 8. Our services for Managed Discretionary Accounts

We offer limited types of Managed Discretionary Account Services (MDA Services) within approved investment platforms. Through these services, you allow us to manage your investments for you, using our discretion and without obtaining your instructions before each transaction we undertake on your behalf. However, we do not (and we are not authorised to) open new accounts, withdraw funds or contribute funds to your investment.

### **What are the risks associated with using the MDA service?**

By authorising us to make changes to your investments, you cannot claim we were not acting on your behalf if we acted within the authority given. Therefore, our acts bind you. It is important you understand what we are authorised to do and that you carefully read and understand the activities that you are authorising us to do on your behalf.

### **How can you instruct us to exercise rights relating to the financial products in your portfolio?**

Generally, the financial products that we invest in on your behalf do not have any additional rights or entitlements attached to them. However, if there are, we will let you know. You can then instruct us how you wish us to proceed.

### **Do you have to enter into a contract for us to provide MDA services?**

Yes. This MDA contract will set out the terms and conditions of the authority and also the investment program, which sets out how your money will be invested. We will agree and prepare the investment program for you based on your relevant personal circumstances, your financial objectives and your needs and review the program every 12 months.

### **Will the investment program in the MDA contract comply with the law?**

If this is relevant, then the investment program set out in the MDA contract will comply with the law. The relevant law is Division 3 of Part 7.7 of the Corporations Act. The contract will also contain:

- Statements about the nature and scope of the discretions we will be authorised and required to exercise under the MDA contract.
- Any investment strategy that is to be applied in exercising those discretions.
- Information about any significant risks associated with the MDA contract.
- The basis on which we consider the MDA contract to be suitable for you.
- Warnings that the MDA contract may not be suitable to you if you have provided us with limited or inaccurate information. It will also specify that the MDA service may cease to be suitable for you if your relevant personal circumstances change.

### **Do we provide custodial or depository services for your portfolio?**

We do not provide custodial or depository services. This means that you will either hold the investments in the portfolio, or the custodian nominated for that financial product will hold them.

This financial services guide complies with the ASIC Class Order 04/194.

# Our schedule of fees

We are committed to making sure our fees are transparent, understood and agreed to by you. Our preferred method of payment is by an agreed fee.

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed.

The following section outlines our types of fees that may apply.

## Agreed advice fees

The following section outlines the agreed advice fees we charge for initial and ongoing advice.

### Initial advice fees

These are fees paid when you have agreed to receive our advice.

Fees start from \$880 and we provide an individual quotation on what this fee will be at the earliest opportunity and before we commence any work for you. The fee charged will depend on the complexity of the advice provided.

These prices should be used as a guide only. We will discuss your individual needs and agree our costs with you. The final cost will be based on the complexity and extent of services we agree to provide you.

### Payment methods

Where you have asked to be invoiced directly for our advice and services we will provide you with an invoice at the time of presenting our advice to you. Payment is required within 7 days of receiving our invoice and can be paid by:

- Direct debit
- Credit card (American Express, Visa, Mastercard or Bankcard)
- Cheque (Please make cheques out to AMP Financial Planning)
- BPay
- Direct credit

Where you have chosen to pay our initial advice fees via your product, these fees will be deducted from your product upon implementation of our advice.

### Ongoing advice fees

We offer ongoing advice services as part of our client value proposition. The cost of these services is as follows:

- Platinum Plus ongoing advice and services package: from \$13,200 p.a.
- Platinum ongoing advice and services package: from \$8,800 p.a.
- Premier ongoing advice and services package: from \$4,400 p.a.

*The above ongoing advice services packages provide an annual review once a year as a minimum.*

## Payment methods

Where you have asked to be invoiced directly for our advice and services we will provide you with an invoice at the time of presenting our advice to you. Payment is required within 7 days of receiving our invoice and can be paid by:

- Direct debit
- Credit card (American Express, Visa, Mastercard or Bankcard)
- Cheque (please make cheques out to AMP Financial Planning)
- BPay
- Direct credit

Where you have chosen to pay our ongoing advice fees via your product, these fees will be deducted from your product generally on a monthly basis.

## Commissions

We do not charge commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing our advice.

The following is a guide of commissions we may receive:

- Investment products: contribution fee between 0% and 4.95% of all contributions made to the investment and between 0% and 1.1% of the investment value each year. For example, if you made an investment of \$10,000, we would receive between \$0 and \$495 initially and between \$0 and \$110 p.a.
- Insurance products (including those held within superannuation): between 110.0% and 130.0% (including GST) of the first year's premium and between 10.12% and 14.30% of the premium each following year. For example, if your insurance premium was \$1,000, we would receive between \$1,100 and \$1,300 initially and between \$101.20 and \$143.00 p.a.
- Loans: between 0.33% and 1.485% of the initial loan balance and 0% to 0.5% of the outstanding loan balance each year. For example, if your loan balance was \$100,000 we would receive between \$330 and \$1,485 initially and between \$0 and \$500 p.a. Please note these commission ranges incorporate all potential commission bonuses (which we may or may not receive) and that lenders can change these commission rates at any time.
- Other banking products: between 0% and 0.55% of the balance each year.

### **All fees and charges include GST.**

If an agreed advice fee is charged then we may rebate all or some of the commission.

If we agree to charge a fee for our credit activities, including implementation of any loans, we will provide you with a quote and gain your acceptance before we proceed. Where we do not provide you a quote, there will be no charge directly to you for these services and we will receive commissions from the lender only.

## Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

The agreement regarding the advice and services we provide to you and the cost of these advice and services will be negotiated between yourself and us prior to providing any advice or services. If we are the servicing planner for your employer, we will agree any advice fee with your employer and disclose this to you.

All fees and commissions will be paid directly to AMP Financial Planning as the licensee, on our behalf. They retain a percentage to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue for the prior year.

## Appendix: Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the *Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006* to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your planner and AMP Financial Planning (AMPFP) may have access to this information when providing financial advice or services to you;
- Your planner may, in the future, disclose information to other financial advisers, brokers and those who are authorised by AMPFP to review customers' needs and circumstances from time to time, including other companies within the AMP group;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the AMP group in providing financial advice and services to you. A list of countries where these service providers are located can be accessed via the AMP Privacy Policy. .
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the AMP Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your planner and AMPFP will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your planner or AMPFP holds about you at any time to correct or update it as set out in the AMP Privacy Policy. The AMP Privacy Policy also contains information about how to make a complaint about a breach of the *Australian Privacy Principles*. For a copy of AMP's Privacy Policy visit [www.amp.com.au/privacy](http://www.amp.com.au/privacy) or you can contact us.