



Financial Services and Credit Guide

What you need to know about our services
and how we work with you

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Why this Guide is important to you

This Guide explains the 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 additional advice is given in the future, and your personal circumstances or the basis of the previous recommendations are not significantly different, a new statement of advice may not be required. We will keep a record of any additional advice we provide you. You can ask for a copy of our 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 will normally be documented in a **statement of advice** or a **record of debt advice**. As part of any preliminary assessment we will undertake inquiries to determine whether a particular loan is suitable for you or not. If we determine, based on your circumstances, that a loan is not suitable we will not proceed with the loan.

If we recommend a financial product or arrange a financial product for you, we will provide you with a **product disclosure statement**, 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: The Bravien Group Pty Ltd trading as Bravien Financial

ABN: 97 102 236 359

Authorised representative number: 287276

Authorised credit representative number: 371235

Address: **Brisbane:**
Suite 9, 60 Macgregor Terrace
Bardon QLD 4065

Postal:
PO Box 221
Paddington QLD 4064

Canberra:
Level 1, 29 Bentham Street
Yarralumla ACT 2600

Postal:
PO Box 7076
Yarralumla ACT 2600

Phone: 1300 272 843

Fax: 1300 272 844

Email: info@bravien.com

Website: www.bravien.com

2. How our advice can help you achieve your goals

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 section 3: *Our financial planners and credit advisors*.

We can provide advice on

Areas of advice:

- Personal superannuation
- Employer superannuation
- Investments and savings plans
- Investment portfolio construction
- Strategic asset allocation
- Debentures
- Gearing and margin lending
- Retirement planning
- Budget and cashflow planning
- Debt management
- Centrelink and other government benefits
- Salary packaging
- Insurance (life cover, disability, income protection and trauma)
- Deposit and payment products

In particular we specialise in:

- Tailoring these areas of expertise to suit your specific goals and values
- As part of this collaborative engagement we provide ongoing strategy adjustment, advice and services through regular progress meetings

We also offer ongoing advice and services, including regular portfolio reviews.

Implementing your strategy

We can arrange the following products and services to implement your strategy:

- Superannuation, including retirement savings accounts
- Self managed superannuation funds (SMSF)
- Borrowing within your SMSF
- Managed investments
- Separately managed accounts
- Investor directed portfolio services
- Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
- Standard margin loans
- Retirement income streams, including pensions and annuities
- Insurance (life cover, disability, income protection and trauma)
- Life investment products including whole of life, endowment and bonds
- Debentures, stocks or bonds issued or proposed to be issued by a government
- First home saver accounts
- Arranging for listed securities, shares and debentures to be bought and sold via broker
- Various structured products, instalment warrants over managed funds and protected equity loans
- Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service.

Transaction services

At times you may wish to make a financial transaction without using our advice services. In these cases, we can take your instructions and arrange for the transaction to be completed, without providing personal advice. Product transactions can only be completed on those products where we are authorised by AMP Financial Planning.

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.

Any assistance we provide to complete your transaction should not be taken as a recommendation or endorsement of the product or transaction. AMP Financial Planning stands behind the services we provide in carrying out your instructions as directed. This does not include the selection of the product or particular transaction you have determined without advice.

How you can start and end the use of our services

We will work with you to determine what advice and services we will provide to you, when the advice and services will be provided and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you, including information as to the frequency of contact between us, any service standards that apply 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.

Your role and responsibilities

In order to develop a successful financial strategy and to recommend appropriate products to you, we need to consider your personal circumstances and your financial goals.

To accomplish this, you must provide us with accurate and current information regarding your personal and financial position, objectives and needs. We will discuss what information we require from you and when.

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.

You have the right not to provide us with certain personal information. However, if you don't provide this information, the advice you receive may not be appropriate to your needs, objectives and financial situation.

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 researches a wide range of products and services and selects those it considers worthy of recommendation to our clients. AMP Financial Planning also conducts ongoing reviews to ensure that the products and services remain competitive and continue to meet the needs of our clients. A diversified selection of fund managers is accessible through products or platforms promoted or issued by AMP companies. We prefer to recommend these products and platforms but if appropriate for your needs, we may select products from other companies.

Accredited Mortgage Consultants of AMP Financial Planning can recommend loans issued by AMP Bank. Those with additional accreditation, can access loans through 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. It also provides some other ancillary services. As at November 2010, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning are:

- AMP Bank
- ANZ
- Homeside Lending
- Commonwealth Bank
- Suncorp
- AFG

As at November 2010, the lessors which may be recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning are:

- Macquarie
- Esanda
- Westpac
- Commonwealth Bank

For details on the credit services we can provide, please go to Section 3.

While there may be other products and services also suitable for you, we can only advise and deal in products and services approved by AMP Financial Planning. We can provide you with a copy of the approved products and services list if you request.

3. Our financial planners and credit advisors

Jeremy Gillman-Wells



About me

Authorised representative number: 249437

Authorised credit representative number: 371140

Qualifications: I have been a financial planner since 2001. I have a Bachelor of Science Degree from University of New South Wales. I have a Graduate Diploma of Business Administration (Finance) (with Distinction) from Charles Sturt University. I am a CERTIFIED FINANCIAL PLANNER™ Practitioner.

Memberships: I am a member of the Financial Planning Association of Australia

The advice and services I can provide you

I am authorised to provide the services listed in section 2 of this Guide with the exception of:

- First Home Saver Accounts

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, employee and shareholder of Bravien Financial and as such receive a salary plus dividends from Bravien Financial.

Rebecca Murphy



About me

Authorised representative number: 343495

Authorised credit representative number: 371358

Qualifications: I have been a financial planner since 2009.

I have an Advanced Diploma of Financial Services (Financial Planning)

The advice and services I can provide you

I am authorised to provide the services listed in section 2 of this Guide with the exception of:

- Borrowing within your SMSF

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 Bravien Financial and as such receive a salary plus bonus from Bravien Financial. The bonus is based on a number of criteria including achieving a number of performance targets including revenue, as well as compliance and client satisfaction targets.

Bruno Tjelder



About me

Authorised representative number: 323194

Authorised credit representative number: 412630

Qualifications: I have been a financial planner since 2009.
I have an Advanced Diploma of Financial Services (Financial Planning)

The advice and services I can provide you

I am authorised to provide the services listed in section 2 of this Guide with the exception of:

- Borrowing within your SMSF
- Separately managed accounts
- Investor directed portfolio services
- Employer superannuation
- Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service

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 Bravien Financial and as such receive a salary plus bonus from Bravien Financial. The bonus is based on a number of criteria including achieving a number of performance targets including revenue, as well as compliance and client satisfaction targets.

Nick Stannard



About me

Authorised representative number: 340719

Authorised credit representative number: 411237

Qualifications: I have an Advanced Diploma of Financial Services (Financial Planning) & a Bachelor of Business (Economics).

The advice and services I can provide you

I am authorised to provide the services listed in section 2 of this Guide with the exception of:

- Borrowing within your SMSF
- Self managed superannuation funds (SMSF)
- Investor directed portfolio services
- Standard margin loans
- Employer superannuation
- Gearing and margin lending
- Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service.
- Transaction services

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 Bravien Financial and as such receive a salary plus bonus from Bravien Financial. The bonus is based on a number of criteria including achieving a number of performance targets including revenue, as well as compliance and client satisfaction targets.

4. Our relationships and who we represent

Our relationships

It is important for you to understand the relationships that exist as they may be considered to influence our recommendations to you.

Referrals from others

We have a referral arrangement with Tiffen & Co and The Mortgage Detective (TCTMD) through which they refer clients to us for financial advice. If you have been referred to us, then we will pay TCTMD a referral fee of 15% of all initial and ongoing fees charged. For example, if you pay us initial fees and ongoing fees of \$1,000 we would pay a \$150 referral fee.

Referrals to AMP Bank

We have a referral agreement with AMP Bank called 'Planner Assist'. AMP Bank is part of the AMP Group. We will refer clients to AMP Bank under the 'Planner Assist' referral arrangement for home and business lending services.

AMP Bank will pay our practice up to 0.40% initial commission and up to 0.15% ongoing commission for business submitted under the 'Planner Assist' referral arrangement. For example, for a loan of \$100,000, we would receive up to \$400 initial commission and up to \$150 ongoing commission.

AMP Bank Limited is the credit provider and is responsible for any lending products and services it provides.

Referrals to stockbrokers

We are not authorised to advise on or transact in specific shares. If you require advice or execution of share transactions, we will refer you to a broker on the panel of stockbrokers approved by AMP Financial Planning. If such a referral is made, then a referral payment may be paid to AMP Financial Planning. A percentage is then passed on to us. Details of any referral fees paid will be disclosed in our advice or, if our advice service is not used, in the acknowledgement form we will ask you to sign.

For advice and share transactions provided by an approved broker, we do not receive a percentage of the fee they charge for their services.

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 representatives listed in this document provide services to you as authorised representatives and credit representatives of AMP Financial Planning Pty Limited.

Our relationship with AMP Financial Planning allows us to access education and professional development, compliance and other risk management services, advice solutions, technology and research on various local and international fund managers that we are authorised to recommend to you.

You can be assured that our interests are focused on providing you with the appropriate financial solutions for your needs whilst also taking comfort from one of Australia's largest and most established financial services organisations, AMP Financial Planning, standing behind the advice and services we provide.

AMP Financial Planning holds an Australian Financial Services 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 a Principal Member 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

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 the following companies whose products we may recommend to you:

- AMP Bank Limited
- AMP Capital Investors Limited
- AMP Life Limited
- AMP Superannuation Limited.

As with other product issuers, if we recommend a product issued by one of the companies above, they will benefit from our product recommendations by receiving the fees they charge on their products. These fees are shown in their product disclosure statements. For superannuation products issued by AMP Superannuation Limited, AMP Life Limited receives the fees charged on the product, as issuer of the underlying life policies. 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 or badged by AMP companies. These services and payments are included in the fees shown in the relevant product disclosure statement for the products.

If an AMP Financial Planning practice takes out a practice development loan with AMP Bank, AMP Financial Planning may, as a limited offer, pay a benefit such as the application fees on behalf of the practice.

AMP Financial Planning, its staff, and its authorised representatives and their associates may also have an interest in, or hold investments in, the products we may recommend and they may hold shares in AMP Limited. The share price of AMP Limited may be affected favourably by the sale of products issued by the product issuers listed above.

AMP Financial Planning's relationships with other companies

AMP Financial Planning researches a broad range of products and services. The approved products and services list on which we base our recommendations or conduct transactions is maintained by the AMP Financial Planning Research department using extensive research undertaken by independent research organisations and AMP Financial Planning's own analysts. Issuers of products do not pay to be included on the approved products and services list, however once on the list, product issuers or service providers may pay AMP Financial Planning a fixed annual fee of up to \$22,000 (including GST). This fee assists with the costs of distribution support provided by AMP Financial Planning and its representatives.

Product issuers may also make payments to AMP Financial Planning 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 Financial Planning \$33,000 annually.
- Total premiums for insurance products are \$1 million, the insurer would pay AMP Financial Planning 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. Any payments made by fund managers for advertising space at conferences are shown in the alternative remuneration register maintained by AMP Financial Planning, which is available for inspection on request.

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

WealthView eWRAP and PortfolioCare administration services

Several AMP companies have an agreement with Asgard Capital Management Limited (Asgard) under which Asgard administers the WealthView eWRAP and *PortfolioCare* administration services.

If you access a product through the WealthView eWRAP or *PortfolioCare* administration services, 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, are payable to AMP Financial Planning. Asgard receives all other fees charged on each product and is paid a fee by AMP companies for the administration services it provides.

A full description of the fees is in the relevant product disclosure statement or financial services guide for the relevant service. Our practice does not receive any part of the payments received by AMP Financial Planning.

6. Paying for the services we provide

We are committed to taking a leading role to help increase consumer confidence in the financial planning process by making sure our fees are transparent, understood and agreed to by you.

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 are the servicing planner for your employer, we will agree any advice fee with your employer and disclose this to you.

The actual costs will normally be shown in our written advice to you or in the acknowledgement form completed when a transaction without advice service is requested. For transactions without advice you can ask us for details of the remuneration or other benefits at any time before the transaction is completed.

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

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 0.5% 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 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 retain 2.5% 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

The benefits listed below may be considered to influence the service we give you or the products we recommend to you.

Benefits from AMP Financial Planning

In addition to the payments we may receive for our advice and services, we may also receive other benefits such as financial and training assistance from AMP Financial Planning. Other benefits can include prizes and awards, or events in recognition of financial planning excellence and innovation.

From time to time AMP Financial Planning may also provide incentives and promotions to planners. Further details will be disclosed to you when applicable.

We may also receive indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Any benefits we receive that may reasonably be considered to influence our advice and services to you will be disclosed in our advice.

Business conferences

Overseas convention

Conventions are usually held every 2 years. AMP Financial Planning subsidises the expenses of people who attend the business convention. The qualifying criteria are generally based on the quality of our advice and the amount of net business flow (please refer to the *Development and marketing rewards* section for further information regarding net business flow) received by the practice during the 2 calendar years before the business convention.

Those practices ranked in the top 15% or achieve a Gold award in both years (based on net business flow – refer to next section 'Other benefits') are eligible to send a planner to the business convention. The value of the benefit for planners will depend upon the location of the conference, as well as the relative value of the Australian dollar where the conference is being held. As a guide, in 2010, the value of this benefit was around \$8,000. Depending on where we are ranked in the top 15% we may be eligible to send an additional planner. Partners of planners may also be able to attend. This partner benefit is estimated to be valued at around \$5,000. Nationally, up to 10 people may also qualify for airfare upgrades. In 2010, the value of this benefit was around \$6,000.

These values are approximate as they depend on AMP Financial Planning's choice of location.

Amicus club

AMP Financial Planning rewards outstanding achievement in the areas of advice capability, compliance and net business flow (please refer to the *Development and marketing rewards* section for further information regarding net business flow) with an annual Gold award. Individuals achieving 10 Gold awards qualify for Amicus club membership.

Membership benefits include attendance at additional business conferences, which extend to both the annual domestic and the biennial overseas convention. The value of each of these benefits is around \$5,000 and is in addition to other benefits received. These values are approximate as they depend on AMP Financial Planning's choice of location.

Professional education expenses

We may be entitled to receive a reimbursement in professional education expenses for up to 2 planners. This benefit is valued at around \$5,000. This is in lieu of attending a business convention funded by AMP Financial Planning if we have qualified.

Other benefits

Development and marketing rewards

We may qualify for Development and Marketing Allowance (DMA) payments based on our ranking relative to other AMP Financial Planning practices. Up to 30% of all AMP Financial Planning practices may qualify 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 3% to 12% depending on our ranking. Payments are received twice each 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 allowance received in a year would be $\$255 \times 24 = \$6,120$.

Ranking of practices is determined by 'net business flow' (NBF) which is a weighted measure of our new and retained business over the previous year based on the classes of products or services on the approved products and services list. There are different rates depending on the establishment date, class of product or service and whether the business is an inflow or an outflow and whether the service relates to a new or existing client. For example, for investment products established before 1 July 2010 we receive a greater benefit for recommending and retaining a master trust account than for recommending a wrap account or a corporate super account. For investment products established from 1 July 2010 the rate is the same for all retail investment products.

Business growth allowance

All practices qualify for Business Growth allowance (BGA). 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 \$2,400 in a payment period, we would receive $\$2,400 \times 0.01 = \24 . Assuming an average revenue of \$2,400 per payment period, the total BGA allowance received in a year would be $\$24 \times 24 = \576 .

Indirect benefits from product issuers

We may receive indirect benefits from product issuers for the services we provide you in relation to their products. Alternatively, these benefits may be paid to AMP Financial Planning who may pay a proportion to us. This may include product and service discounts provided to employees and authorised representatives of the practice as a result of our, or AMP Financial Planning's, relationship with these providers.

Any benefits we receive that may reasonably be considered to influence our advice and services to you will be disclosed in our advice.

We keep an Alternative Remuneration register of indirect benefits received from product issuers that are greater than \$300. You can see a copy of this register by asking us.

We may also receive indirect benefits that are valued at less than \$300 for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Australian Finance Group (AFG)

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 e.g. 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.

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.

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 planners to do so.

If this happens, AMP Financial Planning may pay us a benefit. 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 of our practice and the quality of our previous advice.

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 the use of your personal information for marketing and other purposes see the AMP Privacy Policy Statement at www.amp.com.au. We keep records of your investment objectives, financial situation and needs and our recommendations to you. If you wish to examine your file or to get access to your personal information, please call us.

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.
2. 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:

Planner Complaints Consultant
AMP Financial Planning,
Level 8, 33 Alfred Street,
Sydney NSW 2000

3. If you still 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
Website: 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 or the Financial Planning Association (FPA) at www.fpa.asn.au to make a complaint (please note that the FPA can not award compensation).

Compensation and insurance

Our practice

Our practice, financial planners and credit advisors 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 advisors.

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 is subject to terms and exclusions. However 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.

We believe in building long term advisory relationships with our clients. Our advice offering is based on ongoing service and the ability to provide value in return for an annual advice fee determined by the complexity of your situation. Please refer to Ongoing Advice Fees. Initial advice fees start at \$2,200. Naturally however, with increased complexity for strategy development, research, advice preparation and presentation the fee will be higher than the base level indicated. In all instances fees will be agreed with you prior to commencement of work and include all staff time required to prepare your statement of advice.

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 14 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 an ongoing advice service as part of our client value proposition. The cost of this service is as follows:

Ongoing advice fees vary widely based on complexity. Our fees start from \$2,200 p.a.

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 14 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 5.5% 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 \$550 initially and between \$0 and \$110 p.a.
- Insurance products (including those held within superannuation): between 0% and 130% of the first year's premium and between 0% and 12.5% of the premium each following year. For example, if your insurance premium was \$1,000, we would receive between \$0 and \$1,300 initially and between \$0 and \$125 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 0.7% 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 with 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.

Supplementary Financial Services Guide

Dated: 2 May 2011

This Supplementary Financial Services Guide (SFSG) supplements Version 9 of our Financial Services and Credit Guide (FSCG). This SFSG is to be read together with that FSCG.

The distribution of this SFSG is authorised by AMP Financial Planning Pty Ltd (AFSL No: 232 706).

The Financial Services and Credit Guide is updated as shown below.

New additions to the AMP group of companies

On or around 30 March 2011, AMP Group is expected to assume control of the Australian and New Zealand operations of AXA Asia Pacific Holdings Limited. From that time, references to the AMP Group or AMP group of companies will include companies formerly part of the Australian and New Zealand operations of AXA Asia Pacific Holdings Limited.

Updates to the “AMP Financial Planning’s relationship with AMP companies” section

As a result of the above company changes, the section “AMP Financial Planning’s relationship with AMP companies” is updated as follows:

1. The list of AMP companies that AMP Financial Planning has a relationship with, is updated to include:
 - National Mutual Funds Management Limited
 - The National Mutual Life Association of Australasia Limited
2. The paragraph directly below the list of AMP companies that AMP Financial Planning has a relationship with is to be replaced with the following paragraph:

As with other product issuers, if we recommend a product issued by one of the companies above, they will benefit from our product recommendations by receiving the fees they charge on their products. Also, depending on the product, other companies in the AMP group may provide services to the product issuer such as administration and investment management. The nature of these services is shown in the product disclosure statements for each product. For example, for superannuation products issued by AMP Superannuation Limited, AMP Life Limited receives the fees charged on the product, as issuer of the underlying life policies. 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 or badged by AMP companies. These services and payments are included in the fees shown in the relevant product disclosure statement for the products.

Updates to the “Other Benefits” section

On or about 15 April 2011, AMP Financial Planning announced a one off additional benefit for 2011. If our net business flow (NBF) is positive for the period 1 January 2011 to 30 June 2011, we may qualify for an additional payment from AMP Financial Planning.

The amount of the payment will be the greater of \$7000 and the amount calculated as our “Entitlement percentage” multiplied by our practice revenue for the 12 months ending 30 June 2011. The Entitlement Percentage is based on our ranking relative to other AMP Financial Planning practices. The ranking is based on NBF, and ranges from 1.5% to 6%. For example, if our Entitlement Percentage is set at 1.5% and our practice revenue for the 12 months to 30 June 2011 was \$520,000, we would receive $\$520,000 \times 0.015 = \$7,800$.

However, if our NBF for the period 1 January 2011 to 30 June 2011 is negative, or if we cease to be an authorised representative of AMPFP before 30 June 2011, we will not qualify for the payment. For further details on how NBF is calculated, please refer to the Development and marketing rewards section of our FSCG.