



The Bravien Group Pty Ltd trading as Bravien Financial

## 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 statement of advice or a **record of debt advice**. If we determine, based on your circumstances, that a credit product is not suitable 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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Accredited by  
AMP Financial Planning



# 1. About our practice

**Name:** The Bravien Group Pty Ltd trading as Bravien Financial

**ABN:** 97 102 236 359

**Authorised representative number:** 287276

**Credit representative number:** 371235

## **Brisbane**

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

**Phone:** 1300 272 843

**Fax:** 1300 272 844

**Email:** info@bravien.com

## **Brisbane - Postal**

**Address:** PO Box 221  
Paddington QLD 4064

## **Canberra**

**Address:** Level 1, 29 Bentham Street  
Yarralumla ACT 2600

**Phone:** 1300 272 843

**Fax:** 1300 272 844

**Email:** info@bravien.com

## **Canberra - Postal**

**Address:** PO Box 7076  
Yarralumla ACT 2600

**Website:** www.bravien.com

## 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>– Tailoring these areas of expertise to suit your specific goals and values.</li> <li>– As part of this collaborative engagement we provide ongoing strategy adjustment, advice and services through regular progress meetings</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>▪ 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>▪ First home saver accounts</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>▪ Various structured products, instalment warrants over managed funds and protected equity loans</li> <li>▪ Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service</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, 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.

## 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

We have access to a wide range of financial products and services which have been researched and approved by AMP Financial Planning. Only those products and services considered worthy of recommendation to our clients have been approved.

While we prefer to recommend products and platforms promoted or issued by AMP companies, we may select products from other companies if appropriate to your needs.

AMP Financial Planning also conducts ongoing reviews to ensure that the products and services remain competitive. 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 2011 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></ul>	<ul style="list-style-type: none"><li>Macquarie</li><li>Esanda</li><li>Westpac</li><li>Commonwealth Bank</li></ul>

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 Jeremy Gillman-Wells

**Authorised representative number:** 249437

**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.

**Phone:** 1300 272 843

**Email:** info@bravien.com

#### 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.

- 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.

## About Rebecca Murphy

**Authorised representative number:** 343495

**Credit representative number:** 371358

**Qualifications:** I have been a financial planner since 2009.

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

**Phone:** 1300 272 843

**Email:** info@bravien.com



### 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

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.

## About Bruno Tjelder

**Authorised representative number:** 323194

**Credit representative number:** 412630

**Qualifications:** I have been a financial planner since 2009.

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

**Phone:** 1300 272 843

**Email:** info@bravien.com



### 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
- Borrowing within your SMSF
- Separately managed accounts
- Limited Managed Discretionary Account service
- Investor directed portfolio 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.

## About Nick Stannard

**Authorised representative number:** 340719

**Credit representative number:** 411237

**Qualifications:** I have an Advanced Diploma of Financial Services (Financial Planning).

I have completed a Bachelor of Business (Economics).



### 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
- Standard margin loans
- Limited Managed Discretionary Account service
- Investor directed portfolio 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.

### 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
AMP Bank	<p><b>Home and business lending services</b></p> <p>Up to 0.40% initial commission and up to 0.12% ongoing commission</p> <p>For example, for a loan of \$100,000, we would receive up to \$400.00 initial commission and up to \$120.00 ongoing commission.</p>	AMP Financial Planning and Our practice	AMP Bank is an AMP company
Referrals from:			
Referrer	Payment arrangement	Paid to	Nature of relationship
Tiffen & Co and The Mortgage Detective (TCTMD)	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.	Tiffen & Co and The Mortgage Detective (TCTMD)	Referrer

## 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 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 the following companies whose products 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

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 and fees is shown in the product disclosure statement for each product.

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.

Staff and authorised representatives of AMP Financial Planning 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

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. 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 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

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 writing to you. You can ask us for details of the remuneration or other benefits at any time before implementation 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 0.55% 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 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

#### Benefits from AMP Financial Planning

In addition to the payments we may receive for our advice and services we may receive other benefits from AMP Financial Planning that may reasonably be considered to influence our advice and service we give you or the products we recommend. Benefits can include financial and training assistance, 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 authorised representatives. 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.

## 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  $\$255 \times 24 = \$6,120$ .

### Net business flow

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 (for example, investment products established before 1 July 2010 receive a greater benefit), 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.

## 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 \$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 allowance 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 purchase 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 domestic conference

Usually held every year, AMP Financial Planning subsidises the expenses of authorised representatives and their partners 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.

## Other Benefits

### Loans with AMP Bank

If we take 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.

## 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 other benefits we receive that may reasonably be considered to influence our advice and services to you will be disclosed in our written 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)**

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 eg 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 the use of your personal information for marketing and other purposes see the AMP Privacy Policy Statement at [www.amp.com.au](http://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 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 can not 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

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

The following fees are paid when you have agreed to receive our advice:

Service	Fee amount
Initial fee	Starting from \$2,200.00

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.

#### Ongoing advice fees

We offer ongoing services as part of our client value proposition.

The cost of these services are as follows:

Ongoing advice service	Annual fee amount
<b>Ongoing advice fee</b> We offer an ongoing advice service as part of our client value proposition.	Starting from \$2,200.00

### Payment methods

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

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

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

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.95% of all contributions made to	Up to 1.10% of the investment value each	If you made an investment of

Product type	Initial commission	Ongoing commission	Example
	the investment.	year.	\$10,000, we would receive up to \$495.00 initially and \$110.00 pa.
Insurance (including those held within superannuation)	Up to 130.00% of the first year's premium.	Up to 33.00% of the premium each following year.	If your insurance premium was \$1,000, we would receive up to \$1,300.00 initially and \$330.00 pa.
Other banking products		Up to 0.55% of the balance each year.	If you made an investment of \$2,000 we would receive \$11.00 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.

## 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.

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.