

# Financial Services and Credit Guide

Provident Financial Services

This Financial Services and Credit Guide (FSCG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee AMP Financial Planning Limited (AMP Financial Planning)
- our fees and how we, your adviser and AMP Financial Planning, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or AMP Financial Planning

## Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

# About our practice

Our vision of Plan. Help. Achieve. and your Enjoy Factor are the cornerstone of our advice.

At Provident Financial Services our first priority is understanding you. Before we provide any financial recommendations, we spend the time to fully understand your objectives, attitude to risk, expected investment time frames and most importantly your Enjoy Factor. This focus makes every client partnership at Provident a unique one.

Established in 1997, Provident's team of experienced financial specialists work together to provide solutions to individuals, families and businesses.

## Summary of the business

Name	Paul Carter Pty Ltd trading as Provident Financial Services
Australian Business Number	16 079 780 895
Authorised representative number	249652
Credit representative number	374238

## Nedlands office contact details

Address	Level 1, 81 Stirling Highway, Nedlands, WA 6009
Phone	08 9442 0000
Fax	08 9442 0010
Email	<a href="mailto:advice@provident.com.au">advice@provident.com.au</a>
Website	<a href="http://www.provident.com.au">www.provident.com.au</a>

## Wangara office contact details

Address	Unit 43, Inspiration Business Park, Vision St, Wangara WA 6065
Phone	08 9442 0000
Fax	08 9442 0010
Email	<a href="mailto:advice@provident.com.au">advice@provident.com.au</a>
Website	<a href="http://www.provident.com.au">www.provident.com.au</a>

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

## Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers and Credit Advisers** on page 17.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation and goals based investing)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal and investment purposes)	— Borrowing within your SMSF
— Salary packaging	— Employer superannuation
— Superannuation strategies and retirement planning	— Managed investments
— Personal insurance	— Separately managed accounts
— Estate planning	— Investor directed portfolio services (for example, administration platforms)
— Centrelink and other government benefits	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Ongoing advice and services, including regular portfolio reviews	— Standard margin loans
— Aged care	— Retirement income streams, including pensions and annuities
	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Life investment products including whole of life, endowment and bonds
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.
	— Where an administration platform is recommended, we are also authorised to provide a Limited Managed Discretionary Account service
	— Limited selection of investment guarantees

AMP Financial Planning maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to AMP Financial Planning. These have been researched by external research houses as well as our in-house research team.

AMP Financial Planning periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that 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.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by AMP Financial Planning. These services may include those issued by companies related to AMP Financial Planning.

As at September 2018, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning's are ANZ, AFG Home Loans, Commonwealth Bank, NAB, Macquarie Bank and ING.

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Paul Carter Pty Ltd, trading as Provident Financial Services is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

## Transaction services

We can arrange to apply for complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

## Your relationship with us and using our services

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.

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 in a service agreement. 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.

## Changing service providers

To ensure that you are provided at all times with ongoing servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another adviser or financial planning practice within the AMP network or to another AMP licensee (the new service provider). If we do this, the new service provider will provide the ongoing servicing to you and will be entitled to the agreed on-going fees. The new adviser will also take over the rights and obligations on the same terms and conditions set out in the servicing arrangement and we will be released from those rights and obligations. We will write to you in advance of a transfer occurring, to introduce your new service provider. You may notify your new service provider at any time if you want to vary or end your servicing arrangements.

## Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

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

## Our fees

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

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice; and
- Ongoing advice.

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.

### Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to AMP Financial Planning as the licensee. They retain a percentage (as a licensee fee) 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.

For more information on our services, please see our **Schedule of fees** attached or available on request.

### 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.

### Other benefits we may receive

The following is a list of benefits we may receive other than those explained above. These are not additional costs to you. These benefits may be monetary or things like training, events or incentives we are eligible for.

In addition to the payments we may receive for our advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, including if we qualify under the licensee's excellence program, and business performance or business costs. These benefits are paid either at the licensee's discretion or depending on meeting certain qualifying criteria including the quality of our services, business goals and ranking against other practices in AMP Financial Planning. The amounts are set by the licensee from time to time (usually on an annual basis). 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 (DMA) recognition

We may be eligible for Development management and advice (DMA) recognition or equivalent payments based on our performance relative to other AMP Financial Planning practices in prior years.

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 relevant percentage is then

applied to our practice revenue and the resulting payments are received across the year (the 'payment period').

For example, if there are 12 monthly payment periods in a year, and if our DMA rate is set at 3% and our revenue for the payment period was \$25,000 (assuming, for the purpose of this example, the revenue is the same for each payment period), we would receive  $\$25,000 \times 0.03 = \$750$  each month.

### **How our performance is ranked**

Ranking of practices is determined 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 the change in our clients' product holdings over the measurement period.

### **Business growth advice payments**

All practices within the AMP Financial Planning network 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, 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 makes available a facility for practices to transfer the servicing rights of their clients. The valuation will vary depending on certain factors including the annual recurring revenue of our practice and the level of our service standards.

### **Personal and professional development**

AMP Financial Planning provides personal and professional development opportunities in the form of education and professional development programs, offered annually to qualifying practices.

#### **Summit**

The Summit is a national convention available to advisers from all AMP Financial Planning practices. AMP Financial Planning subsidises the expenses of those who attend the convention up to a maximum value of \$1,200 per annum per practice.

#### **Education and professional development programs**

AMP Financial Planning may subsidise the cost of our participation in approved education and professional development programs if we meet specific qualification criteria. The qualifying criteria is based on a combination of factors including the quality of our services, our business goals and our ranking against other practices in AMP Financial Planning. The maximum amount of this subsidy is \$12,000 per annum per practice. Advisers can allocate a percentage of their grant towards travel and accommodation to attend an approved course.

AMP Financial Planning will also provide a grant to us if we meet specific qualification criteria by reimbursing the practice up to 20% of the licensee fees payable by the practice to the licensee in 2017 to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority.

#### **Amicus program**

In addition to the above, certain practices that meet additional qualification criteria will be eligible to participate in the Amicus program, an additional personal and professional development program organised by AMP Financial Planning. If a practice qualifies for the Amicus program, AMP Financial Planning will subsidise the cost of their participation up to a maximum value of \$15,000 per annum per practice.

### **Para-planning costs subsidy**

We may be eligible for a subsidy from AMP in relation to paraplaning costs, depending on the number of paraplaning requests that we make in a particular month. If our practice submits a minimum of 5 paraplaning requests per eligible authorised representative in our practice, we receive a discount of up to 25% in relation to these costs. For example, if the total cost of 5 SOAs is \$1,000 we will receive a discount of up to \$250 ( $25\% \times \$1,000 = \$250$ ) and pay a discounted fee of minimum \$750.

### **Placement fees**

From time to time AMP Financial Planning will receive fees from brokers or product issuers (including AMP group companies) for arranging client participation in Initial Public Offerings (IPOs) of financial products. The fee, which is generally a percentage of the fee paid to the broker, varies from offer to offer and by the level of participation by AMP Financial Planning. We may share in this fee based on the level of participation by our clients.



# Relationships and associations

It is important that you are aware of the relationships that AMP Financial Planning has with providers of financial services and products as they could be seen to influence the advice you receive.

## About our licensee

AMP Financial Planning Pty Limited

ABN 89 051 208 327

Australian Financial Services Licensee and Australian Credit Licensee

Licence No: 232706

AMP Financial Planning has:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

AMP Financial Planning's registered office is located at 33 Alfred Street, Sydney, NSW 2000.

## About the AMP Group

AMP Financial Planning is a member of the AMP group of companies. We can provide advice on products from a wide range of financial product providers, some of which are related or associated with AMP Financial Planning, namely:

- |  |   |
|--|---|
| — National Mutual Funds Management Limited | — AMP Capital Funds Management Limited                |
| — NMMT Limited                             | — AMP Capital Investors Limited                       |
| — N.M. Superannuation Pty Limited          | — AMP Superannuation Limited                          |
| — Multiport Pty Limited                    | — AMP Life Limited                                    |
| — ipac asset management limited            | — Cavendish Superannuation Pty Ltd                    |
| — AMP Bank Limited                         | — Australian Securities Administration Limited (ASAL) |
| — SMSF Administration Solutions Pty Ltd    | — SuperConcepts Pty Ltd                               |

If we recommend a product issued by the AMP Group or a third party product issuer, they will benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

Authorised representatives and/or staff employed in our business may hold shares in AMP Limited, whose share price may be favourably affected by the sale of products issued by AMP Group companies.

## AMP Financial Planning's relationships with other companies

AMP Services Limited (ASL) provides administration services and distribution infrastructure services to several issuers of financial products and loan products under agreements entered into prior to 1 July 2013.

In return for those services, ASL receives remuneration as set out below:

- For investment products and loan products – up to 0.33%\* p.a. of funds under administration, the balance of any relevant cash account or the total loan value outstanding.

\*includes GST

By way of example:

- If total funds under administration for a particular investment product is \$10 million, ASL would receive \$33,000.

From time to time, ASL may facilitate access to AMP Financial Planning and its authorised representatives for issuers to train or educate AMP Financial Planning and its authorised representatives on their products.

## Arrangements with platform providers

This section of the FSCG sets out our relationships with platform providers and how these may influence the advice we give you.

### Overview

Where you invest through platform products and services (such as investor directed portfolio services or IDPS), we may receive remuneration from those platform providers. Fees, commission payments and other benefits may be calculated as a percentage of your financial interest in a product or service or on the total amount of business advised. The amount and calculation of those fees are shown in the relevant disclosure document. Some fees and commission payments we receive may relate to arrangements existing before 1 July 2013.

### Specific arrangements

We have arrangements with third parties for administration and support services in relation to the products below.

#### WealthView eWRAP and PortfolioCare platform

WealthView and PortfolioCare products and services are issued by companies in the AMP Group. Other companies in the AMP Group also provide services in respect of WealthView and PortfolioCare. Administration services are performed by Asgard Capital management Limited (Asgard).

If you access a product in the WealthView or PortfolioCare range, then administration fees and, where applicable, 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 services and other services provided as mentioned above.

Further details about the fees and costs of investing in WealthView or PortfolioCare are detailed in the relevant product disclosure statement or IDPS Guide. For closed products, please review the product disclosure statement you received when first investing in your product together with any correspondence from the issuer outlining changes to those fees and costs. Note that WealthView eWRAP and PortfolioCare Elements (super/pension, investment) closed to new members and investors in 2016.

## Our referral arrangements

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. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Cresmont Holdings Pty Ltd trading as Provident Insurance Services	General Insurance broker	We may receive from Cresmont Holdings Pty Ltd a referral fee of up to 20% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would receive up to \$200 referral fee.
Provsight Pty Ltd trading as Provident Lending & Business Solutions	Business advisory and lending broker	We may receive from Provsight Pty Ltd a referral fee of up to 30% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would receive up to \$300 referral fee.
Sentinel Financial Group Pty Ltd	Stockbrokers	We may receive a referral fee of 15% of the performance fees charged to you by Sentinel on all Sentinel Managed Portfolio accounts.
Hibben & Associates	Certified Practising Accountants	We will not receive any commission or referral fee.
Garnet Business Services	Accounting practice	We will not receive any commission or referral fee.
Your LegalHQ Pty Ltd	Commercial Law & Litigation	We will not receive any commission or referral fee.
Donnelle Hestelow of Estate Partners	Estate Planning Law	We will not receive any commission or referral fee.

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:

Provider	Payment arrangement
Montfort International PLC	<p>If you are referred to us by Montfort International PLC, then we will pay them a referral fee. For superannuation advice, this referral fee is 50% of any up-front commission or part of the fee for services by the licensee for the UK pension transfer and 30% of any ongoing commission for both consolidated and non-consolidated pensions paid by the licensee. For example, if you pay us upfront commissions or fee for service for superannuation advice of \$1,000 we would pay a \$500 referral fee. If you were to pay ongoing commissions of \$1,000 we would pay a \$300 referral fee.</p> <p>For non-superannuation advice, we will pay Montfort International PLC 30% of the fee received. For example, if the fee is \$1,000 we would pay Montfort International PLC \$300 referral fee.</p>
Cresmont Holdings Pty Ltd trading as Provident Insurance Services	We may pay Cresmont Holdings Pty Ltd a referral fee of up to 20% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$200 referral fee.
Provsight Pty Ltd trading as Provident Lending & Business Solutions	We may pay Provsight Pty Ltd a referral fee of up to 30% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$300 referral fee.
Hibben & Associates	We will not pay any commission or referral fee.

Garnet Business Services	We will not pay any commission or referral fee.
Duncan Pearce of Launch Finance Pty Ltd	We may pay a referral fee of up to 20% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$200 referral fee.
Mark Boag	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Stephen Guest of Gomm Finance Pty Ltd	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Porter Stein Public Accountant	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Oceanside Finance	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Kacey Unwin and Mark Fennell of Nectar Mortgages	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Trent Fleskens of Strategic Property Group	We will not pay any commission or referral fee.

## Our other business activities and relationships

### Other business interests

In addition to providing the services listed in this guide, we have a relationship with

- Cresmont Holdings Pty Ltd ABN 50 079 927 245 trading as Provident Insurance Services AR No. 253678, Authorised Representative of Resilium Pty Ltd ABN 40 098 080 810 AFSL No. 232703 & Resilium Insurance Broking Pty Ltd ABN 92 169 975 973 AFSL No. 460382 which provides General Insurance advice.
- Provsight Pty Ltd ABN 14 160 210 079 trading as Provident Lending & Business Solutions, Australian Credit Licence number 429904 which provides Lending & Business advice.
- Provident Holdings P/L., which is a holding company for the Provident group of companies.

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

AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

## Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact AMP Advice Complaints:
  - Phone 1800 812 388
  - Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)
  - In Writing:  
**Attention: National Manager, Advice Complaints**  
33 Alfred Street  
Sydney NSW 2000
- They will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

<b>Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters</b>	<b>Australian Financial Complaints Authority (AFCA)</b> GPO Box 3 Melbourne VIC 3001  1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a> <a href="mailto:info@afca.org.au">info@afca.org.au</a>
<b>Any issue relating to your personal information</b>	<b>The Privacy Commissioner</b> GPO Box 5218 Sydney NSW 2001  1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

## Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. AMP Financial Planning is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. 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.

# Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

## 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 adviser and AMP Financial Planning may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by AMP Financial Planning to review customers' needs and circumstances from time to time, including other companies within the AMP group (the 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 Group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Group 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 Group Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and AMP Financial Planning will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or AMP Financial Planning holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

For a copy of the Group's Privacy Policy visit <http://www.amp.com.au/privacy> or you can contact us.

# Our services for Managed Discretionary Accounts

We offer limited types of Managed Discretionary Account services (MDA services) within approved investment platforms. We offer these services to existing clients of our MDA service only. 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.

The following risks are associated with investing through the MDA Service:

- Fair dealing: the risk of the authorised representative providing preferential treatment to some clients at the expense of other clients. For example, an attractive float is promoted to high net worth clients only and therefore other clients fail to receive an offer.
- Reasonable basis: the risk of the MDA operator not exercising diligence and thoroughness when making investment recommendations to the client.
- Failing to act responsibly and with a reasonable standard of care: where an MDA operator acts in his or her own interests before the benefit of their clients.
- An MDA service is not suitable for all clients. If you want to retain control of all investment decisions an MDA service will not be appropriate for you. However, if you are an experienced investor and understand the risks associated with having someone else make investment decisions on your behalf then it may be suitable for you.

## 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 within the necessary timeframe. You can then instruct us how you wish us to proceed. Please refer to 'Your relationship with us and using our services' in this guide. Under an MDA you may agree for us to respond on your behalf.

## Non-limited recourse products

We may recommend you invest your portfolio in a non-limited recourse product, specifically a margin loan. The amount of borrowing we recommend will be based upon your relevant personal circumstances and goals but only to a maximum of 60% of your investment.

The following risks are associated with non-limited recourse products:

- Gearing can magnify your losses as well as your gains.
- Interest cost may outweigh investment returns and this could potentially have an impact on your cash flow.
- A non-limited recourse product or facility imposes a legal obligation on you to pay an amount to another person or financial institution in the event of the occurrence or non-occurrence of something where the rights of the other person or financial institution are not limited to any property or asset that you have paid or set aside as security for the agreement.

A margin call occurs when your portfolio drops below the level of security needed to fund the loan.

As part of our ongoing service, we will manage any risks of a margin call on your behalf other than receiving notification of margin calls. The margin lender will directly give you notice of any margin calls. We are not authorised to receive those margin call notices on your behalf.



Our Statement of Advice sets out the strategy for a margin call to review the loan to value ratio back to acceptable levels. We prefer that this is managed through cash injection or lodgement of additional securities/collateral rather than a sell down of the investments or crystallising losses.

If the value of the investment is less than the value of the loan, it will be inadequate to clear the associated debt, so more assets may need to be sold. Also, you may incur capital gains tax liability on the sale of your other assets. If in the unfortunate event, that neither of these balances is sufficient, you may be left with a remaining debt that will need to be repaid on an ongoing basis via your cash flow.

In the event of you having to sell your principal residence, note that it is not subject to capital gains tax and whilst the sale would incur selling costs, there would be no additional tax liability.

For example, if you use \$10,000 of your own money and borrow \$90,000 via a margin loan to invest in \$100,000 in shares - if your shares suffer a significant decrease in value to \$80,000 and you are required to meet a margin call from the lender immediately to fully repay your margin loan, you may be forced to sell \$10,000 of your other assets and property to make up the shortfall in value due to the decrease in value of your shares which have been held as security for the margin loan.

### **Keeping you informed**

You will have access to information regarding the trading on your account. This information will set out the transactions that we have undertaken on your behalf, as well as a detailed valuation of the assets and liabilities in your portfolio.

You can elect to either have continuous online access to your portfolio, together with the receipt of an annual statement, or receive paper statements both quarterly and annually.

### **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 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. The Investment Program will be prepared in accordance with the requirements of Division 3 of part 7.7 of the Corporations Act 2001 (the Act) and will comply with the requirement to act in the best interest of the clients as required by Division 2, Part 7.7A of the Act. In addition, the Investment Program will include information about:

- the nature and scope of the discretions we will be authorised and required to exercise under the MDA contract
- any significant risks associated with the MDA contract
- the basis on which we consider the MDA contract to be suitable for you, and
- 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.

### **Fees and costs**

The fees and costs for MDA services are disclosed in the 'Managed Discretionary Account fees and costs' section of the **Schedule of fees**.

If we recommend you an MDA service and charge you a fee for the service, these fees and costs will be provided to you at the time we provide you with personal advice (or as soon as practicable after that time).

This financial services guide complies with the conditions of ASIC's relief under ASIC Corporations (Managed Discretionary Account Services) Instrument 2016/968.



# Our Financial Advisers and Credit Advisers

## About Paul Carter

Phone	08 9442 0000
Email	paul@provident.com.au
Authorised representative number	249468
Credit representative number	374237
<b>Qualifications (Finance related)</b>	
Diploma of Financial Planning	
<b>Professional memberships</b>	
FPA - Financial Planning Association	
<b>Professional designations</b>	
CFP - Certified Financial Planner (FPA)	



## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- SMSF borrowing

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also 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 receive the following from our practice:

- salary
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

I am an employee, of Provident Financial Services and a shareholder and Director of Provident Holdings Pty Ltd and receive a salary/directors fees and/or bonus and/or dividends. I receive up to 25% split on commission and new fees plus bonus where pre-determined performance based criteria (e.g. annual sales and profit targets) are met or exceeded.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with

- Cresmont Holdings Pty Ltd trading as Provident Insurance Services as a Director.
- Glenfern Investments Pty Ltd as Sole Director.
- Provsight Pty Ltd as a Director and shareholder.

AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

I control a percentage of the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

## About Gregory Neill

Phone	08 9442 0000
Email	advice@provident.com.au
Authorised representative number	317542
Credit representative number	371375



### Qualifications (Finance related)

Diploma of Financial Markets

Graduate Diploma of Financial Planning

### Professional memberships

FPA - Financial Planning Association

Finsia - Financial Services Institute of Australia

### Professional designations

CFP - Certified Financial Planner (FPA)

Fellow of Finsia

## The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section.

I am also 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 receive the following from our practice:

- salary
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

I am an employee of Provident Financial Services and a shareholder of Provident Holdings Pty Ltd and receive a salary and/or bonus and/or dividends. I receive up to 25% split on commission and new fees plus bonus where pre-determined performance based criteria (e.g. annual sales and profit targets) are met or exceeded.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with

- Provsight Pty Ltd as a Shareholder.

AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

I control a percentage of the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

## About Matthew Monaco

Phone	08 9442 0000
Email	advice@provident.com.au
Authorised representative number	1239573
Credit representative number	484671



### Qualifications (Finance related)

Diploma of Financial Planning

Advanced Diploma of Financial Planning

Bachelor of Commerce

### Professional memberships

FPA - Financial Planning Association

### Professional designations

Financial Planner AFP (FPA)

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Gearing and margin lending
- SMSF borrowing

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also 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 receive the following from our practice:

- salary
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

I am an employee of Provident Financial Services and a shareholder of Provident Holdings Pty Ltd and receive a salary and/or bonus and/or dividends. I receive up to 25% split on commission and new fees plus bonus where pre-determined performance based criteria (e.g. annual sales and profit targets) are met or exceeded.

## About Robin Sandover

Phone	08 9442 0000
Email	advice@provident.com.au
Authorised representative number	1239448
Credit representative number	484502



### Qualifications (Finance related)

Diploma of Financial Planning

Advanced Diploma of Financial Planning

Certificate IV in Finance and Mortgage Broking

Graduate Certificate in Financial Planning

### Professional memberships

AFA - Association of Financial Advisers

### Professional designations

FChFP - Fellow Chartered Financial Practitioner

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Gearing and margin lending
- Self-managed super funds (SMSF)
- SMSF borrowing

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also 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 receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Provident Financial Services and receive a salary and/or up to 25% split on commission and new fees, plus bonus where pre-determined performance based criteria (e.g. annual sales and profit targets) are met or exceeded.

## About Simon Carter

Phone	08 9442 0000
Email	advice@provident.com.au
Authorised representative number	1003411
Credit representative number	495352



### Qualifications (Finance related)

Diploma of Financial Planning

Advanced Diploma of Financial Planning

Bachelor of Business

### Professional memberships

FPA - Financial Planning Association

### Professional designations

Financial Planner AFP (FPA)

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Gearing and margin lending
- Self-managed super funds (SMSF)
- SMSF borrowing

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also 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 receive the following from our practice:

- salary
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

I am an employee of Provident Financial Services and a shareholder of Provident Holdings Pty Ltd and receive a salary and/or bonus and/or dividends. I receive up to 25% split on commission and new fees plus bonus where pre-determined performance based criteria (e.g. annual sales and profit targets) are met or exceeded.

## About Kieran McErlean

Phone	08 9442 0000
Email	advice@provident.com.au
Authorised representative number	1269384
Credit representative number	512869



### Qualifications (Finance related)

Diploma of Financial Planning

Bachelor of Commerce (Marketing and Commercial Law)

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Employer super
- Estate planning (I am authorised to advise on limited estate planning solutions related to your financial products)
- Gearing and margin lending
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts
- Investor directed portfolio services

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also 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 receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Provident Financial Services and receive a salary and/or up to 25% split on commission and new fees, plus bonus where pre-determined performance based criteria (e.g. annual sales and profit targets) are met or exceeded.

# Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

## Initial service fees

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

Our minimum statement of advice preparation fee is \$1,100 depending on the complexity of the advice. If the advice involves more complex strategies or multiple entities, additional charges may be incurred at the cost of \$330 per hour.

The fee may be less than the minimum SOA fee shown for transactions without our advice (execution only) or insurance only business. We will discuss the fee with you prior to the preparation of the statement of advice.

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

Initial service	Fee amount
Wealth Creation	Starting from \$2,327
Superannuation	Starting from \$2,426
SMSF	Starting from \$5,231
Pre-retirement Planning	Starting from \$3,020
Retirement Planning	Starting from \$3,350
Aged Care	Starting from \$4,538

### Fees for Supplementary Advice Modules start at\*

- Asset sale considerations \$1,436
- Business Protection \$1,370
- Centrelink accumulation or retirement \$974
- Debt Management \$1,353
- Debt recycling/reduction \$1,353
- Defined Benefit fund \$677
- Margin lending/gearing \$1,023
- Redundancy \$1,007
- Wealth Protection – Risk Assessment \$127
- SMSF Gearing/Limited Recourse Borrowings \$2,277

\*Only applicable with a Primary Advice Module **Fees for Scoped Advice Modules start at**

- Business Protection \$2,426
- Super Consolidation \$2,426
- Wealth Protection – Risk Assessment \$1,100

We will discuss this with you prior to implementation.

### Transactions without Advice

If we provide a transaction service at your request without providing personal advice, we will charge a fee of \$330 per hour for the time taken to complete the transaction. We will discuss the time involved with you prior to the transaction being completed.

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

Payment is required at time of presentation of your Statement of Advice (SOA) and can be paid by:

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

## Ongoing service fees

We offer an ongoing advice service as part of our client value proposition. The frequency and extent of your portfolio review will be agreed with you. If you have a Managed Discretionary Account this will be reviewed annually. Other products can be reviewed on an annual, semi-annual or quarterly basis.

The cost of these services are as follows:

Ongoing service	Fee amount
Prestige	Starting from \$7,500
Progressive	Starting from \$3,750
Prosper	Starting from \$1,250
Preparation	Starting from \$1,900

The fees for the above service packages will increase each year by CPI or 5% whichever is greater.

Alternatively you can request a review at any time at an hourly rate of \$330.

### Payment methods

Payment for your ongoing service is at presentation of your Review Statement of Advice and can be paid by:

- Credit card (American Express, Visa, Mastercard or Bankcard)
- Cheque (Please make cheques out to AMP Financial Planning)
- BPay
- Direct Debit
- 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 receive 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 table 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 the investment.	Up to 1.1% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$110.00 pa.
Insurance (including those held within superannuation)	Up to 88% of the first year's premium for new policies implemented prior 1 January 2019.	Up to 22% of the insurance premiums for policies implemented after 1 January 2018.	On insurance policies implemented after 1 January 2019, if your insurance premium was \$1,000, we would receive an initial commission of up to \$770.
	Up to 77% of the first year's premium for new policies implemented after 1 January 2019.	Up to 33% of the insurance premium if implemented prior 1 January 2018.	We would receive an ongoing commission of up to \$330.00 pa.
	We may receive commissions on increases or additions to existing policies of up to 130%.		
Loans	Up to 1.10% of the initial loan balance. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains 2.5% and we will receive the remaining 97.5%.	Up to 0.55% of the outstanding loan balance each year. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains 2.5% and we will receive the remaining 97.5%.	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG would retain up to \$33 and AMP Financial Planning receives \$1,067. AMP Financial Planning then passes (\$1,067 x 97.5%) \$1,040.33 on to us. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$16.50 and AMP Financial Planning receives \$533.50. AMP Financial Planning then passes (\$533.50 x 97.5%) \$520.16 to us.
Deposit bonds	Up to 22% of the deposit bond fee. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains 2.5% and we will receive the remaining 97.5%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88. AFG would retain up to \$2.64 and AMP Financial Planning receives \$85.36. AMP Financial Planning then passes (\$85.36 x 97.5%) \$83.23 to us.

---

Other banking products	Up to .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.

\*The above ranges apply to loans settled prior to 1 February 2019. AFG will retain 1.5% of the initial and ongoing commissions on loans lodged and settled from 1 February 2019. The remainder of all commissions will be passed on by AFG to AMP Financial Planning. AMP Financial Planning retains the licensee fee to cover their costs and the balance is passed on to us.

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

## Managed Discretionary Account fees and costs

### Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example reduce it from \$100 000 to \$80 000). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You may be able to negotiate to pay lower contribution fees and management costs where applicable.

### To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) has a managed funds fee calculator to help you check out different fee options.

This document shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from your assets held under our MDA service.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

Type of fee or cost	Amount	How and when paid
<b>Fees when your money moves in or out of the managed investment product</b>		
<b>Establishment fee</b> The fee to open your investment	Nil	Not applicable
<b>Contribution fee</b> The fee on each amount contributed to your investment	Nil	Not applicable
<b>Withdrawal fee</b> The fee on each amount you take out of your investment	Nil	Not applicable
<b>Exit fee</b> The fee to close your investment	Nil	Not applicable
<b>Management costs</b>		
<b>The fees and costs for managing your investment<sup>1</sup></b> MDA service fee	Nil	Not applicable
<b>Indirect costs</b> External managed funds fees	Varies depending on the Managed Fund. Please refer to the fund manager PDS for fee information.	The fees are deducted from the managed fund unit price by the product issuer. This fee is not directly paid by you, but does impact the portfolio performance.
<b>Service Fees<sup>1</sup></b>		
<b>Switching fee</b> The fee for changing investment options	Nil	Not applicable

<sup>1</sup> Refer to the Additional Explanation of Fees and Costs section for an explanation of other fees and costs.

## Additional explanation of fees and costs

### Ongoing advice fees

We provide ongoing service as part of our MDA service. The fees for ongoing service are disclosed in the above section of the 'Schedule of fees'.