

Financial Services and Credit Guide

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

Version 9.2
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Why this Guide is important to you

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

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

Other documents you may receive

If we provide you with personal advice, it will normally be documented in a **statement of advice**, which sets out our advice, the basis of that advice and details about the fees, costs and other benefits payable as a result of the advice given.

If additional advice is given in the future, and your personal circumstances or the basis of the previous recommendations are not significantly different, a new statement of advice may not be required. We will keep a record of any additional advice we provide you. You can ask for a copy of our advice at any time using our contact details in this guide.

Where we provide you with credit advice, we generally conduct a **preliminary assessment** to determine the suitability of that product for you. This will normally be documented in a **statement of advice** or a **record of debt advice**. As part of any preliminary assessment we will undertake inquiries to determine whether a particular loan is suitable for you or not. If we determine, based on your circumstances, that a loan is not suitable we will not proceed with the loan.

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

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1. About our practice



Name:	Money Talk Planners Pty Ltd ACN 101300707 trading as Money Talk Planners, as the trustee of Money Talk Aggregated Practice
ABN:	87 641 286 914
Authorised representative number:	248988
Authorised credit representative number:	386104
Address:	131 Princes Drive, Morwell Victoria 3840 PO Box 352, Morwell Victoria 3840
Phone	(03) 5133 9533
Fax:	(03) 5134 4033
Email:	office@moneytalkplanners.com.au
Website:	www.moneytalkplanners.com.au

Our offer to you

Money Talk Planners were established in 1987 and are dedicated to providing personalised service and quality advice to help their clients achieve their financial and lifestyle goals.

Money Talk Planners was honoured for their professional excellence in 2008. AMP Financial Planning, one of Australia's largest financial planning providers, name their best and brightest every year to give special recognition for their professionalism in key service categories. Money Talk Planners has been honoured in the business category. This award is keenly sought by AMP Financial Planners and is recognised as a pinnacle of achievement.

Our practice and the financial planners listed in this document provide services to you as authorised representatives of AMP Financial Planning Pty Limited.

Our practice and financial planners 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 and/or financial planners.

'When you get a financial plan from a licensed financial adviser, you get the chance to discuss your situation in detail. Good advice from an experienced, well informed financial adviser can help you save money and become more financially secure.'

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We offer simple financial choices for the things that matter to you.

You'll always need to make financial decisions. Whenever this happens, it's great to know you have choices. You don't have to think about all your tomorrows in one go - you can begin by deciding what's important to you now.

We offer you the help you need today and can be built on in the future. We will do this by:

- Helping you work out your goals and current financial position.
- Guide you through deciding what's important to you now. You don't have to think about everything all in one go. You can begin by deciding what's important to you now.
- Considering the right options for you and giving you our recommendation and advice.
- Showing you how to take advantage of features and benefits of financial products you may already own.
- Taking the time to help you with any application process and paperwork.
- Discuss ongoing service options with you.
- Helping you stay motivated and focused to reach your financial goals – whatever they may be.
- Before we get started, we let you know any costs up front and payment options.

2. How our advice can help you achieve your goals

'What's the secret of investment success? Instead of relying on good luck, the wise investor takes time to understand the basic principles of investing - then develops and sticks to a sound investment plan'

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Having a plan helps to achieve your goals. Whether you just need help with one or two of your goals today, or are looking for a broader plan

to meet longer term goals, we can help design your plan, develop a roadmap and keep you on track.

What you can expect from working with us

Working with us to achieve your financial goals is not as daunting as you might think. The diagram below outlines the basic steps that make up the financial planning process.



Our services

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

advice and services appropriate for you to meet your financial goals.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in section 3: *Our financial planners and credit advisors*.

We can provide advice on

Areas of advice:

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

In particular we specialise in:

Wealth Creation, Personal Risk Strategies & Transition to Retirement.

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

Implementing your strategy

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

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

Transaction services

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

If you wish to proceed without advice from us, normally we will ask you to confirm your instructions in writing and sign an acknowledgement form. You can ask us for a copy of the form at any time.

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

How you can start and end the use of our services

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

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

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

Your role and responsibilities

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

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

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

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

Our approach to selecting products

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

AMP Financial Planning researches a wide range of products and services and selects those it considers worthy of recommendation to our clients. AMP Financial Planning also conducts

ongoing reviews to ensure that the products and services remain competitive and continue to meet the needs of our clients. A diversified selection of fund managers is accessible through products or platforms promoted or issued by AMP companies. We prefer to recommend these products and platforms but if appropriate for your needs, we may select products from other companies.

Accredited Mortgage Consultants of AMP Financial Planning can recommend loans issued by AMP Bank. Those with additional accreditation can access loans through AFG. AFG is an aggregator, which simply means it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders. It also provides some other ancillary services. As at November 2010, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning are:

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

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

- Macquarie
- Esanda
- Westpac
- Commonwealth Bank

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

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

3. Our financial planners and credit advisors

Tony Salvatore



About me

Authorised representative number: 249191

Authorised credit representative number: 371978

Qualifications: Tony has been a Financial Planner since 1990.
Tony is a CERTIFIED FINANCIAL PLANNER™ and has a Diploma in Financial Planning via Deakin University

Memberships: Tony is also an associate member of the Australian Financial Planning Association

Email: tony@moneytalkplanners.com.au

The advice and services I can provide you

I am authorised to provide the services listed in section 2 of this Guide. I also specialise in the following advice and service areas:

- Self Managed Superannuation Funds
- Retirement & Aged Care

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 employee/director and shareholder of Money Talk Planners Pty Ltd and receive a salary plus dividends from Money Talk Planners Pty Ltd.

I also act for

I am also an authorised representative of AMP GI Distribution Pty Ltd (AMP GI) Australian Financial Services licence no. 232703 I am not representing AMP Financial Planning when providing general insurance services.

I am also an authorised representative of CGU Insurance Limited (an IAG company) Australian Financial Services Licence No. 238291. I am not representing AMP Financial Planning when providing general insurance services.

Chris Thatcher



About me

Authorised representative number: 249096

Authorised credit representative number: 374591

Qualifications: Chris has been a Financial Planner since 1995.
Chris is a Financial Planner and has an Advanced Diploma in Financial Planning.

Memberships: Chris is also an associate member of the Australian Financial Planning Association

Email: chris@moneytalkplanners.com.au

The advice and services I can provide you

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

- Self Managed Superannuation Funds
- Gearing and margin lending
- Standard margin loans

I also specialise in the following advice and service areas:

- Centrelink Strategies

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 employee of Money Talk Planners Pty Ltd and receive a salary only from Money Talk Planners Pty Ltd.

4. Our relationships and who we represent

Our relationships

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

Referrals to stockbrokers

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

For advice and share transactions provided by an approved broker, we normally receive a percentage of the fee they charge for their services.

For example: AMP Financial Planning will receive 4% of any referral fees paid and we will receive

the remaining 96%, for example, if the referral fee was \$1,000 AMP Financial Planning will receive \$40 and we will receive \$960.

General insurance relationships

Tony Salvatore of Money Talk Planners Pty Ltd trading as Money Talk Planners is also an authorised representative of AMP GI Distribution Pty Limited, which holds an Australian Financial Services Licence (No. 232703). If we provide general insurance services, then we will provide details in a separate Financial Services Guide. When providing general insurance services, we do not represent AMP Financial Planning.

Tony Salvatore of Money Talk Planners Pty Ltd trading as Money Talk Planners is also an authorised representative of CGU Insurance Limited (an IAG company) Australian Financial Services Licence No. 238291. If we provide general insurance services, then we will provide details in a separate Financial Services Guide. When providing general insurance services, we do not represent AMP Financial Planning.

5. Working with AMP Financial Planning

How we work with AMP Financial Planning

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

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

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

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

- has authorised the distribution of this guide
- has authorised us to provide the advice and other services set out in this guide
- is a Principal Member of the Financial Planning Association of Australia.

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

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

Contact details

AMP Financial Planning Pty Limited
ABN 89 051 208 327

33 Alfred Street
Sydney NSW 2000
Phone: 133 888
www.amp.com.au

AMP Financial Planning's relationship with AMP companies

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

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

As with other product issuers, if we recommend a product issued by one of the companies above, they will benefit from our product recommendations by receiving the fees they charge on their products. These fees are shown in their product disclosure statements. For superannuation products issued by AMP Superannuation Limited, AMP Life Limited receives the fees charged on the product, as issuer of the underlying life policies. AMP companies which issue products may also receive payments from fund managers for the inclusion and distribution of the relevant fund manager's investment options through products manufactured or badged by AMP companies. These services and payments are included in the fees shown in the relevant product disclosure statement for the products.

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

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

AMP Financial Planning's relationships with other companies

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

Product issuers may also make payments to AMP Financial Planning as follows:

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

* includes GST

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

- Total funds under administration for a particular investment product is \$10 million with a nil fixed fee component, the issuer would pay AMP Financial Planning \$33,000 annually.

- Total premiums for insurance products are \$1 million, the insurer would pay AMP Financial Planning up to \$100,000 annually.

From time to time, product issuers have access to AMP Financial Planning and its authorised representatives to advertise or give training on their products. Any payments made by fund managers for advertising space at conferences are shown in the alternative remuneration register maintained by AMP Financial Planning, which is available for inspection on request.

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

WealthView eWRAP and PortfolioCare administration services

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

If you access a product through the WealthView eWRAP or *PortfolioCare* administration services, then administration and, where applicable, Custodial share and trustee fees are deducted from your account. These fees, as set out in the product disclosure statement, are payable to AMP Financial Planning. Asgard receives all other fees charged on each product and is paid a fee by AMP companies for the administration services it provides.

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

6. Paying for the services we provide

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

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

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

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

Our fees

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

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

Our agreed advice fees may include charges for:

- Initial advice
- Ongoing advice

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

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums, and

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

For loan products, our commission generally ranges between 0.33% and 1.485% of the initial loan balance and 0% to 0.5% of the outstanding loan balance each year. For example, if your loan balance was \$100,000 we would receive between \$330 and \$1,485 initially and between \$0 and \$500 pa. Please note these commission ranges incorporate all potential commission bonuses (which we may or may not receive) and that lenders can change these commission rates at any time. For details regarding all other potential commissions, please refer to the Schedule of Fees.

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

All fees and commissions will be paid directly to AMP Financial Planning as the licensee, on our behalf. They retain 4% to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue for the prior year.

Other benefits we may receive

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

Benefits from AMP Financial Planning

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

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

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

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

Business conferences

Overseas convention

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

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

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

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

funded by AMP Financial Planning if we have qualified.

Other benefits

Development and marketing rewards

We may qualify for Development and Marketing Allowance (DMA) payments based on our ranking relative to other AMP Financial Planning practices. Up to 30% of all AMP Financial Planning practices may qualify for DMA payments.

The DMA payment is based on a percentage of our practice revenue. Our DMA percentage will be set annually and may range from 3% to 12% depending on our ranking. Payments are received twice each month.

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

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

Business growth allowance

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

BGA payments are set at 1% of our practice revenue. Payments are received twice each month. For example, if our practice revenue was \$2,400 in a payment period, we would receive $\$2,400 \times 0.01 = \24 . Assuming an average revenue of \$2,400 per payment period, the total BGA allowance received in a year would be $\$24 \times 24 = \576 .

Indirect benefits from product issuers

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

- Colonial Geared Investments gives us a discount of 0.5% of 0.5% off the current variable 30 day interest rate for any personal margin lending arrangements.
- AMP Financial Planning gives us a discount on fuel from BP.

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

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

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

Australian Finance Group (AFG)

As AMP Financial Planning and its Accredited Mortgage Consultants are part of the network of mortgage brokers that use AFG's aggregation services, they are entitled to participate in bonus arrangements between AFG and individual lenders. Any payments by lenders to AFG are based on the volume of **all** new or increased loans put through AFG, including that of AMP Financial Planning, and/or the quality of these submissions eg application to settlement conversation rate. AFG then pays AMP Financial Planning its proportion of this bonus payment, according to the amount of business it submitted through AFG during the period, and in turn AMP Financial Planning determines what proportion, if any, its Accredited Mortgage Consultants are entitled to receive. These bonuses are a

percentage of the loan balance and are separately negotiated between each lender and AFG. Please note that lenders can change the percentage at any time and not all lenders pay volume or quality bonuses. The commission bonuses are included in the commission ranges shown in Our fees.

In addition, some lenders may offer commission bonuses and other incentives 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

Business buy back option

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

If this happens, AMP Financial Planning may pay us a benefit. The amount will vary depending on a number of factors including, our reason for leaving the financial services industry, the time our business has been established, the annual notional recurring revenue of our practice and the quality of our previous advice.

7. Important information for you to know

Your privacy

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

If you have a complaint

1. If you have a complaint about the advice or services provided to you by us or AMP Financial Planning, then please use the contact details in this guide to let us or AMP Financial Planning know. We will try to resolve your complaint quickly and fairly.
2. If your complaint relates to a financial or credit service provided by us or AMP Financial Planning, and is not satisfactorily resolved within three business days, please lodge your complaint in writing to:

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

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

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Phone: 1300 780 808
Fax: 03 9613 6399
Email: info@fos.org.au
Website: www.fos.org.au

FOS is an independent external dispute resolution service, of which AMP Financial Planning is a member. The Financial Ombudsman Service is

free of charge. However, there are some limits on the size of claims that can be handled by FOS. For details of the current limits, please go to the FOS website.

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

Compensation and insurance

Our practice

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

AMP Financial Planning

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

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

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

8. Our services for Managed Discretionary Accounts

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

What are the risks associated with using the MDA service?

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

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

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

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

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

objectives and your needs and review the program every 12 months.

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

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

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

Do we provide custodial or depository services for your portfolio?

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

This Financial Services Guide complies with the ASIC Class Order 04/194.

Our schedule of fees

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

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

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

Agreed advice fees

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

Initial advice fees

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

Initial interview fee

No Charge

Placement fee

If you agree to implement the product recommendation in the statement of advice, then our placement fee is based on your initial investment amount.

4.0%	up to	\$ 60,000
3.0%	“ “	\$120,000
2.0%	“ “	\$200,000
1.5%	“ “	\$300,000
1.0%	" "	\$1M
0.6%	above \$1 million	

For example if your initial investment is \$100,000, we will charge you a placement fee of \$3,000.

If the product issuer pays an initial commission, then you may have that amount rebated to you either through a reduced contribution fee or through an increased initial investment amount. This will be disclosed in the statement of advice.

Statement of advice preparation fee

We charge from \$880 fee (GST inclusive) to prepare a statement of advice. The total cost will depend upon the complexity of the advice.

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

Payment methods

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

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

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

Ongoing advice fees

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

Advice and service fee

Funds Under Advice	Fee
\$1.00 to \$200,000	1.10%pa
\$200,001 to \$500,000	0.88%pa
\$500,001 to \$800,000	0.77%pa
\$800,001 to \$1.2 Million	0.55%pa
\$1,200,001 & Over	0.44%pa

The financial planning process is to provide quality service and strategic advice in relation to your investment & insurance portfolio. It is likely to vary, as the range of potential services, are vastly diversified.

For example: If your total funds under advice were \$100,000 the total cost would be \$1,100.

Reviewing your advice and services

How often your portfolio should be reviewed and the extent of the review will be agreed with you. If you have a Managed Discretionary Account, we will review this yearly.

For other products, if you wish to have your portfolio reviewed regularly, we can do this, half yearly or yearly based on funds under management.

Alternatively you can request a review at any time at an hourly rate of \$220 per hour GST Inclusive.

Payment methods

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

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

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

Commissions

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

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

The following is a guide of commissions we may receive:

- Investment products: contribution fee between 0% and 4.95% of all contributions made to the investment and between 0.11% and 1.1%pa of the investment value each year. For example, if you made an investment of \$10,000, we would receive between \$0 and \$495 initially and between \$0 and \$110pa.
- Insurance products (including those held within superannuation): between 99% and 130% of the first year's premium and between 11% and 12.5% of the premium each following year. For example, if your insurance premium was \$1,000, we would receive between \$990 and \$1,300 initially and between \$110 and \$125pa thereafter.
- Loans: between 0.33% and 1.485% of the initial loan balance and 0% to 0.5% of the outstanding loan balance each year. For example, if your loan balance was \$100,000 we would receive between \$330 and \$1,485 initially and between \$0 and \$500 pa. Please note that lenders can change these commission rates at any time.

All fees and charges include GST.

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

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

Other costs

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

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

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