Financial Services and Credit Guide

Kingdom Financial Wealth Management & Provision Wealth Management & P Planning

EPFS Holdings Pty Ltd (ABN 59 610 375 525) (ACN 610 375 525), Trading as Kingdom Financial Wealth Management & Provision Wealth Management & P Planning, is an Authorised Representative (Authorised Representative number 1246108) and credit representative (Credit Representative number 492549) of Akumin Financial Planning Pty Limited ("the Licensee")

References to "our", "we", "us" and "I" refer to EPFS Holdings Pty Ltd.

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

- who we are and how to contact us
- the advice and services we provide
- information about the Licensee
- our fees and how we are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us

Not Independent

Generally, we provide personal advice in line with the Licensee's Approved Product and Services List (APSL), which may include financial products and services associated with the Licensee. We may receive commissions from life insurance products we recommend and non-monetary benefits such as training and educational seminars from product providers. For these reasons, we are not considered independent, impartial, or unbiased.

Our contact details:

Address: 30 Exhibition Road, SOUTHSIDE QLD 4570
Phone: 07 5482 9000
Email: info@kingdom.financial
Website: www.kingdom.financial

Documents you may receive in the financial planning process

We will provide you with several documents as you progress through your financial planning and advice journey. We may provide these documents 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). The SOA contains a summary of your goals, 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 our advice.

If we provide further personal advice, an SOA may not be required. We will keep a record of any personal advice we provide you for seven years. You may request a copy of such records by contacting us 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 Services (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 manage that product. You should read any warnings in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Our advice and services

We are authorised to provide personal or general financial advice on:

- Centrelink and other government benefits

We are authorised to provide advice on and arrange the following products:

- Wealth Accumulation
- Personal insurance
- Superannuation strategies and retirement planning
- Retirement income streams, including pensions and annuities
- Budget and cash flow management
- Superannuation
- Securities
- Retirement savings accounts
- Managed investment schemes, including Investor Directed Portfolio Services (IDPS)
- Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products
- Life Products – Investment life insurance
- Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

Your adviser may also be authorised to advise on other specialist areas. These are listed in their adviser profiles.

Transaction services

In limited circumstances, we can arrange financial product transactions for you on your instructions without providing personal advice.

Instructing us

You can give us instructions by telephone, mail, email, or other methods, as agreed with your adviser.

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 can determine if our advice is still appropriate.

Privacy Collection Statement

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

As part of the advice journey, 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 analyse your needs, objectives and financial situation, so our recommendations may not be appropriate or suitable for you.

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

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

- We and the Licensee may use this information to provide financial and/or credit advice and services to you, including passing on your details to third parties such as product issuers;
- We may disclose your information to other financial advisers, brokers and those who are authorised by the Licensee to review clients' needs and circumstances from time to time, including other companies within Akumin and Entireti;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us, Akumin and Entireti to provide financial and/or credit advice and services to you. A list of countries where these service providers are located can be found in the 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 (you can opt out at any time); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

We and the Licensee 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 we or the Licensee holds about you at any time to correct or update it as set out in the Akumin Privacy Policy. The Akumin Privacy Policy also contains information about how to make a privacy complaint. For a copy of the Akumin Privacy Policy, visit http://www.akumin.com.au/privacy-policy, or you can contact us.

Confidence in the quality of our advice

If at any time 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.

- Alternatively, you can contact the Licensee at:
  - Phone 1800 812 388
  - Email complaints@akumin.com.au
  - Online at www.akumin.com.au
  - In writing to: Attention: Advice Complaints Department, Akumin Financial Planning Pty Limited, Level 6, 88 Phillip Street, Sydney NSW 2000 Australia

They will try to resolve your complaint quickly and fairly. They will provide you with a decision about your complaint within 30 days of us receiving it.

We note that in some circumstances, it may not be possible for us to completely resolve a complaint within this timeframe. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes.

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.

Issue type	External Dispute Resolution Scheme
Any issues about financial advice, investments, superannuation, insurance matters, or credit matters	**Australian Financial Complaints Authority (AFCA)** GPO Box 3, Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issues about your personal information	**The Office of the Australian Information Commissioner** GPO Box 5218, Sydney NSW 2001 1300 363 992 www.oaic.gov.au enquiries@oaic.gov.au

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. The Licensee is also covered by professional indemnity insurance, and this satisfies the requirements imposed by the Corporations Act 2001 and the National Consumer Credit Protection Act. The insurance also covers claims arising from the actions of former employees or representatives of the Licensee, even where, subsequent to these actions, they have ceased to be employed by or act for the Licensee.

About the Licensee

Akumin Financial Planning Pty Limited; ABN 89 051 208 327 Australian Financial Services Licensee and Australian Credit Licensee; Licence No: 232706

The registered office is at Level 6, 88 Phillip Street, Sydney, NSW 2000, Australia.

The Licensee has:

- Approved the distribution of this Guide
- Authorised us to provide advice and other services as described in this Guide.

About Akumin Pty Limited & Entireti Limited

The Licensee is a wholly-owned subsidiary of Akumin Pty Limited.

Akumin Pty Limited is a subsidiary of Entireti Limited, a group that specialises in licensing and advice business services to financial planning practices and their clients.

AMP Limited holds a minority stake (currently 30%) in Akumin Pty Limited.

We can provide advice on products and services from a wide range of financial products and service providers, some of which are related or associated with the Licensee.

If we recommend a product issued by AMP Limited 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.

Salita Portfolio Services Pty Ltd, a wholly owned subsidiary of Entireti Limited, provides portfolio construction and investment services to third party product issuers and receives fees for those services.

Charter Financial Planning Limited, a subsidiary of Entireti Limited, also provides portfolio construction and investment services to third party product issuers and receive fees for those services.

Entireti Lending Solutions Pty Ltd, a wholly owned subsidiary of Entireti Limited, provides credit services to their clients and receives remuneration, including commissions, fees and other benefits for those services.

The Licensee maintains an APSL from a diversified selection of approved Australian and International fund providers, including companies related to the Licensee. These have been researched by external research houses as well as our in-house research team. The Licensee regularly reviews products and services to ensure they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products on the APSL. However, if appropriate for your needs, we may, subject to the Licensee's approval, recommend other products.

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.

Our fees

We will discuss and agree on the actual fees with you before we proceed, and where relevant, the fees and commissions will be disclosed in the advice document provided to you. The following section outlines the types of fees that may apply.

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 one-off or regular fees. We may also receive initial or ongoing commissions from certain product providers.

Licensee fees

Unless stated otherwise, all permissible revenue, including any advice and service fees and commissions, will be paid to the Licensee. It will then pass on the amounts due to us through its payment system. The Licensee charges us a Licensee Fee each year. The Licensee Fee is determined as an annual amount based on a number of factors, including our business revenue, the number of advisers and/or accredited mortgage consultants in the practice and a practice fee.

Note that some asset finance providers may pay commissions directly to us rather than through the licensee.

Other costs

Other costs may apply in the process of providing our advice and services to you. We will agree on all additional costs with you prior to incurring them.

The following table outlines the range of fees we charge and should be used as a guide only. We will discuss your individual needs and agree on 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. All fees and charges include GST.

Initial or ad hoc fees

Fee type	Amount
Personal financial advice	Starting from $4,000 + GST to $25,000 + GST per year
General advice or factual information meeting	Starting from $400 + GST to $25,000 + GST per year
Ongoing service fee	Starting from $400 + GST per month to $25,000 + GST per year
Annual advice and service fees	Starting from $149 + GST per month to $1,500 + GST per month

Commissions

Insurance:

Initial commissions: Up to 60% + GST of the first year's premium for new policies implemented from 1 January 2020.

We may receive commissions on increases or additions to existing policies of up to 60% + GST.

Ongoing commissions:

Up to 20% + GST of the insurance premium each following year.

For example, on insurance policies implemented from 1 January 2020, if your insurance premium was $1,000, we would receive an initial commission of up to $660. We would receive an ongoing commission of up to $220 pa.

Other benefits we may receive

In addition to the payments explained above, we may receive other monetary and non-monetary benefits, support services or recognition from the Licensee to help us grow our business. These are not additional costs to you. They could include training, badging rights, technology and technology support, marketing, financing, events or other recognition we are eligible for. We may receive benefits from product issuers that may include non-monetary benefits that are valued at less than $300. We may also participate in business lunches or receive corporate promotional merchandise, tickets to sporting or cultural events and other similar items.

From time to time, Entireti Limited may facilitate access to the Licensee and us to be trained and educated by product issuers on their products.

Personal and professional development

The Licensee provides personal and professional development opportunities, such as education and professional development programs, offered annually to qualifying practices.

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 to you at the time of referral. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Allianz Australia Insurance Limited	We may refer you to Allianz, who will assist you with your general insurance needs including: • Home & contents insurance • Car insurance • Landlord's insurance • Caravan & trailer insurance Please be aware that we're unable to offer advice on general insurance products, and this is not a recommendation to purchase insurance with Allianz.	If we refer you to Allianz for general insurance, the Licensee will receive: 14% of the premiums paid for home & contents or landlords insurance. 5% of the premiums paid for Car or Caravan & trailer insurance. The Licensee will pass 80% to us. Example: If the total referral fee is $500, the Licensee will retain $100 and we will receive $400.
AIA Health	Private Health Insurance Referral Service	AIA Health will pay a referral fee of 20% of the client's first year's premium (plus GST), of which 16% (plus GST) will be passed onto the Practice, and the remaining 4% (plus GST) will be retained by the licensee. All referral fees are paid to the licensee
Entireti Lending Solutions	Credit services	If we refer you to Entireti Lending Solutions, we will receive 30% of both the upfront and trail commissions. E.g. if the upfront commission is $1,000, we receive $300. In year 2, if the trail commission is $1,000, we also receive $300.

Other Business arrangements and interests

In addition to providing the services listed in this Guide, we have a relationship with Ellingsen Partners Pty Ltd, which provides accounting, tax and estate planning services.

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

Financial Adviser Profiles

About Ben Ellingsen

Ben Ellingsen is an Authorised Representative (1246107) and Credit Representative (490446) of the Licensee.

Contact details

Address	30 Exhibition Road SOUTHSIDE QLD 4570
Phone	07 5482 9000
Email	ben.e@kingdom.financial

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Self-managed super funds Advice
- Gearing & Margin Lending facilities

How am I paid?

I receive the following from the Kingdom Financial Wealth Management and Provision Wealth Management and P Planning practice:

- salary
- dividends
- bonus
- equity in the practice

Based on the above, the following contains my remuneration details:

- I am a Director of EPFS Holdings Pty Ltd, Trading as Kingdom Financial Wealth Management and Provision Wealth Management and P Planning and receive a salary. I may also receive director's fees, dividends and bonuses from EPFS Holdings Pty Ltd based on overall business profit.

My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Kingdom Financial Group. The Licensee is not involved 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

Financial Adviser Profiles

About Chad Monroe

Chad Monroe is an Authorised Representative (AR number 249535) and Credit Representative (371330) of the Licensee.

Contact details

Address	30 Exhibition Road SOUTHSIDE QLD 4570
Phone	07 5447 7740 or 07 5482 9000
Email	chad@provisionwealth.com.au

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Gearing & Margin Lending facilities
- Self Managed Super Fund Advice
- Aged Care

How am I paid?

I receive the following from the Kingdom Financial Wealth Management and Provision Wealth Management and P Planning practice:

- salary
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

I am an employee of EPFS Holdings Pty Ltd, Trading as Kingdom Financial Wealth Management and Provision Wealth Management and P Planning and receive a salary. I may also receive a bonus from EPFS Holdings Pty Ltd, Trading as Kingdom Financial Wealth Management and Provision Wealth Management, upon reaching specific targets.

Financial Adviser Profiles

About Maree Barwick

Maree Barwick is an Authorised Representative (AR number 1241091) and Credit Representative (572746) of the Licensee.

Contact details

Address	30 Exhibition Road SOUTHSIDE QLD 4570
Phone	07 5447 7740 or 07 5482 9000
Email	Maree.b@kingdom.financial

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Aged Care

How am I paid?

I receive the following from the Kingdom Financial Wealth Management and Provision Wealth Management and P Planning practice:

- salary
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

I am an employee of EPFS Holdings Pty Ltd, Trading as Kingdom Financial Wealth Management and Provision Wealth Management and P Planning and receive a salary. I may also receive a bonus from EPFS Holdings Pty Ltd, Trading as Kingdom Financial Wealth Management and Provision Wealth Management, upon reaching specific targets.

Financial Adviser Profiles

About Peggy Paradisis

Peggy Paradisis is an Authorised Representative (AR number 1261755) and Credit Representative (505632) of the Licensee.

Contact details

Address	30 Exhibition Road SOUTHSIDE QLD 4570
Phone	0401 532 475
Email	peggy@peggy-paradisis.com.au

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

How am I paid?

I receive the following from our practice:

- Share of Revenue

Based on the above, the following contains my remuneration details:

EPFS Holdings Pty Ltd, Trading as Kingdom Financial Wealth Management and Provision Wealth Management and P Planning allocate a portion of client revenues to me for providing services to clients.