

A golden field of wheat at sunset with mountains in the background. The sun is low on the horizon, creating a warm, golden glow and long shadows. The mountains are silhouetted against the bright sky.

# Financial Services and Credit Guides

The logo features a stylized leaf or branch icon to the left of the word "Provision".**Provision**<sup>TM</sup>  
Wealth Management

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# Financial Services and Credit Guide

Provision Wealth Management 1 Pty Ltd

It is important that you read this Financial Services and Credit Guide (FSCG). It contains information that will help you decide whether to use any of the financial services offered by us, as described in this guide, including:

- 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

Provision Wealth Management is an established Financial Planning practice located at Cooroy in the heart of the beautiful Noosa Hinterland. We exist to help our clients secure tomorrow's harvest today by assisting them to build wealth and provide strategies to protect their assets & lifestyle.

Provision Wealth Management provides personalised investment & retirement planning, superannuation, insurance and small business advice. We can offer you guidance through the complex and uncertain world of financial decisions to provide you clarity and help you find financial optimism.

## Summary of the business

|  |                                       |
|--|---------------------------------------|
| Name   | Provision Wealth Management 1 Pty Ltd |
| Australian Business Number   | 44 164 359 568                        |
| Australian Company Number  | 164 359 568                           |
| Authorised representative number – Provision Wealth Management 1 Pty Ltd | 1249514                               |
| Credit representative number – Provision Wealth Management 1 Pty Ltd     | 493078                                |

## Our office contact details

|         |  |
|---------|--|
| Address | 3 / 13 Garnet Street, , COOROY, QLD 4563 |
| Phone   | 07 5447 7740                             |
| Email   | advice@provisionwealth.com.au            |
| Website | www.provisionwealth.com.au               |

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 14.

| We can provide advice on  | We can arrange the following products and services   |
|---|--|
| <ul style="list-style-type: none"><li>— Investments strategies (strategic asset allocation)</li><li>— Budget and cash flow management</li><li>— Debt management (including borrowing for personal purposes)</li><li>— Salary packaging</li><li>— Superannuation strategies and retirement planning</li><li>— Personal insurance</li><li>— Centrelink and other government benefits</li><li>— Ongoing advice and services, including regular portfolio reviews</li><li>— Aged care</li></ul> | <ul style="list-style-type: none"><li>— Superannuation, including retirement savings accounts</li><li>— Self-managed superannuation funds (SMSF)</li><li>— Managed investments</li><li>— Separately managed accounts</li><li>— Investor directed portfolio services (for example, administration platforms)</li><li>— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)</li><li>— Retirement income streams, including pensions and annuities</li><li>— Personal and group Insurance (life cover, disability, income protection and trauma)</li><li>— Life investment products including whole of life, endowment and bonds</li><li>— Securities (including listed securities)</li><li>— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.</li><li>— Limited selection of investment guarantees</li></ul> |

AMP Financial Planning maintains an approved products and services list, which includes products issued by AMP companies and a diversified selection of approved Australian and International fund managers. 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 issued or promoted by the AMP Group or as otherwise approved by AMP Financial Planning and where appropriate to your circumstances.

As at March 2017, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning Pty Limited are:

- |                  |                           |
|------------------|---------------------------|
| — AMP Bank       | — Commonwealth Bank       |
| — ANZ            | — Suncorp                 |
| — ING Direct     | — Macquarie Bank          |
| — AFG Home Loans | — St George               |
| — Westpac        | — National Australia Bank |

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Provision Wealth Management 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

If you do not require advice, we can also arrange for you to apply for 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 we will document in writing. You can ask us for a copy of this documentation at any time.

## 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'll 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 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.

### 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. These can include financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, and business performance.

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 recognition

We may be eligible for Development management and advice (DMA) recognition payments based on our performance relative to other AMP Financial Planning practices in the previous year. Up to 30% of all AMP Financial Planning practices may be eligible 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 0% to 10% depending on our ranking. The percentage is then applied to our practice revenue and the resulting payments are received twice a 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 payment received in a year would be  $\$255 \times 24 = \$6,120$ .



## **How our performance is ranked**

Ranking of practices is determined yearly 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 prior measurement period (usually a period of approximately 12 months).

## **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, and cannot find a buyer, 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 a multi-tiered development program, 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.

### **Mid-tier study tours**

AMP Financial Planning will subsidise the cost of our participation in certain personal 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.

### **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. The additional qualification criteria requires long term achievement of the mid-tier study tour criteria. 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 paraplanning costs, depending on the number of paraplanning requests that we make in a particular month. If our practice submits a minimum of 5 paraplanning 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 securities (such as shares and rights issues). 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 is a member of the AMP Group and has:

- Approved the distribution of this FSCG
- Authorised us to provide advice and other services as described in this FSCG
- 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 part of the AMP Group and as such AMP Financial Planning is affiliated with:

- |  |   |
|--|---|
| — 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    | — Super IQ 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 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, AMP Services Limited 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.
- For insurance products – up to 10%\* p.a. of the total premium paid.

\*includes GST

### By way of example:

- If total funds under administration for a particular investment product is \$10 million, AMP Services Limited would receive \$33,000.
- If total premiums for insurance products are \$1 million, AMP Services would receive up to \$100,000.

From time to time, AMP Services Limited 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

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

### **WealthView eWRAP and PortfolioCare administration services**

The range of WealthView and PortfolioCare administration services are issued by companies in the AMP Group. These companies have an agreement with Asgard Capital Management Limited (Asgard) under which Asgard administers the WealthView eWRAP and PortfolioCare administration services in addition to administration and support services also provided by AMP companies.

If you access a product in the WealthView eWRAP or PortfolioCare range, 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 or IDPS Guide, are paid to AMP Financial Planning after deduction of expenses for administration and support described above.

A full description of the fees is in the relevant product disclosure statement or IDPS guide. Our practice does not receive any part of these payments.

## Our joint venture referral arrangements

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

### **Payment arrangement**

We may receive payments to refer you to other service providers.

These amounts do not involve additional costs and will be disclosed in your statement of advice.

Where you have been referred to us by someone else, we may pay them a fee, commission or some other benefit in relation to that referral.

## 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 days, please contact AMP Advice Complaints on [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au), or put your complaint in writing and send it to:  
**Attention: National Manager, Advice Complaints**  
Level 12, 33 Alfred Street  
Sydney NSW 2000
- AMP Advice Complaints 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 or insurance matters</b> | <b>Financial Ombudsman Service (FOS)</b><br>GPO Box 3<br>Collins Street West<br>Melbourne VIC 3001<br><br>1300 780 808<br><a href="http://www.fos.org.au">www.fos.org.au</a><br><a href="mailto:info@fos.org.au">info@fos.org.au</a> |
| <b>Any issue relating to your personal information</b>   | <b>The Privacy Commissioner</b><br>GPO Box 5218<br>Sydney NSW 2001<br><br>1300 363 992<br><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. You can also contact the **Financial Planning Association (FPA)** at [www.fpa.asn.au](http://www.fpa.asn.au) to make a complaint (please note that the FPA cannot award compensation).

## 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;
- 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 AMP group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the AMP 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 AMP 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 AMP Privacy Policy. The AMP Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

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

# Our Financial Advisers and Credit Advisers

## About Chad Monroe



|   |   |
|---|---|
| <b>Experience</b>                                     | 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.<br>If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant. |
| <b>Qualifications</b>                                 | CFP® - CERTIFIED FINANCIAL PLANNER™ professional<br>ADFS (FP) - Advanced Diploma Financial Services (Financial Planning)  |
| <b>Memberships</b>                                    | Member of Financial Planning Association of Australia<br>Member of Financial Ombudsman Service (FOS)  |
| <b>Phone</b>  | 07 5447 7740  |
| <b>Authorised representative number – Chad Monroe</b> | 249535  |
| <b>Credit representative number – Chad Monroe</b>     | 371330  |

## 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:

- Securities (including listed securities)

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

## How I am paid

I receive the following from our practice:

- salary
- profit distributions

I am the Sole Director and a shareholder of Provision Wealth Management 1 Pty Ltd and receive a salary and profit distributions.

## About Tanya Dawson



|  |   |
|--|---|
| <b>Experience</b>                                      | 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.<br>If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant. |
| <b>Qualifications</b>                                  | Advanced Diploma of Financial Services (Financial Planning)   |
| <b>Phone</b>   | 07 5447 7740  |
| <b>Authorised representative number – Tanya Dawson</b> | 415162  |
| <b>Credit representative number – Tanya Dawson</b>     | 415164  |

## 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
- Securities (including listed securities)
- Self-managed super funds (SMSF)
- Separately managed accounts

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

## How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Provision Wealth Management Pty Ltd and Provision Wealth Management 1 Pty Ltd T/A Provision Wealth Management and receive a salary.

I may also receive a bonus from Provision Wealth Management Pty Ltd and Provision Wealth Management 1 Pty Ltd T/A Provision Wealth Management upon reaching specific targets.





# Financial Services and Credit Guide

Provision Wealth Management Pty Ltd

It is important that you read this Financial Services and Credit Guide (FSCG). It contains information that will help you decide whether to use any of the financial services offered by us, as described in this guide, including:

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.

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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

Provision Wealth Management is an established Financial Planning practice located at Cooroy in the heart of the beautiful Noosa Hinterland. We exist to help our clients secure tomorrow's harvest today by assisting them to build wealth and provide strategies to protect their assets & lifestyle.

Provision Wealth Management provides personalised investment & retirement planning, superannuation, insurance and small business advice. We can offer you guidance through the complex and uncertain world of financial decisions to provide you clarity and help you find financial optimism.

## Summary of the business

|   |   |
|---|---|
| <b>Name</b>   | Provision Wealth Management Pty Ltd as Trustee of the The Monroe Family Trust |
| <b>Australian Business Number – Provision Wealth Management Pty Ltd</b>       | 52 149 014 004  |
| <b>Australian Company Number – Provision Wealth Management Pty Ltd</b>        | 149 014 004   |
| <b>Authorised representative number – Provision Wealth Management Pty Ltd</b> | 404047  |
| <b>Credit representative number – Provision Wealth Management Pty Ltd</b>     | 404049  |

## Our office contact details

|                |  |
|----------------|--|
| <b>Address</b> | 3 / 13 Garnet Street, , COOROY, QLD 4563 |
| <b>Phone</b>   | 07 5447 7740                             |
| <b>Email</b>   | advice@provisionwealth.com.au            |
| <b>Website</b> | www.provisionwealth.com.au               |

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.

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

AMP Financial Planning maintains an approved products and services list, which includes products issued by AMP companies and a diversified selection of approved Australian and International fund managers. 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 issued or promoted by the AMP Group or as otherwise approved by AMP Financial Planning and where appropriate to your circumstances.

As at March 2017, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning Pty Limited are:

|                |                         |
|----------------|-------------------------|
| AMP Bank       | Commonwealth Bank       |
| ANZ            | Suncorp                 |
| ING Direct     | Macquarie Bank          |
| AFG Home Loans | St George               |
| Westpac        | National Australia Bank |

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Provision Wealth Management 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

If you do not require advice, we can also arrange for you to apply for 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 we will document in writing. You can ask us for a copy of this documentation at any time.

## 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'll 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 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.

## 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. These can include financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, and business performance.

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 recognition

We may be eligible for Development management and advice (DMA) recognition payments based on our performance relative to other AMP Financial Planning practices in the previous year. Up to 30% of all AMP Financial Planning practices may be eligible 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 0% to 10% depending on our ranking. The percentage is then applied to our practice revenue and the resulting payments are received twice a 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 payment received in a year would be  $\$255 \times 24 = \$6,120$ .

## **How our performance is ranked**

Ranking of practices is determined yearly 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 prior measurement period (usually a period of approximately 12 months).

## **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, and cannot find a buyer, 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 a multi-tiered development program, 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.

### **Mid-tier study tours**

AMP Financial Planning will subsidise the cost of our participation in certain personal 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.

### **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. The additional qualification criteria requires long term achievement of the mid-tier study tour criteria. 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 paraplanning costs, depending on the number of paraplanning requests that we make in a particular month. If our practice submits a minimum of 5 paraplanning 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 securities (such as shares and rights issues). 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 is a member of the AMP Group and has:

Approved the distribution of this FSCG

Authorised us to provide advice and other services as described in this FSCG

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 part of the AMP Group and as such AMP Financial Planning is affiliated with:

|  |  |
|--|--|
| 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<br>(ASAL) |
| SMSF Administration Solutions Pty Ltd    | Super IQ 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 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, AMP Services Limited 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.

For insurance products – up to 10%\* p.a. of the total premium paid.

\*includes GST

**By way of example:**

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

If total premiums for insurance products are \$1 million, AMP Services would receive up to \$100,000.

From time to time, AMP Services Limited 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

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

### **WealthView eWRAP and PortfolioCare administration services**

The range of WealthView and PortfolioCare administration services are issued by companies in the AMP Group. These companies have an agreement with Asgard Capital Management Limited (Asgard) under which Asgard administers the WealthView eWRAP and PortfolioCare administration services in addition to administration and support services also provided by AMP companies.

If you access a product in the WealthView eWRAP or PortfolioCare range, 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 or IDPS Guide, are paid to AMP Financial Planning after deduction of expenses for administration and support described above.

A full description of the fees is in the relevant product disclosure statement or IDPS guide. Our practice does not receive any part of these payments.

## Our joint venture referral arrangements

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

### **Payment arrangement**

We may receive payments to refer you to other service providers.

These amounts do not involve additional costs and will be disclosed in your statement of advice.

Where you have been referred to us by someone else, we may pay them a fee, commission or some other benefit in relation to that referral.

# 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 days, please contact AMP Advice Complaints on [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au), or put your complaint in writing and send it to:

**Attention: National Manager, Advice Complaints**  
Level 12, 33 Alfred Street  
Sydney NSW 2000

AMP Advice Complaints 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.

|   |  |
|---|--|
| Any issues relating to financial advice, investments, superannuation or insurance matters | <b>Financial Ombudsman Service (FOS)</b><br>GPO Box 3<br>Collins Street West<br>Melbourne VIC 3001<br><br>1300 780 808<br><a href="http://www.fos.org.au">www.fos.org.au</a><br><a href="mailto:info@fos.org.au">info@fos.org.au</a> |
| Any issue relating to your personal information   | <b>The Privacy Commissioner</b><br>GPO Box 5218<br>Sydney NSW 2001<br><br>1300 363 992<br><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. You can also contact the **Financial Planning Association (FPA)** at [www.fpa.asn.au](http://www.fpa.asn.au) to make a complaint (please note that the FPA cannot award compensation).

## 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;

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 AMP group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the AMP 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 AMP 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 AMP Privacy Policy. The AMP Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

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

# Our Financial Advisers and Credit Advisers

## About Chad Monroe



|   |  |
|---|--|
| <b>Experience</b>                                     | 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. |
| <b>Qualifications</b>                                 | CFP® - CERTIFIED FINANCIAL PLANNER™ professional<br>ADFS (FP) - Advanced Diploma Financial Services (Financial Planning)   |
| <b>Memberships</b>                                    | Member of Financial Planning Association of Australia<br>Member of Financial Ombudsman Service (FOS)   |
| <b>Phone</b>  | 07 5447 7740   |
| <b>Authorised representative number – Chad Monroe</b> | 249535   |
| <b>Credit representative number – Chad Monroe</b>     | 371330   |

## 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:

Securities (including listed securities)

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

## How I am paid

I receive the following from our practice:

salary

profit distributions

I am the Sole Director and a shareholder of Provision Wealth Management Pty Ltd and receive a salary and profit distributions.

## About Tanya Dawson



|  |  |
|--|--|
| <b>Experience</b>                                      | 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. |
| <b>Qualifications</b>                                  | Advanced Diploma of Financial Services (Financial Planning)  |
| <b>Phone</b>   | 07 5447 7740   |
| <b>Authorised representative number – Tanya Dawson</b> | 415162   |
| <b>Credit representative number – Tanya Dawson</b>     | 415164   |

## 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

Securities (including listed securities)

Self-managed super funds (SMSF)

Separately managed accounts

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

## How I am paid

I receive the following from our practice:

salary

bonus where pre-determined criteria are met

I am an employee of Provision Wealth Management Pty Ltd and Provision Wealth Management 1 Pty Ltd T/A Provision Wealth Management and receive a salary.

I may also receive a bonus from Provision Wealth Management Pty Ltd and Provision Wealth Management 1 Pty Ltd T/A Provision Wealth Management upon reaching specific targets.

## 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:

| Initial service                     | Fee amount  |
|-------------------------------------|---|
| Statement of Advice Preparation Fee | Simple Advice (single strategy) - between \$990.00 and \$1,280.00         |
|                                     | Moderate Advice (1-2 strategies) - between \$1,280.00 and \$2,900.00      |
|                                     | Comprehensive Advice (2-3 strategies) - between \$2,900.00 and \$4,950.00 |
|                                     | Complex Advice (3 or more strategies) - from \$4,950.00                   |
| Initial Advice Implementation Fee   | Between \$790.00 and \$1,100.00   |
| Transactional Services              | Starting from \$295.00  |

### Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

| Ongoing service   | Fee amount               |
|---|--------------------------|
| <b>Scoped Support Package</b>   |                          |
| Administration support via our Client Services team   | Starting from \$550.00   |
| Access to a Review Offer every 3 years  |                          |
| Subscription to our Quarterly newsletter  |                          |
| <b>Essential Support Package</b>  |                          |
| Contact with one of our Financial Planners via office phone, email or post                          | Starting from \$1,980.00 |
| Access to one appointment with your Financial Planner each year (upon request)                      |                          |
| Access to a Review Offer every 2 years  |                          |
| Administration support via our Client Services team   |                          |
| Provision of up to up to 2 portfolio and policy reports each year (upon request)                    |                          |
| Subscription to our Quarterly newsletter  |                          |
| <b>Extensive Support Package</b>  |                          |
| Direct contact with your dedicated Financial Planner via mobile, office phone, email or post        | Starting from \$2,980.00 |
| Liaison by us with other professional advisers e.g. Taxation, Legal or other matters (upon request) |                          |
| Access to two meetings with your Financial Planner each year (upon request)                         |                          |
| Access to a Review Offer every year   |                          |
| Access to preparation of one formal review advice document each year (if required)                  |                          |
| Provision of up to four portfolio and policy reports each year (upon request)                       |                          |
| Centrelink / DVA support and assistance including Nominee Service (upon request)                    |                          |
| Administration support via our Client Services team   |                          |
| Access to afterhours Emergency Crisis support   |                          |
| Subscription to our Quarterly newsletter  |                          |

## Commissions

I 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 my advice. The following table is a guide of commissions I may receive.

| Product type   | Initial commission  | Ongoing commission  | Example  |
|--|---|---|--|
| Investments  | Up to 4.95% of all contributions made to the investment.  | Up to 0.7% of the investment value each year.   | If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$70.00 pa.   |
| Insurance (including those held within superannuation) | Up to 130% of the first year's premium.   | Up to 33% of the premium each following year.   | If your insurance premium was \$1,000, we would receive up to \$1,300.00 initially and \$330.00 pa.  |
| Loans  | Up to 1.65% of the initial loan balance, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 6% and we will receive the remaining 94%. | Up to 0.55% of the outstanding loan balance each year, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 6% and we will receive the remaining 94%. | If your loan balance was \$100,000, initial commission would be up to \$1,650, of which AFG retains up to \$49.50 and AMP Financial Planning receives up to \$1,600.50. AMP Financial Planning then passes up to (\$1,600.50 x 94%) \$1,504.47 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 up to \$533.50. AMP Financial Planning then passes up to (\$533.50 x 94%) \$501.49 to us. |
| Deposit bonds  | Up to 22% of the deposit bond fee, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 6% and we will receive the remaining 94%.       | N/A   | For example, if your deposit bond fee is \$400, the commission would be up to \$88, of which AFG retains \$2.64 and AMP Financial Planning receives up to \$85.36. AMP Financial Planning then passes up to (\$85.36 x 94%) \$80.23 to us.   |
| Other banking products                                 |   | Up to 0.55% of the balance each year.   | If you made an investment of \$2,000 we would receive \$11.00 of the balance each year.  |

All fees and charges include GST.

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