



Financial Services and Credit Guide

PFG Financial Services

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.

When we provide credit advice we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal which you may request by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

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

Summary of the business

Name	PFG Financial Services Pty Ltd
Australian Business Number	23 052 977 189
Authorised representative number	249321
Credit representative number	372164

Our office contact details

Address	337 Ascot Vale Rd, , Moonee Ponds, VIC 3039
Phone	393755100
Fax	393755111
Email	a.panella@pfg.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.

PFG Financial Services has more than one office. This FSCG details information about our practice only. You can obtain the FSCG for other offices by contacting them on the details below.

Location

Address	Suite 105, Level 10, 101 Wickham Tce, Spring Hill, QLD 4001
Phone	07 3839 1114
Fax	07 3839 1115
Email	clientservices@pfg.com.au

Location

Address	Suite 2, 162 Drummond St, Oakleigh, VIC 3166
Phone	03 9563 3000
Fax	03 9563 3300
Email	clientservices@pfg.com.au

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 19.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation and goals based investing)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal and investment purposes)	— Borrowing within your SMSF
— Salary packaging	— Employer superannuation
— Superannuation strategies and retirement planning	— Managed investments
— Personal insurance	— Separately managed accounts
— Estate planning	— Investor directed portfolio services (for example, administration platforms)
— Centrelink and other government benefits	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Ongoing advice and services, including regular portfolio reviews	— Standard margin loans
— Aged care	— Retirement income streams, including pensions and annuities
	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Loans including mortgages and personal loans, reverse mortgages and deposit bonds
	— Life investment products including whole of life, endowment and bonds
	— Securities (including listed securities and debt securities)
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.
	— Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service
	— 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, PFG Financial Services is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

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.

For details of our service fees, please refer to **Schedule of fees** on page 34.

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 relevant percentage is then applied to our practice revenue and the resulting payments are received twice a month (the 'payment period').

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

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Will Matters	Will Establishment	PFG has a referral arrangement with Will Matters through which we refer clients to Gerry Bartley for the Establishment of Wills. If you are referred to Gerry Bartley by us, there are no referral fees
Ausslaw Pty Ltd	Legal Advice	We have a referral arrangement with Ausslaw Pty Ltd through which we refer clients to Ausslaw Pty Ltd for legal advice. If you are referred to Ausslaw Pty Ltd by us, there are no referral fees
Joseph Raudino T/As J Raudino & Associates P/L	Accounting Advice	We have a referral arrangement with Joseph Raudino T/As J Raudino & Associates P/L for accounting Advice. If you are referred to J Raudino & Associates Pty Ltd by us, then we will receive a referral fee of 20% inclusive of GST of all initial premiums. For example, if you pay a premium of \$1,000, we would receive a \$200 referral fee
Mortgage Services Australia Pty Ltd	Lending Services	We have a referral arrangement with Mortgage Services Australia Pty Ltd through which we refer clients to Mortgage Services Australia Pty Ltd for lending services. If you are referred to Mortgage Services Australia Pty Ltd by us, we will receive a referral fee of 50% inclusive of GST of all initial and trail premiums. For example, if you pay a premium of \$1,000, we would receive a \$500 referral fee
Apple Loans (QLD) Pty Ltd	Lending Services	PFG has a referral arrangement with Apple Loans (QLD) Pty Ltd through which we refer clients to Apple Loans for lending services. If you are referred to Apple Loans (QLD) Pty Ltd by us, there are no referral fees applicable
Schembri & Co Lawyers	Estate Planning	We have a referral agreement with Schembri & Co Lawyers for Estate Planning. If you are referred to Schembri & Co Lawyers by us, then we will receive a referral fee of between \$20 - \$50 inclusive of GST. For example, if you complete a will we would receive \$50.

Irongroup Lawyers Pty Ltd

Estate Planning

PFG has a referral arrangement with Iron Group Lawyers through which we refer clients to Iron Group Lawyers for Estate Planning services. If you are referred to Irongroup Lawyers Pty Ltd by us, there are no referral fees applicable

Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
A J Buckingham & Associates	I have a referral arrangement with A J Buckingham & Associates through which A J Buckingham & Associates refers clients to PFG Financial Services or me for financial advice. If you are referred to us by A J Buckingham & Associates, then I will pay A J Buckingham & Associates 20% of any upfront commission or part of the fee for services paid by the Licensee.
Windsor Management Insurance Brokers / Orletto Pty Ltd	If you have been referred to us, then we will pay Windsor Management Insurance Brokers / Orletto Pty Ltd a referral fee of 25% inclusive of GST of all initial and / or ongoing fees. For example, if you pay us an initial fee of \$1000, we would pay a \$250 referral fee.
RL Cooke + A Tsagarakis t/as Accountants Edge	If you have been referred to us, then we will pay RL Cooke + A Tsagarakis t/as Accountants Edge a referral fee of 25% inclusive of GST of any initial fees. For example, if you pay us an initial fee of \$1000, we would pay a \$250 referral fee.
BERT (Building Employees Redundancy Trust)	PFG has a contract for service arrangement with BERT to provide financial planning advice to its members. All fee associated with the advice process are paid for by BERT. For financial planning services provided by PFG Financial Services, BERT pays 100% of the SoA fee for each member seen. For example if the fee is \$1000 per member, we would receive \$1000 per member
BUSS(Q)	PFG has a contract for service arrangement with BUSSQ to provide financial planning advice to its members. All implementation fees for BUSS(Q) related products are paid by BUSS(Q). PFG Financial Services received implementation fee ranging fro \$400 to \$1000 + GST by BUSS(Q) on behalf of the member
BBWhitehouse Group Pty Ltd	If you have been referred to us, then we will pay BBWhitehouse Group a referral fee of 25% inclusive of GST of any initial fees. For example, if the fee is \$100, BBWhitehouse Group would receive \$25.
FS Spagnolo & Co (Aust) Pty Ltd	PFG has a referral agreement with FS Spagnolo and co (Aust) Pty Ltd through which FS Spagnolo refer clients to PFG or me for Financial Advice. If you are referred to us by FS Spagnolo and Co (Aust) Pty Ltd then we will pay FS Spagnolo and Co (Aust) Pty Ltd 10% of any upfront commission or part of the fee for service paid by the licensee
Schembri & Co Lawyers	PFG has a referral agreement with Schembri & Co Lawyers through which Schembri & Co Lawyers refer clients to PFG or me for Financial Advice. If you are referred to us by Schembri & Co Lawyers then we will pay Schembri & Co Lawyers 10% of any upfront commission or part of the fee for service paid by the licensee
Aspire Planning Group	PFG has a referral agreement with Aspire Planning Group through which Aspire Planning Group refer clients to PFG for Mortgage Advice. If you are referred to us by Aspire Planning Group then we will pay Aspire Planning Group 70% of any upfront commission or part of the fee for service paid by the licensee and 60% every month of any ongoing fee received

Modern Business Group P/L ATF
Verri Business Trust

PFG has a referral agreement with Modern Business Group P/L ATF Verri Business Trust through which Modern Business Group P/L ATF Verri Business Trust refer clients to PFG or me for Financial Advice. If you are referred to us by Modern Business Group P/L ATF Verri Business Trust then we will pay Modern Business Group P/L ATF Verri Business Trust 15% of any upfront commission or part of the fee for service paid by the licensee

Our other business activities and relationships

General insurance

PFG Financial Services is an authorised representatives of Resilium Pty Limited (Australian Financial Services Licence number 232703) (Resilium).

The following Advisers are authorised representatives of Resilium:

- Angelo Panella
- Francis McLinden

If we provide general insurance services, then we will provide details in a separate financial services guide. When providing general insurance services, we do not represent AMP Financial Planning.

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, 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	Financial Ombudsman Service (FOS) GPO Box 3 Collins Street West Melbourne VIC 3001 1300 780 808 www.fos.org.au info@fos.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

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 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;
 - We may be disclosing your personal information to Philippines for the purpose of Client Services and Paraplanning.
- 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 services for Managed Discretionary Accounts

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

What are the risks associated with using the MDA service?

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

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

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

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

Yes. This MDA contract will set out the terms and conditions of the authority and also the investment program, which sets out how your money will be invested. We will agree and prepare the investment program for you based on your relevant personal circumstances, your financial objectives and your needs and review the program every 12 months.

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

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

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

Do we provide custodial or depository services for your portfolio?

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

This financial services guide complies with the ASIC Class Order 04/194.

Australian Finance Group (AFG)

AFG is an aggregator and it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services.

Lenders may offer incentives that are paid directly to the Accredited Mortgage Consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Accredited Mortgage Consultants may be invited to attend the AFG National Conference. This is an annual event which offers Accredited Mortgage Consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG subsidises some costs of attendance, which may include meals and accommodation. The value will depend upon a range of factors, including the nature of the courses and events planned.

Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

Our Financial Advisers and Credit Advisers

About Angelo Panella

Qualifications	Diploma of Financial Planning
Memberships	Certified Financial Planner FPA
Phone	393755100
Email	a.panella@pfg.com.au
Authorised representative number	251288
Credit representative number	372165

The advice and services I can provide

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- dividends

I am a director and shareholder of PFG Financial Services Pty Ltd and receive a salary plus dividends from PFG Financial Services

About Frank Oliveri

Qualifications	Advanced Diploma in Financial Planning (FP)
Memberships	Certified Financial Planner FPA
Phone	0393755100
Email	f.oliveri@pfg.com.au
Authorised representative number	248942
Credit representative number	371199

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:

- Goals based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

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

I am a shareholder of PFG Financial Services Pty Ltd and receive a salary plus dividends from PFG Financial Services. I am also entitled to a bonus, subject to meeting Key Performance Indicators

About Andrew Rataj

Qualifications	Diploma of Financial Services (FP)
Memberships	Certified Financial Planner FPA
Phone	0738391114
Email	a.rataj@pfg.com.au
Authorised representative number	304436
Credit representative number	372326

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:

- Goals based investing
- Securities (including listed securities and debt securities)
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

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

I am a shareholder of PFG Financial Services Pty Ltd and receive a salary plus dividends from PFG Financial Services. I am also entitled to a bonus, subject to meeting Key Performance Indicators

About Karl Schmidt

Qualifications	Diploma in Financial Services Bachelor of Business specialising in Marketing Advanced Diploma in Financial Planning
Memberships	FPA
Phone	738391114
Email	k.schmidt@pfg.com.au
Authorised representative number	332129
Credit representative number	371991

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 and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 35% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs.

About Francis McLinden

Qualifications	Diploma in Financial Planning
Memberships	Certified Financial Planner FPA
Phone	0393755100
Email	f.mclinden@pfg.com.au
Authorised representative number	249149
Credit representative number	374660

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
- Estate planning
- Goals based investing
- Securities (including listed securities and debt securities)
- Separately managed accounts

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- share of revenue

I am a contractor of PFG Financial Services Pty Ltd and receive a share of revenue from PFG Financial Services. My share of revenue is up to 55% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs.

About Daniel Martinez

Qualifications	Bachelor of Business Graduate Diploma of Financial Planning Chartered Accountant
Memberships	Certified Financial Planner FPA
Phone	03 9375 5100
Email	d.martinez@pfg.com.au
Authorised representative number	325318
Credit representative number	401113

The advice and services I can provide

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 35% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs.

About Matthew Prentice

Qualifications	Bachelor of Business Advanced Diploma of Financial Planning (Ad DipFS)
Memberships	Certified Financial Planner FPA
Phone	738391114
Email	m.prentice@pfg.com.au
Authorised representative number	430727
Credit representative number	430729

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:

- Estate planning
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 35% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs.

About Vince Madaffari

Qualifications	Bachelor of Business majoring in Financial Risk Management
Memberships	Certified Financial Planner FPA
Phone	03 9375 5100
Email	v.madaffari@pfg.com.au
Authorised representative number	445437
Credit representative number	445440

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 and debt securities)

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 45% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs

About Stephen Harisiou

Qualifications	Dip FS Bachelor of Finance
Memberships	FPA
Phone	0403 648 335
Email	stephen@pfg.com.au
Authorised representative number	444815
Credit representative number	476071

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 and debt securities)
- SMSF borrowing
- Separately managed accounts

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 45% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs

About Mark Thompson

Qualifications	BBus (FP)
Memberships	FPA
Phone	07 3839 1114
Email	m.thompson@pfg.com.au
Authorised representative number	1234750
Credit representative number	479681

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:

- Employer super
- Gearing and margin lending
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 35% of revenue that generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs

About Pramila (Adam) Walisinghe

Qualifications	Adv DFP
Phone	03 9375 5100
Email	adam@pfg.com.au
Authorised representative number	1000253
Credit representative number	489542

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:

- Employer super
- SMSF borrowing
- Separately managed accounts

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 37.5% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs.

About Stephen Foster

Qualifications	Bachelor of Business
Phone	07 3839 1114
Email	s.foster@pfg.com.au
Authorised representative number	001242083
Credit representative number	492687

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:

- Gearing and margin lending
- Goals based investing
- Securities (including listed securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- share of revenue

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus a share of revenue from PFG Financial Services. My share of revenue is up to 37.5% of revenue that I generate, subject to meeting Key Performance Indicators and including covering a proportion of my salary costs.

About Carlo Cappello

Qualifications	Certificate IV Financial Services (Finance/Mortgage Broking) Accredited Mortgage Consultant
Memberships	MFAA
Phone	03 9375 5100
Email	carlo@pfg.com.au
Credit representative number	395763

The advice and services I can provide

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning, I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to

- residential mortgages and home loans
- deposit bonds
- personal loans
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- share of revenue

I am a contractor of PFG Financial Services and as such receive a share of revenue being 70% of all upfront commission received and 50% of all ongoing commission received from PFG Financial Services

About Aldo Anile

Qualifications	Accredited Mortgage Consultant Diploma of Finance and Mortgage Broking Management
Memberships	MFAA
Email	a.anile@pfg.com.au
Credit representative number	425883

The advice and services I can provide

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning, I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to

- residential mortgages and home loans
- deposit bonds
- personal loans
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- share of revenue

I am a contractor of PFG Financial Services and as such receive a share of revenue being 70% of all upfront commission received and 50% of all ongoing commission received from PFG Financial Services

About Rodolfo Galido

Qualifications	Diploma of Financial Planning Cert IV in Finance and Mortgage Broking Accredited Mortgage Consultant
Memberships	MFAA
Email	r.galido@lfsadvice.com.au
Credit representative number	497469

The advice and services I can provide

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning, I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to

- residential mortgages and home loans
- deposit bonds
- personal loans
- reverse mortgages

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of PFG Financial Services Pty Ltd and receive a salary plus bonuses subject to meeting key performance indicators

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
Implementation Fee	Between \$990 and \$10 000
Statement of Advice Fee	Between \$1000 and \$10 000
Transactions without Advice	Up to \$550 per transaction
Centrelink Services / Budgeting and Cash Flow Management Services	As per quoted rate

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
PFG Platinum Package	The fee is generally 1.1% of the investment value each year with a minimum of \$3300 per annum
PFG Care Plus Package	The fee is generally 1.1% of the investment value each year with a minimum of \$1800 per annum
PFG Essential Package	The fee is generally 1.1% of the investment value each year with a minimum of \$1100 per annum
PFG Foundation Package	The fee is generally 1.1% of the investment value each year with a minimum of \$300 per annum
PFG Retirement Security	The fee is generally 1.1% of the investment value each year with a minimum of \$700 per annum
PFG Customsuper Package	\$77 per month

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
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 2.5% and we will receive the remaining 97.5%.	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 2.5% and we will receive the remaining 97.5%.	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 \$1,600.50. AMP Financial Planning then passes (\$1,600.50 x 97.5%) \$1,560.49 on to us. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$16.50 and AMP Financial Planning receives \$533.50. AMP Financial Planning then passes (\$533.50 x 97.5%) \$520.16 to us.
Deposit bonds	Up to 22% of the deposit bond fee, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 2.5% and we will receive the remaining 97.5%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88, of which AFG retains up to \$2.64 and AMP Financial Planning receives \$85.36. AMP Financial Planning then passes (\$85.36 x 97.5%) \$83.23 to us.

All fees and charges include GST.

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