

# Financial Services and Credit Guide

## Milestone Financial

Version: 3.0

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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.

As part of the process of understanding your needs, we may provide you with summary documents outlining your goals and priorities. These are not advice documents and should not be relied upon to make financial decisions.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a 'Goals 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 the AMP Advice™ experience

AMP's passion is to help Australians achieve their goals.

By creating realistic and solid plans to sit behind the goals, AMP aims to help more Australians live a better tomorrow.

Every goal is considered important and when combined with the expertise of AMP's advice team, clients are putting themselves in a better position to reach their goals. Not only because they are in control every step of the way, but also because they will benefit from the advice that comes with balancing a plan for the future with the financial needs of now.

## What to expect

### Explore your goals

Your AMP Advice experience starts by exploring your goals and how you picture them coming to life using our innovative technology. It includes a Goals Coach who will help you understand and express your goals. You'll receive a Goals Summary document at the end of this conversation.

The next step will be to meet with one of our qualified advisers to help you visualise and understand the choices you need to make to reach these goals - keeping you in charge of how you balance your goals of tomorrow against the financial needs of today. After this consultation you will receive an Advice Exploration Summary document.

You'll also have access to your online customer profile where you'll see information relevant to you and your goals.

### Plan to achieve your goals

If you choose to proceed, a qualified financial adviser can then work with you to build a plan to help you make your goals a reality. Our approach is not one-size fits all, and the summary of your goals will likely be the starting point for developing a strategy, and recommending products and services that are likely to leave you in a better position. This strategy is contained in a document called a Statement of Advice (SoA), known as a Goals Plan, and is our advice for you to achieve your goals.

### Track your progress

To achieve your goals we will offer to track your progress by helping you stay motivated and accountable. How we can help you will depend on your needs and preferences, and we can discuss this with you further once your plan is finalised.

### Stay in control

We have a process that puts you in control throughout the experience. We will only proceed when we have your go-ahead and you will always have access to your information, goals and objectives through your online customer profile.

Our fixed and transparent fees are based on the advice and services that you select, always leaving you in control.

# About our practice

Milestone Financial is a privately owned and managed business and we deliver the AMP Advice experience. AMP Advice is a trademark of AMP Limited and it is licensed to Milestone Financial. Financial services described in this document are provided under AMP Financial Planning Pty Limited.

## Summary of the business

<b>Name</b>	Milestone Financial Services Pty Ltd trading as Milestone Financial
<b>Australian Business Number</b>	68 100 591 508
<b>Authorised representative number</b>	283214
<b>Credit representative number</b>	371268

## Our office contact details

<b>Address</b>	12A Thesiger Court, Deakin, ACT 2600
<b>Phone</b>	02 6102 4333
<b>Email</b>	enquiries@milestonefinancial.com.au
<b>Website</b>	<a href="http://www.amp.com.au/ampadvice/milestonefinancial">www.amp.com.au/ampadvice/milestonefinancial</a>

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

## Our advice and services

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

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

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

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

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none"> <li>— Investments strategies (strategic asset allocation and goals based investing)</li> <li>— Budget and cash flow management</li> <li>— Debt management (including borrowing for personal and investment 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>— Borrowing within your SMSF</li> <li>— Employer superannuation</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>— Standard margin loans</li> <li>— Retirement income streams, including pensions and annuities</li> <li>— Personal and group Insurance (life cover, disability, income protection and trauma)</li> <li>— Loans including mortgages and personal loans, reverse mortgages and deposit bonds</li> <li>— Commercial loans</li> <li>— SMSF loans</li> <li>— Life investment products including whole of life, endowment and bonds</li> <li>— Securities (including listed securities)</li> <li>— Exchange traded funds and Listed investment companies</li> <li>— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.</li> <li>— Various structured products, instalment warrants over managed funds and protected equity loans</li> <li>— Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service</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, Milestone Financial 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 are generally set dollar amounts. If our advice recommends you maintain an existing percentage based fee arrangement, we will fully disclose this to you, including the reasons why.

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.

### Fixed service fees

We offer a Goals exploration service at the fixed fee as outlined below:

Service	Fee
Goals exploration	\$350

The Goals exploration involves an initial consultation with a coach and then a session with an adviser to further explore and prioritise your goals and objectives. At this point you will receive summary documents outlining your goals, objectives and priorities. This fee is inclusive of GST.

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

### **Placement fees**

From time to time AMP Financial Planning will receive fees from brokers or product issuers (including AMP group companies) for arranging client participation in Initial Public Offerings (IPOs) of 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.

### **Advice Creation costs subsidy**

AMP subsidises the cost of the advice creation service at the rate of 10%. We may be eligible for an additional subsidy from AMP depending on the number of requests that we submit in a particular month. If our practice submits greater than 7 Goals Plan requests per eligible authorised representative in our practice, we receive an additional discount of 10% in relation to these costs. For example, if the total cost of 8 Goals Plans is \$2,000 we will receive a total discount of \$400 ( $20\% \times \$2,000 = \$400$ ) and pay a discounted fee of \$1,600. If our practice submits greater than 10 Goals Plan requests per eligible authorised representative in our practice, we receive an additional discount of 20% in relation to these costs. For example, if the total cost of 11 SOAs is \$2,000 we will receive a discount of \$600 ( $30\% \times \$2,000 = \$600$ ) and pay a discounted fee of \$1,400.

### **Recognition model**

We may receive non-financial benefits (such as an invitation to a premium leadership development event) from AMP Financial Planning Pty Limited, if we meet certain eligibility criteria, including number of clients who went through the goals experience process and number of Statements of Advice prepared in a way agreed with AMP Financial Planning Pty Limited.

# 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.

From time to time the AMP Group may provide us with referrals as a result of marketing campaigns or direct contact by a customer.

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
Australian Property Masters Pty Ltd	Direct Property Advice	If you are referred by us to Australian Property Masters for direct property advice, we will receive a referral fee of 75% of the sales commission received by Australian Property Masters which is usually 2.2% of the property value. This fee reflects the time that we input into ensuring that the property purchase process happens as smoothly as possible and liaising with other professionals on our clients behalf. For example, if Australian Property Masters received a sales commission of \$5,000, we would receive a referral fee of \$3,750.
Chamberlains Lawyers Pty Ltd	Estate Planning and Business Succession Planning	If you are referred by us to Chamberlains Lawyers then we receive a fixed referral fee which varies based on the legal matter. For example, we receive a fee of \$200 or \$300 for a basic Will (single/couple) or \$500 for a complex Will. We receive a fee of \$1,000 for a business succession planning matter. This reflects the time that we input into ensuring that the legal process happens as smoothly as possible and that the lawyer is full briefed prior to a client meeting.

## 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> GPO Box 3 Collins Street West Melbourne VIC 3001  1300 780 808 <a href="http://www.fos.org.au">www.fos.org.au</a> <a href="mailto:info@fos.org.au">info@fos.org.au</a>
Any issue relating to your personal information	<b>The Privacy Commissioner</b> GPO Box 5218 Sydney NSW 2001  1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights. 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;
  - We may be disclosing your personal information to an external service provider in the Philippines for the purpose of administrative support.
- 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

Whilst we don't generally offer this service under the AMP Advice experience, we may continue to offer limited types of Managed Discretionary Account (MDA) services within approved investment platforms to certain customers. 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 Ian Hayes

I have been in the financial services industry since 2000 and a financial planner since 2005.

I started my career in the private client wealth management industry in London before moving to Australia in early 2004. I joined Milestone Financial Services in 2004 as a paraplanner before progressing into an advising role and became a shareholder and director of the business in 2007.

In 2012, I was awarded the Financial Planning Association's Best Practice Award for a Certified Financial Planning® Professional in the ACT which recognised the outstanding outcomes that we deliver for our clients.

In 2016, I won AMP Financial Planning's Adviser of the Year Award for NSW/ACT.



<b>Qualifications</b>	CERTIFIED FINANCIAL PLANNER™ Masters in Finance & Investment Advanced Diploma of Financial Services (Financial Planning) Certificate IV in Financial Services (Finance / Mortgage Broking) Certificate IV in Life Coaching
<b>Memberships</b>	Financial Planning Association (FPA) AMP Financial Planners Association
<b>Phone</b>	02 6102 4333
<b>Email</b>	ian@milestonefinancial.com.au
<b>Authorised representative number</b>	291953
<b>Credit representative number</b>	371947

## 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 an employee, director and shareholder of Milestone Financial Services. I receive a salary plus dividends from the practice.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with an accounting firm called 360five Pty Ltd. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

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

## About Robert Smith-Saarinen

I have been in the financial planning industry since 1990. I have experience with a diverse range of businesses.

In 2006, I managed the distribution arm of a wholesale company providing legal, finance and financial services to the financial planning, accounting and legal industries.

My involvement in running a small business for over 20 years has contributed to Milestone's strong presence in the small business financial and business planning sector. My passion is working with business owners on their personal and business financial planning needs.



Qualifications	Certificate IV in Financial Services (Finance / Mortgage Broking) Certificate IV in Life Coaching
Memberships	AMP Financial Planners Association
Phone	02 6102 4333
Email	rob@milestonefinancial.com.au
Authorised representative number	254386
Credit representative number	372042

## The advice and services I can provide

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

- Aged care
- SMSF borrowing
- Various structured products, instalment warrants over managed funds and protected equity loans
- Securities (including listed 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
- dividends

I am an employee, director and shareholder of Milestone Financial Services. I receive a salary plus dividends from the practice.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with an accounting firm called 360five Pty Ltd. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

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

## About Andrew Boulds

I joined Milestone as a paraplanner in September 2006 and transitioned to become a fully licensed financial planner in 2008.

I moved to Canberra from the United Kingdom where I worked for Zurich and The St James's Place Partnership, a national wealth management firm.

I have a variety of financial qualifications from both the UK and Australia including a Masters in Applied Finance, a Graduate Diploma in Financial Planning and various mortgage broking qualifications.

My dedication and passion to get the job done are highly valued by my clients.



<b>Qualifications</b>	CERTIFIED FINANCIAL PLANNER™ Masters of Applied Finance Graduate Diploma of Financial Planning Diploma of Financial Services (Financial Planning) Certificate IV in Financial Services (Finance / Mortgage Broking)
<b>Memberships</b>	Financial Planning Association (FPA) AMP Financial Planners Association
<b>Phone</b>	02 6102 4333
<b>Email</b>	andrew@milestonefinancial.com.au
<b>Authorised representative number</b>	327630
<b>Credit representative number</b>	372060

## 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 AMPFP 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 Milestone Financial Services and receive a salary plus 2% of all fees and commissions generated by the business.

## About Aaron McInnes

I have been in the financial services industry since 2007 and bring a wealth of experience to the Milestone team. I share a passion with many clients in regards to wealth creation and wealth protection, with a focus on setting goals and timeframes in which to achieve these.

Previously I have run financial services businesses including a legal firm focusing on estate planning and business succession planning, mortgage broking and debt structuring and property investments and advice.



I believe that having a collaborative approach to clients planning needs to be able to tailor a financial plan to suit one's lifestyle goals is the key to clients' personal success. A proactive investor myself, I pride myself on bringing my experiences to clients to able to provide information and education, so that clients can feel comfortable in facilitating the right decisions that are best for them.

<b>Qualifications</b>	Advanced Diploma of Financial Planning Diploma of Financial Services (Finance / Mortgage Broking)
<b>Memberships</b>	Mortgage & Finance Association of Australia (MFAA) AMP Financial Planners Association
<b>Phone</b>	02 6102 4333
<b>Email</b>	aaron@milestonefinancial.com.au
<b>Authorised representative number</b>	326259
<b>Credit representative number</b>	400830

## The advice and services I can provide

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

- Aged care
- Employer super
- Various structured products, instalment warrants over managed funds and protected equity loans
- Separately managed accounts
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Securities (including listed securities)

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

I am also 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
- personal loans
- deposit bonds
- 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

## How I am paid

I receive the following from our practice:

- salary
- dividends
- share of revenue

I am an employee and shareholder of Milestone Financial Services Pty Ltd and receive a salary, 15% of fees and commissions which I generate for the business and dividends from the practice.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with an accounting firm called 360five Pty Ltd. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

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

## About Craig Phillips

I have been in the Financial Services industry for over 20 years, most recently as a Senior Financial Adviser for a private firm in the Sydney CBD. I moved to Canberra to join Milestone in October 2015. My experience covers a broad range of services that include a truly holistic and personalised approach to putting my clients in a better position and being their project manager to help get things done right.

I have worked extensively in portfolio construction, tax planning, retirement planning, aged care, direct equities and estate planning as well as all forms of superannuation and personal insurance advice.

My passion is to help families make a real difference, educating them and to provide the highest level of advice and care possible.



<b>Qualifications</b>	Fellow Chartered Financial Practitioner Bachelor of Economics Advanced Diploma of Financial Services (Financial Planning) Diploma of Financial services (Financial Planning) Trust and Estate Practitioner (TEP) SMSF Specialist Advisors™ (SSA™)
<b>Memberships</b>	Justice of Peace NSW Financial Planning Association (FPA) Association of Financial Advisers (AFA) Society of Trust & Estate Practitioners AMP Financial Planners Association
<b>Phone</b>	02 6102 4333
<b>Email</b>	craig@milestonefinancial.com.au
<b>Authorised representative number</b>	334567
<b>Credit representative number</b>	481238

## 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
- Various structured products, instalment warrants over managed funds and protected equity loans
- 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 Milestone Financial Services and receive a salary plus a percentage of the income which I generate for the business. This can be between 15% and 25% depending on the income I generate.

## About Ashley Crowther

From an early age, I worked in my family's business where I learnt how to interact with customers on a daily basis & ensure high customer satisfaction, as this is a major factor of small business success. I have taken this learning experience throughout the variety of industries I have worked in and continue to deliver this philosophy in my current role as a Mortgage Broker. In 2012, I decided that I needed a new challenge and embarked on a career I was interested in which was mortgages & finance.

Previously, I have worked as a Credit Adviser for one of the country's most recognizable mortgage brands assisting my clients obtain professional advice on their mortgages which include: structure, lender, product, affordability and lastly interest rates.

I joined Milestone in March 2015 to continue my professional development as a Mortgage Broker.



Qualifications	Diploma of Finance and Mortgage Broking Management
Memberships	Mortgage and Finance Association of Australia (MFAA)
Phone	02 6176 3111
Email	ashley@milestonefinancial.com.au
Credit representative number	439395

## 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
- personal loans
- deposit bonds
- 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

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 an employee of Milestone Financial Services and receive between 30% - 50% of initial loan commissions and 23% of trail loan commissions which I generate for the business

# 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 Advice Fees

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

Initial service	Fee amount
Goals exploration	\$350
<b>Starter</b> If you require a simple approach to meeting your goals.	Between \$1,500 and \$1,900
<b>Core</b> If you require a more involved approach in meeting a wider range of goals.	Between \$3,250 and \$4,075
<b>Complex</b> If your needs and circumstances are more complex.	Between \$5,200 and \$6,500

We can create a custom quote when your needs are unique. We charge for this service at a rate of \$330 per hour for advice and \$180 per hour for administration.

## Initial and Ongoing Advice and Service Packages (First Year Only)

In the first year, we offer advice and service packages which incorporate the initial advice fee and first year's ongoing fee into a single fixed fee which can be paid upfront or in monthly instalments. These are fees paid when you have agreed to receive our service:

Initial service	Fee amount
<b>Starter Plus</b> If you require a simple approach to meeting your initial goals and ongoing administration support.	Between \$2,040 and \$2,700
<b>Core Plus</b> If you require a more involved approach in meeting a wider range of goals and wish to have ongoing support to ensure you remain on track. Also includes an annual meeting after 12 months with a financial adviser.	Between \$4,620 and \$5,940
<b>Complex Plus</b> If your needs and circumstances are more complex and you have a wider range of goals. Also includes comprehensive ongoing support and an annual meeting after 12 months with a financial adviser.	Between \$7,150 and \$9,360



## Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The level of service you will receive and the frequency of contact from us increases with each package.

The cost of these services are as follows:

Ongoing service	Fee amount
<p><b>Essentials</b></p> <p>Our Essential package includes access to our client services team, an annual goals check, administrative support, market news and insights and access to online tools and a preferred rate of 10% off the full fee of further advice if further advice is required.</p>	Between \$660 - \$1,000 per annum
<p><b>Core</b></p> <p>Our Core package includes the services provided in the Essentials package plus an annual review and planning meeting with a financial adviser, a 6 monthly teleconference and one piece of written advice relating to existing products and strategies.</p>	Between \$2,278 - \$3,000 per annum
<p><b>Comprehensive</b></p> <p>Our Comprehensive package includes the services provided in the Core package plus up to two additional meetings per year and written advice relating to both existing and new products and strategies.</p>	Between \$4,496 - \$8,000 per annum

## 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 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%.	<p>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 <math>(\\$1,600.50 \times 97.5\%)</math> \$1,560.49 on to us.</p> <p>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 <math>(\\$533.50 \times 97.5\%)</math> \$520.16 to us.</p>

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 \$2.64 and AMP Financial Planning receives up to \$85.36. AMP Financial Planning then passes up to ( $\$85.36 \times 97.5\%$ ) \$83.23 to us.
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All fees and charges include GST.

## Fees for Credit Assistance

We may charge a fee for the advice and administration we provide in respect of arranging a loan product for you. This will be up to 0.66% of the initial loan balance.

This fee will only be payable if the recommended loan or increase to existing loan is discharged within the lender commission clawback period, which is usually the first 2 years of the loan being established. You will only be charged the amount being clawed back. This policy is to recoup the costs of organising the initial loan.

Clawback refers to the action of the lender taking back part or all of the initial upfront commission from the broker/brokerage when the loan is discharged within a certain period of time.