

# Financial Services and Credit Guide

RK & Associates Pty Ltd

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

- 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	RK & Associates Pty Ltd
Australian Business Number	55 161 275 430
Authorised representative number	439553
Credit representative number	454010

## Our office contact details

Address	G01A, 991 Whitehorse Road, , Box Hill, VIC 3128
Phone	03 9899 9818
Fax	03 9899 9677
Email	e.khor@ampfp.com.au
Website	<a href="http://www.ampfpboxhill.com.au">www.ampfpboxhill.com.au</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 16.

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, deposit bonds, commercial loans, SMSF loans and rural loans.
	— Life investment products including whole of life, endowment and bonds
	— Securities (including listed securities and debt securities)
	— Exchange traded funds and Listed investment companies
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.
	— Various structured products, instalment warrants over managed funds and protected equity loans
	— Limited selection of investment guarantees

AMP Financial Planning maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to AMP Financial

Planning. 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 approved by AMP Financial Planning. These services may include those issued by companies related to AMP Financial Planning.

As at September 2018, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning's are ANZ, AFG Home Loans, Commonwealth Bank, NAB, Macquarie Bank and ING.

## Tax implications of our advice

Under the Tax Agent Services Act 2009, RK & Associates Pty Ltd 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

We can arrange to apply for complete transactions for you on 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 will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

## 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 will 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 incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we 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 more information on our services, please see our **Schedule of fees** attached on page 24

### Fixed service fees

We offer the following services at these fees:

Service	Fee
Client Directed Transaction	\$440

### 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 from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, including if we qualify under the licensee's excellence program, and business performance or business costs. These benefits are paid either at the licensee's discretion or depending on meeting certain qualifying criteria including the quality of our services, business goals and ranking against other practices in AMP Financial Planning. The amounts are set by the licensee from time to time

(usually on an annual basis). 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 (DMA) recognition**

We may be eligible for Development management and advice (DMA) recognition or equivalent payments based on our performance relative to other AMP Financial Planning practices in prior years.

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 across the year (the 'payment period').

For example, if there are 12 monthly payment periods in a year, and if our DMA rate is set at 3% and our revenue for the payment period was \$25,000 (assuming, for the purpose of this example, the revenue is the same for each payment period), we would receive  $\$25,000 \times 0.03 = \$750$  each month.

### **How our performance is ranked**

Ranking of practices is determined 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 measurement period.

### **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 education and professional development programs, 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.

#### **Education and professional development programs**

AMP Financial Planning may subsidise the cost of our participation in approved education 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. Advisers can allocate a percentage of their grant towards travel and accommodation to attend an approved course.

AMP Financial Planning will also provide a grant to us if we meet specific qualification criteria by reimbursing the practice up to 20% of the licensee fees payable by the practice to the

licensee in 2017 to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority.

### **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. 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 financial products. 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 guide
- Authorised us to provide advice and other services as described in this guide
- 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)
- SuperConcepts 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 (ASL) 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.

\*includes GST

By way of example:

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

From time to time, ASL 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

This section of the FSCG sets out our relationships with platform providers and how these may influence the advice we give you.

### Overview

Where you invest through platform products and services (such as investor directed portfolio services or IDPS), we may receive remuneration from those platform providers. Fees, commission payments and other benefits may be calculated as a percentage of your financial interest in a product or service or on the total amount of business advised. The amount and calculation of those fees are shown in the relevant disclosure document. Some fees and commission payments we earn may relate to arrangements existing before 1 July 2013.

### Specific arrangements

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

#### WealthView eWRAP and PortfolioCare platform

WealthView and PortfolioCare products and services are issued by companies in the AMP Group. Other companies in the AMP Group also provide services in respect of WealthView and PortfolioCare. Administration services are performed by Asgard Capital management Limited (Asgard).

If you access a product in the WealthView or PortfolioCare range, then administration fees and, where applicable, 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 services and other services provided as mentioned above.

Further details about the fees and costs of investing in WealthView or PortfolioCare are detailed in the relevant product disclosure statement or IDPS Guide. For closed products, please review the product disclosure statement you received when first investing in your product together with any correspondence from the issuer outlining changes to those fees and costs. Note that WealthView eWRAP and PortfolioCare Elements (super/pension, investment) closed to new members and investors in 2016.

## 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
PSC Horsell Insurance Brokers Pty Ltd	General Insurance	Referral fee of 33.33% of PSC Horsell's commission which is based on the premium (excluding statutory imposts) charged by the insurer ("Up-Front Commission") and 33.33% per annum of Horsell's commission paid in respect of any renewal of such insurance ("Renewal Commission"). The Renewal Commission is based on the premium (excluding statutory imposts) charged by the insurer. For example, if your initial

		fees were \$1,000, PSC Horsell get 15% commission, which would be \$150, we would get 33.33% of what PSC Horsell receive i.e. \$50.00 for referral fee.
AMP Bank	Home and business lending services	Up to 0.85% initial commission and up to 0.25% ongoing commission  For example, for a loan of \$100,000, we would receive up to \$850.00 initial commission and up to \$250.00 ongoing commission.

## Our other business activities and relationships

### General insurance

RK & Associates Pty Ltd is an authorised representatives of Resilium Pty Limited (Australian Financial Services Licence number 232703) (Resilium).

The following Advisers are authorised representatives of Resilium:

- Ron Eng Khor
- Kim Heng Lim (Peter)

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 or accredited mortgage consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact AMP Advice Complaints:
  - Phone 1800 812 388
  - Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)
  - In Writing:  
**Attention: National Manager, Advice Complaints**  
33 Alfred Street  
Sydney NSW 2000
- They will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

<b>Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters</b>	<b>Australian Financial Complaints Authority (AFCA)</b> GPO Box 3 Melbourne VIC 3001  1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a> <a href="mailto:info@afca.org.au">info@afca.org.au</a>
<b>Any issue relating to your personal information</b>	<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.

## 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 (the 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 Group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Group Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Group 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 Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

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

## 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 Ron Eng Khor

Phone	0412 922 618
Email	e.khor@ampfp.com.au
Authorised representative number	248373
Credit representative number	374939
<b>Qualifications (Finance related)</b>	
Bachelor of Business	
Diploma of Finance and Mortgage Broking Management	
Diploma of Financial Services (Financial Planning)	
<b>Professional memberships</b>	
AFA - Association of Financial Advisers	
MFAA - Mortgage & Finance Association of Australia	
FPA - Financial Planning Association	
<b>Professional designations</b>	
FChFP - Fellow Chartered Financial Practitioner	
FPA – Financial Planner AFP	

## 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:

- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Goals based investing
- Securities (including listed securities and debt securities)
- Protected Equity Loans, Instalment Warrants and Structured Products

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

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
- 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:

- salary
- equity in the practice
- share of revenue

I am a Director of RK & Associates Pty Ltd. I am paid a salary and receive profit distributions.

## About Kim (Peter) Lim

Phone	0413 842 498
Email	peter.lim@ampfp.com.au
Authorised representative number	430773
Credit representative number	430774
<b>Qualifications (Finance related)</b>	
Advanced Diploma of Financial Services (Financial Planning)	
Diploma of Finance and Mortgage Broking Management	
Advanced Diploma of Financial Services (SMSF)	
Diploma of Financial Services (Financial Planning)	
<b>Qualifications (Non-finance related)</b>	
Bachelor degree in Civil Engineering (Honours)	
Executive Management Program of Henley Management College, United Kingdom.	
<b>Professional memberships</b>	
AFA - Association of Financial Advisers	
MFAA - Mortgage & Finance Association of Australia	
FPA - Financial Planning Association	
<b>Professional designations</b>	
FChFP - Fellow Chartered Financial Practitioner	

## 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 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
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- 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:

- salary
- equity in the practice
- share of revenue

I am a Director of RK & Associates Pty Ltd. I am paid a salary and receive profit distributions.

## About Wei Hua (Vallerie) Hew

Phone	0422 050 033
Email	vallerie.hew@ampfp.com.au
Authorised representative number	439052
Credit representative number	439053
<b>Qualifications (Finance related)</b>	
Bachelor of Management	
Advanced Diploma of Financial Services (Financial Planning)	
Advanced Diploma of Financial Services (SMSF)	
Diploma of Financial Services (Financial Planning)	
Diploma of Finance and Mortgage Broking Management	
Advanced Certificate in Commerce	
<b>Professional memberships</b>	
MFAA - Mortgage & Finance Association of Australia	

## 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
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Goals based investing
- Securities (including listed securities and debt securities)
- Separately managed accounts
- Protected Equity Loans, Instalment Warrants and Structured Products

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
- 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:

- salary
- bonus

I am an employee of RK & Associates Pty Ltd and receive a salary and bonus.

## About Seng Fatt Soohu

Phone	0468 322 638
Email	seng.soochu@ampfp.com.au
Authorised representative number	439619
Credit representative number	439620
<b>Qualifications (Finance related)</b>	
Diploma of Financial Planning	
Diploma of Finance and Mortgage Broking Management	
<b>Qualifications (Non-finance related)</b>	
Bachelor of Science - Chemistry (Honours)	
<b>Professional memberships</b>	
Association of Financial Advisers	

## 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 (I am authorised to advise on limited estate planning solutions related to your financial products)
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Protected Equity Loans, Instalment Warrants and Structured Product
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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

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
- bonus

I am an employee of RK & Associates Pty Ltd and receive a salary and bonus.

## About Vinay Nigam

Phone	0425 857 298
Email	vinay.nigam@ampfp.com.au
Authorised representative number	404116
Credit representative number	460417
<b>Qualifications (Finance related)</b>	
Advanced Diploma of Financial Services (Financial Planning)	
Advanced Diploma of Financial Services (SMSF)	
<b>Professional memberships</b>	
AFA - Association of Financial Advisers	
<b>Professional designations</b>	
FChFP - Fellow Chartered Financial Practitioner	

## 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 (I am authorised to advise on limited estate planning solutions related to your financial products)
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Securities (including listed securities and debt securities)
- SMSF borrowing
- Protected Equity Loans, Instalment Warrants and Structured Products
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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

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
- bonus

I am an employee of RK & Associates Pty Ltd and receive a salary and bonus.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Academy of Professional Excellence Pty Ltd trading as APEX Education 2. CORE Business Communications Pty Ltd trading as CORE Strategiccreativity. 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 Mohammed Kamal Uddin Jalal

Phone	041 5335 786
Email	kamal.jalal@ampfp.com.au
Authorised representative number	1254767
Credit representative number	498849
<b>Qualifications (Finance related)</b>	
Diploma of Financial Planning	
Advanced Diploma of Financial Planning	
Master of Business Administration	
Master of Commerce	
Certificate IV in Finance and Mortgage Broking	
<b>Professional memberships</b>	
FBAA - Finance Brokers Association of Australia	

### 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
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Protected Equity Loans, Instalment Warrants and Structured Products

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

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
- 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:

- salary
- bonus

I am an employee of RK & Associates Pty Ltd and receive a salary and bonus.

## About Xin Wei (Colin)

Phone	0430 576 986
Email	colin.wei@ampfp.com.au
Authorised representative number	1268539
Credit representative number	512246
<b>Qualifications (Finance related)</b>	
Diploma of Financial Services (Financial Planning)	
Master of Accounting	
<b>Qualifications (Non-finance related)</b>	
Bachelor of Others (Arts, Engineering, Science)	

## 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
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Protected Equity Loans, Instalment Warrants and Structured Products
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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

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
- bonus

I am an employee of RK & Associates Pty Ltd and receive a salary and bonus.

## 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

See tooltip for example

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

Initial Service		Fee amount	
	Definition	What is included?	Initial advice fee (incl GST)
<b>Initial Interview Fee</b>	Initial first interview time which can be up to maximum of 1 hour	No charge. Except where general advice or assistance is required which may involve additional time beyond a standard 1 hour consultation.	\$0 (FREE)
<b>Initial Advice Fee</b>			
<b>a) Superannuation - Take care of super</b>	Suited to clients who want to organise their super, but don't know where to start or don't have the time.	<b>For example,</b> advice for individual covering Super consolidation (up to 3 funds*), lost super search, choice nomination, like or like (or insurance needs analysis ) insurance within super, investments within super like for like or risk needs analysis, review other fund options .	\$1,485 - \$3,300
<b>b) Keeping family protected - Insurance</b>	Suited to clients who may be concerned about what happens to their family and themselves if they become ill or injured and cannot work, or if they have enough assets to support their family if they pass away.	<b>For example,</b> advice covers comprehensive protection through life, TPD, trauma and income protection cover and assessment of insurance needs.	\$2,200 - \$3,850

<b>c) Maximise your super</b>	Suited to clients who want to take advantage of what super has to offer, but aren't aware of the range of features and benefits they may have in their super fund.	<b>For example</b> , advice cover Super consolidation (up to 3 funds*), Portfolio Construction, salary sacrifice, co-contributions, insurance within super, and minimising tax.	\$2,420 - \$3,850
<b>d) Building for Retirement</b>	Suited to clients approaching or preparing for retirement, and have concerns or interest in knowing whether they have enough money for their retirement.	<b>For example</b> , advice covers commencing a transition to retirement (TTR) pension, minimising or maximising salary sacrifice, maximising after tax income and reducing income.	\$3,850 - \$4,950
<b>Centrelink Advice</b>	Suited to clients who wanted to find out their entitlements for centrelink benefits and planning for their retirement.	<b>For example</b> , advice covers centrelink payments for Age pensions.	\$3,850 - \$4,950
<b>Client Directed Transaction</b>	Transaction without advice services occurs when you have asked us to provide no advice, but have asked us to complete the transaction on your behalf.		\$440
<b>True "Fee for service" (time-based billing)</b>		Face-to-Face meeting with our in-house advisers.	Director: \$550/hour Senior/Specialist Adviser : \$360/hour Adviser : \$275/hour Associate Adviser/Technical Administrator - \$165/ hour Administration - \$99/hour

<b>Mortgage / Credit Assistance</b>	Suited for clients seeking for loans.	No charge unless a credit quote is provided.	Refer to Credit Quote provided if there is any charges to be levied.
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## Comprehensive and other advice

Comprehensive and other advice		Fee amount	
	Definition	What is included	Initial advice fee
<b>a) Wealth Development Plan</b>	Suitable for clients seeking to address a range of issues at the same time	<b>For example</b> , advice that covers superannuation and debt advice OR portfolio construction and insurance within superannuation Or investment and insurance.	\$3,960 - \$5,500
<b>b) Wealth Creation Plan</b>	Suitable for clients seeking to address a range of issues at the same time	<b>For example</b> , advice that covers superannuation, insurance and investment OR retirement planning and investment OR gearing and insurance	\$3,300 - \$5,500
<b>c) Wealth Advancement Plan</b>	Suitable for clients seeking to address a range of issues at the same time	<b>For example</b> , advice that covers superannuation, redundancy planning, and insurance OR retirement planning, investments and Centrelink benefits.	From \$4,850
<b>d) Corporate Super, Small Business and Structures</b>	Suitable for clients seeking to address a range of issues at the same time	Research into appropriate superannuation arrangements for staff, owner's buy/sell agreements, key person (including minutes) and liaison with product providers, strategy development, SoA	From \$4,850

		preparation, presentation of SoA to management, staff and key personnel	
<b>e) SMSF Advice – establishment of new SMSF or review of existing SMSF</b>	Suitable for clients seeking advice on establishing a new SMSF or existing SMSF trustees seeking to review their SMSF	Inclusive advice in assessing the suitability of SMSF establishment and advice in the establishment of SMSF, Corporate trustee and all possible advice relevant to SMSF.	From \$5,500

**Notes:**

- Transaction only services will be charged at \$220 per hour depending on the level of complexity involved. We will negotiate and agree fees and payment options with you prior to providing these additional services.
  - If you provide us with further information after our initial meetings, which materially impacts on the preparation of the Statement of Advice, we may charge an additional fee at a rate of \$220 per hour. If this additional fee applies we will discuss and agree this with you before providing these additional services.
  - The above charges are per person unless otherwise stated.
- \* Each additional consolidation of super funds (above 3 funds) will be charged on a per fund basis at \$99 per fund. The charges will vary between the 2 amounts based on the complexity of the advice required.

## Implementation fee

Implementation fee	Definition	Fee amount
		What is included
<b>Standard Implementation Fee</b>	These fees may be charged if you agree to implement the recommendations in the Statement of Advice.	Between \$660 - \$2,200
<b>SMSF Implementation Fee</b>		
<b>a) Implementation Fee</b>	These fees may be charged if you agree to implement the recommendations in the Statement of Advice	From \$1,100
<b>b) SMSF Platinum package</b>	Implementation fees and additional guidance and assistance in administrative work for trustees of SMSF to ensure compliance.	\$3,300 (up to 2 members) \$5,500 (max of 4 members)

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

### Payment methods

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

- Direct debit
- Credit card (American Express, Visa, MasterCard or Bankcard)
- Cheque (Please make cheques out to AMP Financial Planning)
- BPAY.

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

However, should you decide not to proceed with implementation of our advice you will be required to pay the agreed initial advice fee.

## Ongoing service fees

See tooltip for example

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

Ongoing Service fees		Fee amount	
	Definition	What is included	Fees
<b>Ongoing advice and service fee</b>	Ongoing service tailored to a combination of any or all of the following	<ul style="list-style-type: none"> <li>- An annual face-to-face or phone-based review of our initial advice including your current financial situation and objectives to see if you are on track.</li> <li>- Access to call a planner throughout the year to discuss your current plan and policies.</li> <li>- Access to AMP web support tools including educational information, calculators and budgeting tools.</li> </ul>	<p>Between 0.88% to 5.5%</p> <p>For example, if you have \$100,000 in funds, then we would receive between \$880 to \$5500</p>
<b>Ongoing service by per hour</b>	<b>Centrelink Assistance (ongoing)</b>	up to 2 hours associates planner time and assistance liaising with Centrelink paperwork and any support staff time required (per annum).	\$330 /hr
<b>Ongoing fee for Gearing</b>	<b>Gearing &amp; Margin Lending</b>	<ul style="list-style-type: none"> <li>- Annual Review</li> <li>- Assess to advisers</li> <li>- Administration support from office staffs</li> </ul>	From \$2,500

## SMSF Ongoing Service fees

<b>a) Ongoing advice and service fee</b>	<b>Ongoing service tailored to a combination of any or of all of the following</b>	<p>- Up to twice a year face-to-face or phone-based review of our initial advice including your current financial situation and objectives to see if you are on track.</p> <p>-Access to call a planner throughout the year to discuss your current plan and policies.</p>	<p>From 0.88%</p> <p>For example, if you have \$100,000 in funds, then we would receive from \$880</p>
<b>b) Ongoing service per hour</b>			\$360 /hr

### Notes:

- Managed Discretionary Accounts (MDA) - for clients provided with an MDA service, we have the flexibility to tailor our services on a case by case basis at \$330 per hour. If this additional fee applies, we will discuss and agree fees and payment options with you prior to providing these additional services.
- Employer Superannuation - for clients provided with an Employer Superannuation Service, we have the flexibility to tailor our services on a case by case basis charging an ongoing fee ranging from 0.22% (inc GST) to 1.1% (inc GST) of assets under management. We will discuss and agree fees and payment options with you prior to providing these ongoing services.

\* Recommendations regarding potential strategy enhancements or changes can be made as required and will be charged as per our initial advice fees, unless otherwise stated.

## Hourly Rate Service fees

	Definition	What is included	Fees
Administrative Services Only	Refers to any administrative tasks instructed by you for your super, investment or insurance accounts.	Administrative services and tasks including updates of account profiles, change of personal details, completion of certain forms allowed under AMP's policy, as per your instructions etc.	\$330 /hour

## Commissions

We 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 our advice. The following table is a guide of commissions we 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 77% of the first year's premium for new policies implemented from 1 January 2019.		On insurance policies implemented from 1 January 2019, if your insurance premium was \$1,000, we would receive an initial commission of up to \$770.
	We may receive up to 88% of the first year's premium for new policies implemented between 1 January 2018 and 31 December 2018.	Up to 33% of the insurance premium each following year.	We would receive an ongoing commission of up to \$330.00 pa.
	We may receive commissions on increases or additions to existing policies of up to 130%.		
Loans	Up to 1.10% of the initial loan balance. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains 9.5% and we will receive the remaining 90.5%.	Up to 0.55% of the outstanding loan balance each year. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains 9.5% and we will receive the remaining 90.5%.	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG would retain up to \$33 and AMP Financial Planning receives \$1,067. AMP Financial Planning then passes (\$1,067 x 90.5%) \$965.64 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 90.5%) \$482.82 to us.
Other banking products		Up to 0.55% of the balance each year.	If you made an investment of \$2,000 we would receive Invalid formula of the balance each year.

All fees and charges include GST.

\*The above ranges apply to loans settled prior to 1 February 2019. AFG will retain 1.5% of the initial and ongoing commissions on loans lodged and settled from 1 February 2019. The remainder of all commissions will be passed on by AFG to AMP Financial Planning. AMP Financial Planning retains the licensee fee to cover their costs and the balance is passed on to us.

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