

Financial Services Guide

AMP Advice Tweed Heads

Version: 4.1

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AMP Advice is a trademark of AMP Limited and it is licensed to ipac securities limited.



It is important that you read this Financial Services Guide (FSG). 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 ipac securities limited (ipac)
- our fees and how we are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us

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, such as 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 documents should not be relied upon to make financial decisions.

When we provide personal advice to you it will normally be documented and provided to you in a Statement of Advice (SoA), known as a 'Goals Plan'. This 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 to you.

If we provide further personal advice an additional plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any advice 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. In this step, a Goals Coach or adviser will help you understand and express your goals. You'll receive a Goals Summary document at the end of this conversation.

A Goals Coach is not a financial adviser and cannot provide you with financial services. Therefore, the statements made in Our advice and services section of this FSG are not applicable to the Goals Coach.

In the next step, one of our qualified advisers will 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 the goals you set will be the starting point.

This strategy is contained in a document called a Statement of Advice (SoA), known as a Goals Plan, and it contains our advice for you to achieve your goals.

Track your progress

To achieve your goals we will offer to track your progress thus 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 with assisting you to implement our recommendations when we have your go-ahead and you will always have access to your information, goals and objectives through your online customer profile.

As part of the AMP Group we pride ourselves on the quality of our products and services but will only recommend these if they leave you in a better position relative to your goals and objectives and provide something your current products do not.

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

About us

Wealth Vision Financial Services Pty Ltd, trading as AMP Advice Tweed Heads is an Authorised Representative of ipac securities limited (ipac). ipac (ABN 30 008 587 595) holds an Australian Financial Services Licence (no. 234656). ipac is a member of the AMP Group. ipac is the registered owner of the business name “AMP Advice Tweed Heads”

Wealth Vision Financial Services Pty Ltd is a subsidiary of ipac.

Your adviser is an Authorised Representative of ipac and is an employee of AMP Services Limited.

AMP Advice is a trademark of AMP Limited and this trademark has been licensed to ipac.

ipac’s registered office is located at 33 Alfred Street, Sydney, NSW 2000.

ipac has approved the distribution of this FSG and authorised us to provide advice and other services as described in this FSG.

Summary of the business

Name	Wealth Vision Financial Services Pty Ltd trading as AMP Advice Tweed Heads
Australian Business Number (ABN)	93 605 316 407
Authorised representative number	1041378

Our office contact details

Address	18-20 Stuart Street, Tweed Heads, NSW 2485
Phone	07 5536 0600
Fax	07 5536 3166
Email	tweedheads@ampadvice.com.au
Website	www.ampadvice.com.au/tweedheads

This guide provides information about the services we may offer and financial products we 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 may not be qualified to provide advice in all of the services and products noted below. At all times we will ensure the appropriate adviser is available to you to provide advice and services to help you achieve 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.

We can provide advice on	We can arrange the following products and services
— Investment strategies (strategic asset allocation and goals based investing)	— Superannuation, including retirement savings accounts
— Budget and cashflow management	— Self managed superannuation funds (SMSF)
— Debt management (including borrowing for investment purposes)	— Employer superannuation
— Salary packaging	— Managed investments
— Superannuation strategies and retirement planning	— Separately managed accounts
— Personal insurance	— 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
	— Retirement income streams, including pensions and annuities
	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Life investment products including whole of life, endowment and bonds
	— Securities (including listed securities and corporate debentures)
	— Exchange traded funds
	— 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

Our advisers have access to a wide range of financial products and services which have been researched and approved by ipac. ipac 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.

ipac 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 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 and where appropriate to your circumstances.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Wealth Vision Financial Services 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

If you do not require our 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 to you. If you wish to proceed without our personal 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 any of our financial services we provide to you. 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 agreement 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.

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; and/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 insurance 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 fees:

- BPAY, direct debit (savings), credit card or cheque
- Deduction from your investment

All fees and commissions will be paid directly to ipac.

As an employee, your adviser receives a base salary plus superannuation and may receive a bonus. To be eligible to receive a bonus each year, your adviser must meet a range of ongoing professional and technical standards (these include but are not limited to ongoing professionalism, training / education, compliance outcomes & client complaints).

If professional and technical standards are met the bonus amount payable to the adviser will be based on various criteria related to the adviser's role. These criteria can include but is not limited to client and revenue retention, a share of revenue generated from advice provided, client satisfaction and the overall AMP business units performance. It is not possible to determine at any given time whether your adviser will qualify for such bonuses.

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 or adviser 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.

An outline of the types of fees that may apply is set out in the *Schedule of fees* section.

Other benefits we may receive

The following is a list of benefits we may receive in addition to the payments we receive for our advice and services, which are set out in the *Our fees* section above. These are not additional costs to you. These benefits may be monetary or other things like training, events or incentives we are eligible for.

Benefits available to our advisers

In addition to salary and bonuses, our advisers may be entitled to other benefits such as discounted products, services and training assistance.

Personal and professional development

Summit

The Summit is a national convention held annually. We may pay for the expenses of those who attend up to a maximum value of \$3,000 per annum per adviser.

Indirect benefits from product issuers

We may receive indirect benefits from product issuers for the services we provide you in relation to their products.

This may include non-monetary benefits that are valued at less than \$300 for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

We keep a register of non-monetary benefits we receive. You can see a copy of this register by asking us.

Any other benefits we receive will be disclosed in our written advice.

Our relationships and who we represent

It is important that you are aware of the relationships that ipac has with providers of financial services and products as they could be seen to influence the advice you receive.

About the AMP Group

ipac 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. ipac 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
- AMP Financial Planning Pty Limited

If we recommend a product issued by a company within the AMP Group or a third party product issuer, ipac 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.

Our advisers may hold shares in AMP Limited, whose share price may be favourably affected by the sale of products issued by AMP Group companies.

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

Wealth Vision Home Loans (WVHL)

If you require credit advice we may refer you to Wealth Vision Home Loans Pty Ltd.

Wealth Vision Home Loans (ABN 85 145 979 675) is a credit provider and a holder of Australian Credit Licence number 389455. If you are referred to Wealth Vision Home Loans for credit assistance you will be provided with their Credit Guide which discloses important information including their details, fees, how they are paid, panel of lenders, the assessment process and resolving complaints.

WVHL is 100% owned by ipac. As a result, we will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

ipac's relationships with other companies

These payments are not an additional cost to you but are paid to ipac by the product provider.

Personal financial service (PFS)

Sponsorship and consultancy fee

ipac asset management pays us a Sponsorship and Consultancy fee of up to 1.25% for Classic Portfolios.

ipac receives 0.55% for Non-Classic Portfolios from the fees charged on PFS.

For example, if you invest \$100,000 each in a Classic and Non-Classic Portfolios, we may receive \$1,250 pa on a Classic Portfolio and \$550 pa on a Non-Classic Portfolio.

Service fee

ipac receives an average service fee of 0.06% pa of the value of your investment.

For example, assuming that you invest \$100,000, we may receive average fee of \$60 pa.

Arrangements with platform providers

Asgard

ipac may receive additional payment of up to 0.25% pa based on the current funds under advice with ASGARD. This is paid by ASGARD out of their administration fees.

For example, if you invest \$100,000 in ASGARD, we may receive \$250 pa.

Macquarie Wrap

ipac may receive additional payment of up to 0.22% pa based on the current funds under advice with Macquarie Wrap Solutions (Macquarie). This is paid by Macquarie out of their administration fees.

For example, if you invest \$100,000 in Macquarie. We may receive \$220 pa.

Our referral arrangements

We may have arrangements with other service providers where they may refer clients to us or we may refer clients to them for specialist services. Where we have a referral arrangement in place and pay or receive fees or benefits in respect of services provided, details about those arrangements will be provided in a **Supplementary FSG**.

Confidence in the quality of our advice

If, at any time, you are not satisfied with the advice you receive, or any other aspect of the service provided by your adviser, you should take the following steps:

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three working days, please contact AMP Advice Complaints on advicecomplaints@amp.com.au, or put your complaint in writing and send it to:

Attention: National Manager, Advice Complaints
Level 16, 33 Alfred Street
Sydney, NSW 2000

AMP Advice Complaints will try to resolve your complaint quickly and fairly.

Until 31 October 2018, if your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Type of complaint	External complaints service
Any issues relating to financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) Address: GPO Box 3 Collins Street West Melbourne Victoria 3001 Phone: 1800 367 287 Website: www.fos.org.au Email: info@fos.org.au
Any issue relating to your personal information	The Privacy Commissioner Address: GPO Box 5218 Sydney NSW 2001 Phone: 1300 363 992 Email: privacy@privacy.gov.au

The above external dispute handling bodies are current as at **October 2018**.

From 1 November 2018, you can contact the following external dispute handling bodies in relation to your complaint:

	Australian Financial Complaints Authority (AFCA)
Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Address: GPO Box 3 Melbourne VIC 3001 Phone: 1800 931 678 Website: www.afca.org.au Email: info@afca.org.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on freecall infoline 1300 300 630 to make a complaint and obtain information about your rights. You can also contact the **Financial Planning Association (FPA)** at www.fpa.asn.au to make a complaint (please note that the FPA cannot award compensation).

Professional indemnity insurance

ipac is covered by professional indemnity insurance and this satisfies the requirements imposed by the *Corporations Act 2001* and *National Consumer Credit Protection Act 2009*. The insurance covers claims arising from the actions of our former employees or representatives, even where subsequent to these actions they have ceased to be employed by or act for ipac.

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:

- We may have access to this information when providing financial advice or services to you;
- We may, in the future, disclose information to other financial advisers, brokers and those who are authorised by us to review customers' needs and circumstances from time to time, including other companies within the AMP group;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the AMP group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the AMP Privacy Policy.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the AMP Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

We will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information we hold 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.

Schedule of fees

Our preferred method of payment is by an agreed fee. The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply.

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial service fees

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

Initial service	Fee amount
Goals exploration	\$350
Starter If you require a simple approach to meeting your goals.	Between \$600 and \$1,800
Core If you require a more involved approach in meeting a wider range of goals.	Between \$1,900 and \$4,500
Complex If your needs and circumstances are more complex.	Between \$4,600 and \$7,500

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.

Ongoing service fees

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

Ongoing service	Fee amount
	This fee is for ongoing advice services you receive and is typically deducted from your bank account.
Ongoing advice fee	This fee is between \$2,200 and \$7,870 per annum and is indexed (increase by 3%) annually from year one. The exact fee will be disclosed and agreed with you.
Ongoing gearing fee	From 1 July 2013, when a geared portfolio such as margin lending or home equity lending is implemented, a flat on-going advice fee of up to \$4,400 per annum over the entire non-super portion of the portfolio will apply. Example: Assume you invest \$400,000 and take up a margin loan facility of additional \$100,000. Your flat ongoing advice fee on the entire geared portfolio of \$500,000 will be \$4,400 per annum

This fee applies to an ungeared investment account. It is paid in addition to the ongoing advice fee above.

This fee is between 1.60% and 0.77% per annum and is based on the tiered scale below. It is calculated on the value of your investments.

Ongoing investment fee
(Ungeared portfolios)

Tier Level		Fee %
\$0	\$100,000	1.56%
\$100,001	\$250,000	1.32%
\$250,001	\$1,000,000	1.05%
\$1,000,001+		0.77%

Example: Assume your portfolio balance is \$400,000. The total ongoing investment fee amount deducted from your investment would be \$5,115 per annum.

This fee applies to a superannuation account. It is paid in addition to the ongoing advice fee above.

Ongoing investment fee
(Superannuation/Pension)

This fee is between 0.33% and 0.77% per annum. It is calculated on the value of your investments.

Example: Assume your portfolio balance is \$200,000 and the agreed fee is 0.77%. The total ongoing investment fee amount deducted from your investment would be \$1,540 per annum.

Cashflow Management Service

This fee is for ongoing advice services in relation to cashflow management either as a standalone service or as an add-on to another ongoing service package and is \$2,600 per annum.

Additional advice fee

This fee is charged to existing customers for significant changes to their plans. This fee can be deducted from your account or invoiced to you directly. Any additional advice fee will be in line with the initial service fees shown above and fully disclosed in your Statement of Advice.

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
Insurance (including those held within superannuation)	Up to 88% of the first year's premium for new policies. We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 22% of insurance premiums for policies implemented after 1 January 2018. Up to 33% of the insurance premium if implemented prior to 1 January 2018.	If your insurance premium was \$1,000, we would receive an initial commission of up to \$880. We would receive an ongoing commission of up to \$220 pa.

All fees and charges include GST.

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