Version 11

AMP Financial Services Guide

1 July 2017

This Financial Services Guide (FSG) is an important document that outlines the type of products and services that the licensed entities below are authorised to provide under Australian Financial Services Licences (AFSL). This FSG is provided by:

- AMP Life Limited (ABN 84 079 300 379, AFSL No. 233671) (AMP Life)
- AMP Superannuation Limited (ABN 31 008 414 104, AFSL No. 233060, RSE Licence No. L0000550) (AMP Super)
- AMP Capital Funds Management Limited (ABN 15 159 557 721, AFSL No. 426455) (AMPCFM)
- AMP Bank Limited (ABN 15 081 596 009, AFSL No. 234517) (AMP Bank)
- ipac asset management limited (ABN 22 003 257 225, AFSL No. 234655) (IAM)
- NMMT Limited (ABN 42 058 835 573, AFSL No. 234653) (NMMT)
- N.M. Superannuation Proprietary Limited (ABN 31 008 428 322, AFSL No. 234654, RSE Licence No. L0002523) (NM Super).

Purpose of the FSG

This document is designed to help you decide whether to use any of the services offered by the above licensed entities, who are also referred to as 'AMP', 'we' or 'us' in this FSG. It also provides information about:

- who we are and how we can be contacted
- the financial products and services we can offer
- how we, and any other relevant parties, are paid
- our relationships and how these could influence the advice we give you
- how complaints against us are handled, and
- where to get details on the AMP Privacy Policy.

Other documents you may receive

Before you are issued with one of our products you will receive a Product Disclosure Statement (PDS), an Investor Directed Portfolio Service (IDPS) Guide, Terms & Conditions or a similar type of document in most cases (disclosure document). These documents contain information about the particular product to help you make an informed decision about that product. These documents will include information about matters such as:

- the terms and conditions of the product
- any associated costs, fees and charges that the product issuer may receive or pay, and
- any significant benefits and risks.

If you receive personal financial product advice from one of our employees or representatives, you will normally be given a Statement of Advice (SoA). Personal financial product advice is advice that takes into account one or more of your financial objectives, financial situation and needs. The SoA will contain the advice, the basis on which the advice is given and information about fees, commissions and any associations which may have influenced the advice.

About AMP

AMP is a leading specialist wealth management group in Australia and New Zealand. We provide financial advice, products and services to help people and organisations build financial security and we've been doing this since 1849. We also manage investment opportunities internationally.

AMP Super, AMP Life, AMPCFM, AMP Bank, IAM, NMMT, and NM Super are all part of the AMP group.

Under the Australian Prudential Regulatory Authority (APRA) licensing system for superannuation trustees, AMP Super and NM Super are Registrable Superannuation Entity Licensees.

AMP Life is a registered life insurance company, regulated by APRA.

AMP Bank is an Authorised Deposit-taking Institution (ADI), regulated by APRA.

AMPCFM is the responsible entity of various managed investment schemes. This FSG only relates to the services AMPCFM provides in relation to Flexible Lifetime – Investments (FLI) and Experts' Choice Funds.

IAM is the responsible entity of various managed investment schemes. This FSG only relates to the services IAM provides in relation to FLI.

NMMT is the responsible entity of various managed investment schemes, an operator of IDPSs and other custodial and depository services.

We are covered by professional indemnity insurance satisfying the requirements under s912B of the *Corporations Act 2001* for compensation arrangements.

The insurance is subject to terms and exclusions. The insurance covers claims arising from the actions of employees or representatives of us, even where subsequent to these actions they have ceased to be employed by or act for us.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against us.

What financial services and products can we offer?

We each hold an Australian Financial Services Licence (AFSL) that authorises us to provide certain products and services. The financial services we are likely to provide to you under one or more of our licences are listed in the table overleaf:

	AMP Super	AMP Life	AMPCFM	AMP Bank	IAM	NMMT	NM Super
Provide general product advice about:							
Superannuation products	Yes[(i)]	Yes[(i)]			Yes	Yes	Yes
Life risk insurance products	Yes[(i)]	Yes[(i)]			Yes	Yes	Yes
Investment life insurance products		Yes[(i)]			Yes	Yes	Yes
Deposit and payment products		Yes[(i)]		Yes[(i)]	Yes[(iii)]	Yes	
Derivatives			Yes[(i)]		Yes		
Foreign exchange contracts			Yes[(i)]		Yes		
Government debentures stocks and bonds		Yes[(i)]	Yes[(i)]		Yes	Yes	
Securities		Yes[(i)]	Yes[(i)]		Yes	Yes	
Managed investment schemes			Yes[(i)]				
Managed investment schemes including investor directed portfolio services		Yes[(i)]			Yes	Yes	
Issue, acquire, vary or dispose of:							
Superannuation products	Yes	Yes[(ii)]			Yes[(ii)]	Yes	Yes
Life risk insurance products		Yes			Yes[(ii)]	Yes[(ii)]	Yes[(ii)]
Investment life insurance products		Yes			Yes[(ii)]	Yes[(ii)]	Yes[(ii)]
Deposit and payment products		Yes[(ii)]	Yes[(ii)]	Yes	Yes[(ii)(iii)]	Yes[(ii)]	
Underwrite securities and investments in managed investment schemes			Yes				
Retirement Savings Accounts		Yes[(ii)]					
Derivatives		Yes	Yes		Yes	Yes[(ii)]	

Foreign exchange		Yes	Yes	
Securities	Yes(ii)	Yes	Yes(ii)	
General insurance products		Yes(ii)		
Government debentures, stocks and bonds	Yes(ii)	Yes(ii)	Yes(ii)	Yes (ii)
Managed investment schemes		Yes		
Managed investment schemes including investor directed portfolio services	Yes(ii)		Yes	Yes
Operate:				
Managed investment schemes which invest in derivatives, direct real property, financial assets and mortgages		Yes	Yes – Derivatives and financial assets only	
Managed investment schemes which invest in financial assets				Yes
IDPS-like schemes				Yes
Custodial or depository services:				
Operate custodial or depository services other than investor directed portfolio services				Yes
Operate investor directed portfolio services			Yes	Yes

When providing these financial services and products, each company acts on its own behalf.

(i) Company is also authorised to provide personal advice in respect of this product/service.

(ii) Company is not authorised to issue the product but is authorised to acquire, vary or dispose of the financial product on behalf of another person.

(iii) Limited to deposit products only.

How to contact us

	Phone – existing customers	Phone – new customers	Mail	Email and web
AMP Super	131 267	133 888	AMP Superannuation PO Box 300 PARRAMATTA NSW 2124	askamp@amp.com.au amp.com.au
AMP Life (including former National Mutual Life Association of Australasia Limited)	131 267	133 888	AMP Life PO Box 300 PARRAMATTA NSW 2124	askamp@amp.com.au amp.com.au
AMPCFM	133 267	133 267	Flexible Lifetime – Investments Reply Paid 79281 PARRAMATTA NSW 2124	trustinfo@amp.com.au amp.com.au/investments
AMP Bank	133 030	133 030	AMP Bank Reply Paid 79702 PARRAMATTA NSW 2124	info@ampbanking.com.au amp.com.au/bank
IAM	133 267	133 267	Flexible Lifetime – Investments Reply Paid 79281 PARRAMATTA NSW 2124	trustinfo@amp.com.au amp.com.au/investments

NMMT	137 292	137 292	Customer Service Centre PO Box 14330 MELBOURNE CITY MC VIC 8001	askamp@amp.com.au
NM Super	137 292	137 292	Customer Service Centre PO Box 14330 MELBOURNE CITY MC VIC 8001	askamp@amp.com.au
NMMT – AMP Personalised Portfolio	1300 423 079	1300 423 079	Personalised Portfolio PO Box 4054 PARRAMATTA NSW 2124	personalisedportfolio@amp.com.au amp.personalisedportfolio.com.au

How do you do business with us?

The disclosure document for each product outlines its administration procedures and processes. Please refer to the relevant disclosure document for how a product is administered.

How can you give us instructions?

You can give us instructions by telephone, mail, email, fax or online.

Some products may have their own rules about how to provide instructions or carry out certain transactions – these are explained in the relevant disclosure document or applicable form.

How are we paid for the services we provide?

If you buy or invest in one of the products we issue, AMP will receive remuneration including fees and charges in relation to your investment/purchase of that product.

Fees and charges may include entry/contribution fees, management fees, and transaction and ongoing costs. In some situations, performance fees, exit/withdrawal fees, account fees, recoverable expenses, operational and abnormal costs, an investment plan fee, transfer fees and communication fees may also apply. The constitution of some funds also allows us to receive a trusteeship fee. The fees and costs you will pay, and any benefits we receive for each product we offer, are set out in the relevant disclosure document.

AMP Life will receive the insurance premiums paid for any insurance cover or annuity you obtain from us.

We do not charge you any additional fees for any general financial advice you may receive from us. However, your financial adviser may charge you fees for providing financial product advice. This will be set out in the separate FSG and/or SoA you will receive from your financial adviser.

For services in relation to insurance, banking, deposit products, some loan products and older products, commission may be payable by the AMP product issuer in relation to your AMP product.

What commissions, fees or other benefits are paid or received?

Employees and Authorised Representatives of the AMP group may be entitled to receive a range of benefits including potential discounts on products and services as a result of their relationship with AMP.

Related companies and transactions

If AMP provides general advice on a product issued by another company in the AMP group and that product is issued by such other company, the product issuer may benefit from the general advice provided by AMP by receiving the fees they charge on that product. The amount and calculation of those fees are shown in the relevant disclosure document. If you have a financial adviser, your financial adviser and their authorising licensee may also benefit if an AMP product is issued to you, or an AMP product you hold is varied, as a result of that general advice. You can request details of this remuneration from us before you apply for your AMP product – see the contact us section for details.

Companies in the AMP group may provide services, and obtain fees and charges or other benefits from the product issuer or service provider if you obtain a product or service from a company in the AMP group. These relationships, where applicable to the entities this FSG covers, will be detailed in the relevant disclosure document (and any FSG and/or SoA that an adviser is required to give you).

Where we enter into transactions with related parties, we operate in accordance with the related party protocols and AMP policies and procedures which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

Employees, directors and representatives

Employees, directors and representatives receive salaries, incentive bonuses and other benefits from us. The amount of bonuses and other benefits (which may include commissions) which employees, directors and representatives may be entitled to will depend on various factors, such as: the performance of that person during the year, and in some cases the particular products, features and level of sales attributable to that person during the year, as well as our overall financial and strategic (eg customer advocacy) performance. Non-executive directors receive fees (and superannuation) for their services.

Staff who may assist you on the telephone

Some employees who are representatives of AMP Life may also receive remuneration in the form of a bonus for the services they provide, such as general advice and assistance when you acquire or increase your investment in an AMP superannuation, life insurance or managed investment product offering. Any such benefits are based on a balanced scorecard of performance including both financial and non-financial measures that remain at the overall discretion of the business.

AMP Bank

AMP Bank employees, agents and other representatives[1] may also receive remuneration from AMP Bank in the form of commission payments. The specific payment of commissions is calculated as a percentage of the balance held in the deposit product.

Financial advisers

You may receive advice about our products from financial advisers who may work for another licensee or authorised representative in the AMP group. These advisers may receive remuneration from us if you purchase or acquire our product. Fees, commission payments and other benefits may be calculated as a percentage of your financial interest in a product or on the total amount of business advised.

You may agree with your financial adviser what advice fees will be paid for financial planning services they provide. These advice fees are additional to the fees set out in this FSG and are paid directly to your financial adviser and/or their licensee, not to us. You and your financial adviser determine the amount of any advice fees and how they will be charged.

Advice may be paid for via commissions or agreed advice fees. Your adviser is required to set out the fees, commissions and any other benefits they receive in the FSG and/or SoA that they must give you.

Your adviser may also receive payments and/or other benefits from the advice licensee or the organisation under which they operate.

Referrers

We may pay annual or up-front referral payments and other benefits to third parties (other than your financial adviser) for referring customers to us. This is not a direct cost payable by you. Referral payments and other benefits are usually calculated as a percentage of your financial interest in a product or on the total amount of business referred to us by the third party.

Further information

You can ask us for more details about the above payments or benefits if you ask for them within a reasonable time after receiving this guide but before the service is provided.

1 Representative means any person authorised to arrange for you to receive an AMP Bank deposit product.

AMP and your privacy

We are committed to protecting your privacy. When we request personal information, we will normally explain why we need it, how it will be used and who we share it with.

Understanding and meeting our customers' financial needs over the course of their lifetime is a central part of our business. To do this effectively, we need to collect certain personal information. We may collect personal information directly from you, your employer, your financial adviser or anyone authorised by you or acting on your behalf.

Where our disclosure documents ask for personal information, we will normally state the purposes for which it is being collected and to whom it may be disclosed. We collect, hold, use and disclose customers' personal information so we can establish, manage, administer the products and services provided by us, and comply with legal and regulatory obligations. It's your choice whether to provide your personal information.

However, if you don't, we might be unable to fulfil your request for a specific product or service or be unable to identify you to protect you against fraud.

For further information on how we handle your personal information please read our Privacy Policy at **amp.com.au/privacy**, refer to the relevant disclosure document or contact us.

Enquiries and complaints process

If you need any additional information about the operation or management of your product, or if you have a concern or complaint, please contact your financial adviser or contact us directly.

Our Customer Service team are available to answer your enquiries and complaints. To help us resolve your enquiry or complaint quickly, please give us as much information as you can.

If you make a complaint, we will:

- acknowledge its receipt and ensure an appropriate person properly considers the complaint, and
- respond to you as soon as we can.

If we cannot resolve your enquiry or complaint immediately, we will keep you informed about our progress.

External dispute handling bodies help clients with complaints they cannot resolve directly with the provider of the financial service or product. They are independent and impartial and we are bound by their decisions. Please try to resolve your complaint directly with us before contacting the relevant external body.

Please refer to the relevant disclosure document for more information about when an external body can assist you with your complaint, or contact the external body directly.

External dispute handling bodies

AMP Super and NM Super		AMP Life, AMPCFM, AMP Bank, IAM, and NMMT	
Superannuation Complaints Tribunal		**Financial Ombudsman Service**	
phone	1300 884 114	phone	1800 367 287
fax	03 8635 5588	fax	03 9613 6399
web	www.sct.gov.au	web	www.fos.org.au
email	info@sct.gov.au	email	info@fos.org.au
mail	Locked Bag 3060 MELBOURNE VIC 3001	mail	GPO Box 3 MELBOURNE VIC 3001

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