



Oak Financial Planning
Super - Insurance - Retirement

AMP FINANCIAL 
PLANNING

Financial Services and Credit Guide

Oak Financial Planning

Version: 5.0

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It is important that you read this Financial Services and Credit Guide (FSCG). It contains information that will help you decide whether to use any of the financial services offered by us, as described in this guide, including:

who we are and how we can be contacted

the advice and services we provide

information about our licensee AMP Financial Planning Limited (AMP Financial Planning)

our fees and how we, your adviser and AMP Financial Planning, are paid in connection with those services

how we manage your private information

how you can complain about a matter relating to us or AMP Financial Planning

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

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

Oak Financial Planning is a division of Oak Group Holdings based in 3 Melbourne locations and prides itself on having a collaborative, versatile, hard working and innovative culture and we believe this shines through in our customer service experience.

You can expect to receive the utmost professional service, fast response times and a friendly attitude – always. Feel free to secure a financial planning consultation in Melbourne, Kew East or Boronia

Name	Oak Financial Planning Pty Ltd trading as Oak Financial Planning
Australian Business Number	78 126 751 335
Authorised representative number	322283
Credit representative number	374627

Address	718 High Street, Kew East , VIC 3102
Phone	03 9859 7789
Fax	03 9859 0801
Email	enquiries@oakfinancial.com.au
Website	www.oakfinancial.com.au

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

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 22.

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none"> — Investments strategies (strategic asset allocation and goals-based investing) — Budget and cash flow management — Debt management (including borrowing for personal and investment purposes) — Salary packaging — Superannuation strategies and retirement planning — Personal insurance — Estate planning — Centrelink and other government benefits — Ongoing advice and services, including regular portfolio reviews — Aged care 	<ul style="list-style-type: none"> — Superannuation, including retirement savings accounts — Self-managed superannuation funds (SMSF) — Employer superannuation — Managed investments — Separately managed accounts — Investor directed portfolio services (for example, administration platforms) — Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products) — Standard margin loans — Retirement income streams, including pensions and annuities — Personal and group Insurance (life cover, disability, income protection and trauma) — Loans including mortgages and personal loans, reverse mortgages and deposit bonds — Life investment products including whole of life, endowment and bonds — Securities (including listed securities and debt securities) — 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 — Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service — Limited selection of investment guarantees

AMP Financial Planning maintains an approved products and services list, which includes products issued by AMP companies and a diversified selection of approved Australian and International fund managers. These have been researched by external research houses as well as our in-house research team.

AMP Financial Planning periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to AMP Financial Planning's approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those issued or promoted by the AMP Group or as otherwise approved by AMP Financial Planning and where appropriate to your circumstances.

As at March 2018, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning Pty Limited are:

— ANZ	— AMP Bank
— AFG Home Loans	— Westpac
— Commonwealth Bank	— ING
— National Australia Bank	— Suncorp
— Macquarie Bank	— St George Bank

Tax implications of our advice

Under the Tax Agent Services Act 2009, Oak Financial Planning Pty Ltd, trading as Oak Financial Planning is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

If you do not require advice, we can also arrange for you to apply for limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which we will document in writing. You can ask us for a copy of this documentation at any time.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Changing service providers

To ensure that you are provided at all times with ongoing servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another adviser or financial planning practice within the AMP network or to another AMP licensee (the new service provider). If we do this, the new service provider will provide the ongoing servicing to you and will be entitled to the agreed on-going fees. The new adviser will also take over the rights and obligations on the same terms and conditions set out in the servicing arrangement and we will be released from those rights and obligations. We 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 details of our service fees, please refer to **Schedule of fees** on page 37.

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, and business performance. These benefits are paid at the licensee's discretion and 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 recognition

We may be eligible for Development management and advice (DMA) recognition payments based on our performance relative to other AMP Financial Planning practices in the previous year. Up to 30% of all AMP Financial Planning practices may be eligible for DMA payments.

The DMA payment is based on a percentage of our practice revenue. Our DMA percentage will be set annually and may range from 0% to 10% depending on our ranking. The relevant percentage is then applied to our practice revenue and the resulting payments are received twice a month (the 'payment period').

For example, if our DMA is set at 3% and our revenue for the payment period was \$8,500, we would receive $\$8,500 \times 0.03 = \255 . Assuming an average revenue of \$8,500 per payment period, the total DMA payment received in a year would be $\$255 \times 24 = \$6,120$.

How our performance is ranked

Ranking of practices is determined yearly by a points system which is a broad measure of the growth and professionalism of our practice as compared to other practices in the AMP Financial Planning network. The points system is based on a combination of factors within a balanced scorecard such as the quality of our services, compliance, our business goals and our engagement with our clients through a measure called Advice Growth Index (AGI). AGI measures the value of our fee for service revenue and the change in our clients' product holdings over the prior measurement period (usually a period of approximately 12 months).

Business growth advice payments

All practices within the AMP Financial Planning network are eligible for Business Growth Advice (BGA) payments. The payments are based on our practice revenue.

BGA payments are set at 1% of our practice revenue. Payments are received twice each month. For example, if our practice revenue was \$8,500 in a payment period, we would receive $\$8,500 \times 0.01 = \85 . Assuming an average revenue of \$8,500 per payment period, the total BGA payment received in a year would be $\$85 \times 24 = \$2,040$.

Business buy-back option

If we leave the financial services industry or can no longer appropriately service a selection of our clients, 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 will 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 are able to allocate a

percentage of their grant towards travel and accommodation to attend an approved course.

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 FSCG
- Authorised us to provide advice and other services as described in this FSCG
- Authorised us to provide credit assistance services to you

AMP Financial Planning's registered office is located at 33 Alfred Street, Sydney, NSW 2000.

About the AMP Group

AMP Financial Planning is a member of the AMP group of companies. We can provide advice on products from a wide range of financial product providers, some of which are part of the AMP Group and as such AMP Financial Planning is affiliated with:

- | | |
|--|---|
| — National Mutual Funds Management Limited | — AMP Capital Funds Management Limited |
| — NMMT Limited | — AMP Capital Investors Limited |
| — N.M. Superannuation Pty Limited | — AMP Superannuation Limited |
| — Multiport Pty Limited | — AMP Life Limited |
| — ipac asset management limited | — Cavendish Superannuation Pty Ltd |
| — AMP Bank Limited | — Australian Securities Administration Limited (ASAL) |
| — SMSF Administration Solutions Pty Ltd | — 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 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, AMP Services Limited would receive \$33,000.

From time to time, AMP Services Limited may facilitate access to AMP Financial Planning and its authorised representatives for issuers to train or educate AMP Financial Planning and its authorised representatives on their products.

Arrangements with platform providers

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 administration services

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
Stockbroker approved by AMP Financial Planning	Advice and/or execution of share/securities transactions.	2.95% of any referral fees are paid to AMP Financial Planning and we will receive the remaining 97.05%. For example, if the referral fee was \$1,000 AMP Financial Planning will receive \$295.00 and we will receive \$905.00
JLM Insurance Group	General Insurance advice and execution of transactions	<p>Oak Financial Planning will receive 15%-20% of the commission paid to JLM for the completion of General Insurance work, as follows:</p> <ul style="list-style-type: none"> • New business introduction (1st year): Oak is paid 20% of commission paid to JLM • Renewal business (2nd year onwards): Oak is paid 15% of commission paid to JLM • Endorsement business introduction (1st year): Oak is paid 15% of commission paid to JLM <p>For example, if JLM earned commission of \$600 on a new General Insurance policy sold to a client referred from Oak FP, we will receive \$120 as a referral fee.</p>
Optimum Finance	Lending services	Oak Financial Planning will receive up to 50% of net upfront and on-going commissions for referred business
Hawthorn Finance	Commercial Lending	Oak Financial Planning will receive 50% of net upfront fees for referred business

MCP Group	Lending, Property and Conveyancing, Estate Planning, Family, GI Insurance.	<p>Oak Financial Planning will receive 35% commission on any lending referrals, 10% commission for any Legal or General Insurance referrals.</p> <p>For example, if MCP earned commission of \$1000 on a Loan for a client referred from Oak FP, we will receive \$350 as a referral fee.</p> <p>2.95% of any referral fees are paid to AMP Financial Planning and we will receive the remaining</p>
Mintwell Capital Pty Ltd	Financial brokerage	Oak Financial Planning will receive 20% of any upfront fees and commissions paid to Mintwell Capital Pty Ltd
AMP Bank	Home and business lending services	<p>Up to 0.85% initial commission and up to 0.25% ongoing commission</p> <p>For example, for a loan of \$100,000, we would receive up to \$850.00 initial commission and up to \$250.00 ongoing commission.</p>

Our other business activities and relationships

Other business interests

In addition to providing the services listed in this guide, we have a relationship with the following businesses.

- **Oak Accountants – Tax and Accounting Services**

Oak Accounting offers comprehensive accounting services to individuals and businesses and are our preferred accounting partner. There is no financial payment made to or from Oak Accounting for referrals.

- **Oak Investment Research – Investment Research Services**

Oak Investment Research provides research, analytical and reporting services to Oak Financial Planning and to individuals and businesses and are our preferred research partner. There is no financial payment made to or from Oak Investment Research for referrals.

- **Oak Lending Solutions – Lending Services**

Oak Lending Solutions is an intermediary business that works with accredited mortgage brokers and lenders to provide retail lending services such as home loans and personal loans to individuals and businesses. There is no financial payment made to or from Oak Lending Solutions for referrals.

We control a percentage of the equity interests in the businesses providing the services listed above. 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.

- **Harris Carlson Lawyers - Legal Advice and Services**

Harris Carlson offers high quality legal services to individuals and businesses, specialising in contract law and estate planning, and are our preferred legal partner for these services. There is no financial payment made to or from Harris Carlson for referrals.

- **Integrity Legal - Legal Advice and Services**

Integrity legal offers high quality legal services to individuals and businesses, specialising in contract law and estate planning, and are our preferred legal partner for these services. There is no financial payment made to or from Integrity Legal for referrals.

There is no financial payment made to or from the above businesses for referrals. AMPFP is not involved in these activities and is not responsible for any services, advice or products provided by these businesses.

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

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

Attention: National Manager, Advice Complaints

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 in the following below.

Any issues relating to financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) GPO Box 3 Melbourne VIC 3001 1800 367 287 www.fos.org.au info@fos.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

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

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

Any issues relating to financial advice, investments, superannuation or insurance matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

You can also contact the **Financial Planning Association (FPA)** at www.fpa.asn.au to make a complaint (please note that the FPA cannot award compensation).

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. AMP Financial Planning is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of AMP Financial Planning, even where subsequent to these actions they have ceased to be employed by or act for AMP Finan

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

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

Your adviser and AMP Financial Planning will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or AMP Financial Planning holds about you at any time to correct or update it as set out in the AMP Privacy Policy. The AMP Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

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

Our services for Managed Discretionary Accounts

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

What are the risks associated with using the MDA service?

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

The following risks are associated with investing through the MDA Service:

- Fair dealing: the risk of the authorised representative providing preferential treatment to some clients at the expense of other clients. For example, an attractive float is promoted to high net worth clients only and therefore other clients fail to receive an offer.
- Reasonable basis: the risk of the MDA operator not exercising diligence and thoroughness when making investment recommendations to the client.
- Failing to act responsibly and with a reasonable standard of care: where an MDA operator acts in his or her own interests before the benefit of their clients.
- An MDA service is not suitable for all clients. If you want to retain control of all investment decisions an MDA service will not be appropriate for you. However, if you are an experienced investor and understand the risks associated with having someone else make investment decisions on your behalf then it may be suitable for you.

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

Generally, the financial products that we invest in on your behalf do not have any additional rights or entitlements attached to them. However, if there are, we will let you know within the necessary timeframe. You can then instruct us how you wish us to proceed. Please refer to 'Your relationship with us and using our services' in this guide. Under an MDA you may agree for us to respond on your behalf.

Non-limited recourse products

We may recommend you invest your portfolio in a non-limited recourse product, specifically a margin loan. The amount of borrowing we recommend will be based upon your relevant personal circumstances and goals but only to a maximum of 60% of your investment.

The following risks are associated with non-limited recourse products:

- Gearing can magnify your losses as well as your gains.
- Interest cost may outweigh investment returns and this could potentially have an impact on your cash flow.
- A non-limited recourse product or facility imposes a legal obligation on you to pay an amount to another person or financial institution in the event of the occurrence or non-occurrence of something where the rights of the other person or financial institution are not limited to any property or asset that you have paid or set aside as security for the agreement.

A margin call occurs when your portfolio drops below the level of security needed to fund the loan.

As part of our ongoing service, we will manage any risks of a margin call on your behalf other than receiving notification of margin calls. The margin lender will directly give you notice of any margin calls. We are not authorised to receive those margin call notices on your behalf.

Our Statement of Advice sets out the strategy for a margin call to review the loan to value ratio back to acceptable levels. We prefer that this is managed through cash injection or lodgement of additional securities/collateral rather than a sell down of the investments or crystallising losses.

If the value of the investment is less than the value of the loan, it will be inadequate to clear the associated debt, so more assets may need to be sold. Also, you may incur capital gains tax liability on the sale of your other assets. If in the unfortunate event, that neither of these balances is sufficient, you may be left with a remaining debt that will need to be repaid on an ongoing basis via your cash flow.

In the event of you having to sell your principal residence, note that it is not subject to capital gains tax and whilst the sale would incur selling costs, there would be no additional tax liability.

For example, if you use \$10,000 of your own money and borrow \$90,000 via a margin loan to invest in \$100,000 in shares - if your shares suffer a significant decrease in value to \$80,000 and you are required to meet a margin call from the lender immediately to fully repay your margin loan, you may be forced to sell \$10,000 of your other assets and property to make up the shortfall in value due to the decrease in value of your shares which have been held as security for the margin loan.

Keeping you informed

You will have access to information regarding the trading on your account. This information will set out the transactions that we have undertaken on your behalf, as well as a detailed valuation of the assets and liabilities in your portfolio.

You can elect to either have continuous online access to your portfolio, together with the receipt of an annual statement, or receive paper statements both quarterly and annually.

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

Yes. This MDA contract will set out the terms and conditions of the authority and the investment program, which sets out how your money will be invested. We will agree and prepare the investment program for you based on your relevant personal circumstances, your financial objectives and your needs and review the program every 12 months. The Investment Program will be prepared in accordance with the requirements of Division 3 of part 7.7 of the Corporations Act 2001 (the Act) and will comply with the requirement to act in the best interest of the clients as required by Division 2, Part 7.7A of the Act. In addition, the Investment Program will include information about:

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

Do we provide custodial or depository services for your portfolio?

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

Fees and costs

The fees and costs for MDA services are disclosed in the 'Managed Discretionary Account fees and costs' section of the Schedule of fees.

If we recommend you an MDA service and charge you a fee for the service, these fees and costs will be provided to you at the time we provide you with personal advice (or as soon as practicable after that time).

This financial services guide complies with the conditions of ASIC's relief under ASIC Corporations (Managed Discretionary Account Services) Instrument 2016/968.

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 Peter Hawker



Experience	Peter has been in the Financial Planning industry for 8 years. Peter has a Bachelor of Management, Diploma of Financial Services (Financial Planning) and is SMSF qualified.
Qualifications	Bachelor Degree in Management Diploma in Financial Services (Financial Planning)
Memberships	AMP FPA FPA
Phone	0401 286 553
Email	peter@oakfinancial.com.au
Authorised representative number	329064
Credit representative number	371943

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)
- Debt Securities
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- dividends
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary plus potential dividends.

My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Oak Accountants. AMPFP 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 Brad Smith



Experience	Brad is a highly accredited Financial Planner with over 15 years experience within the industry. Brad is a member of the FPA and has an Advanced Diploma in Financial Planning and an SMSF specialist course certificate.
Qualifications	Advanced Diploma of Financial Planning
Memberships	AMP FPA FPA
Phone	03 9859 7789
Email	brad@oakfinancial.com.au
Authorised representative number	325421
Credit representative number	457041

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
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Limited selection of investment guarantees
- Limited Authority to Operate
- Debt securities
- Separately managed accounts
- Structured Products Advice
- Investor directed portfolio services
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Richard Owen



Experience	Richard is CFP qualified with over 20 years of experience in providing holistic client strategies and is recognised as one of the leading advocates of the Values-Based Advice philosophy in the Australian Financial Planning industry.
Qualifications (Finance related)	Diploma of Financial Planning Diploma in Accounting
Qualifications (Non-Finance related)	Bachelor of Science
Designation	CFP – Certified Financial Planner (FPA)
Memberships	AMP FPA
Phone	03 9859 7789
Email	richard@oakfinancial.com.au
Authorised representative number	415530
Credit representative number	426028

The advice and services I can provide

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

- Employer super
- Goals Based investing
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Debt securities
- Separately managed accounts
- Structured Products Advice
- SMSF borrowing
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About James Collie



Experience	James has started out his financial planning career with strong success stories from his clients. James has a Graduate Diploma of Management and Diploma of Financial Planning. He is also a member of the AMP FPA and specialises in superannuation, insurance, budget planning and investments.
Qualifications	Diploma of Financial Planning Graduate Diploma of Management
Memberships	AMP FPA FPA
Phone	0439 316 236
Email	james@oakfinancial.com.au
Authorised representative number	1003596
Credit representative number	479162

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
- Debt securities
- Separately managed accounts
- Structured Products Advice
- Limited Authority to Operate
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Olivia Grant



Experience	Olivia has been in the Financial Planning industry for over 6 years and holds a Bachelor of Business and Diploma of FS. Along with her extensive qualifications she is also a member of the FPA and is currently working towards her CFP accreditation.
Qualifications	Bachelor of Business Diploma in Financial Planning
Memberships	AMP FPA FPA
Phone	03 9859 7789
Email	olivia@oakfinancial.com.au
Authorised representative number	1008036
Credit representative number	476053

The advice and services I can provide

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

- Employer super
- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goal based investing
- Debt securities
- Separately managed accounts
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Cody Mackay



Experience

Cody brings strong technical knowledge in investment and personal insurance through his experience with the AMP Adviser Academy. Cody is accredited to provide specialist advice in self-managed superannuation and listed products. Cody holds a Bachelor of Commerce from Monash University, a Diploma of Financial Planning and a Diploma of Financial Services.

Qualifications

Bachelor of Commerce (Finance), Diploma of Financial Planning, Diploma of Financial Services

Memberships

AMP FPA

Phone

03 9859 7789

Email

cody@oakfinancial.com.au

Authorised representative number

1245023

Credit representative number

493893

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
- Estate planning
- Gearing and margin lending
- Separately managed accounts
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Jeremy Douglas



Experience	Jeremy has been in the finance industry for over 10 years and brings a wealth of knowledge from both domestic and international work experience. Jeremy is qualified with a Bachelor of Commerce Majoring in Accounting and Business Law, Diploma and Advanced Diploma of Financial Planning. He is also an AMP Financial Planning Member.
Qualifications	Bachelor of Commerce Advanced Diploma of Financial Planning
Memberships	AMP FPA FPA
Phone	03 9859 7789
Email	jeremy@oakfinancial.com.au
Authorised representative number	1238064
Credit representative number	483008

The advice and services I can provide

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

- Employer super
- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goal based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- Separately managed accounts
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Alex O'Neill



Experience	Alex brings a strong background of wealth creation and investment industry experience. He is qualified with a Bachelor of Business and a Diploma of Financial Planning. Alex is currently pursuing his Masters of Financial Planning and is also a member of the AFA.
Qualifications	Bachelor of Business, Diploma of Financial Planning
Memberships	AMP FPA
Phone	0478 801 163
Email	alex@oakfinancial.com.au
Authorised representative number	1234751
Credit representative number	479684

The advice and services I can provide

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

- Employer super
- Debt securities
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- Salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Julie Caonguyen



Experience	Julie brings strong technical knowledge in Debt advice, Superannuation, Investments, and Personal insurance through her experience with the AMP Adviser Academy. Julie holds and Bachelor of Business majoring in Banking and Finance.
Qualifications	Bachelor of Business (Banking and Finance)
Memberships	AMP FPA AFA – Association of Financial Advisers
Phone	03 9859 7789
Email	julie@oakfinancial.com.au
Authorised representative number	1251323
Credit representative number	500666

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
- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals Based Investing
- Securities (including listed securities and debt securities)
- Debt securities
- Self-managed super funds (SMSF)
- Separately managed accounts
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Travis Baldock



Experience	Travis brings strong technical knowledge in Debt advice, Superannuation, Investments, and Personal insurance through his experience with the AMP Adviser Academy. Travis holds a Bachelor of Business majoring in Financial Risk Management
Qualifications	Bachelor of Business (Financial Risk Management)
Memberships	AMP FPA
Phone	03 9859 7789
Email	travis@oakfinancial.com.au
Authorised representative number	1252941
Credit representative number	502262

The advice and services I can provide

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

- Employer super
- Estate Planning
- Gearing and margin lending
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Trent Bacon



Experience	Trent brings strong technical knowledge in Personal Insurance, Superannuation, Investments and Debt Advice through his experience with the AMP Adviser Academy. Trent holds a Bachelor of Commerce with Deakin University majoring in Finance, Financial Planning & Economics.
Qualifications	Bachelor of Financial Planning
Memberships	AMP FPA FPA
Phone	03 9859 7789
Email	trent@oakfinancial.com.au
Authorised representative number	1252940
Credit representative number	502270

The advice and services I can provide

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

- Gearing and margin lending
- Estate Planning
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Mathew Riddell



Experience	Mathew has over 10 years' experience in the financial services industry and specialises in assisting his clients with achieving their financial goals. Mathew holds a Diploma of Financial Planning and is a member of the Financial Planners Association.
Qualifications	Diploma of Financial Planning and Financial Services
Memberships	AMP FPA FPA
Phone	03 9859 7789
Email	mathew@oakfinancial.com.au
Authorised representative number	1258585
Credit representative number	502539

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
- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Limited selection of investment guarantees
- Limited Authority to Operate
- Securities (including listed securities and debt securities)
- Debt securities
- Self-managed super funds (SMSF)
- Separately managed accounts
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- Salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About John Shelton



Experience	John has been working in the financial services industry for the past 15 years. He has a Bachelor of Engineering and Commerce from the University of Melbourne and has also completed the Diploma and Advanced Diploma in Financial Planning. John is currently completing his Masters of Financial Planning and is a member of AMP FPA
Qualifications (Finance related)	Diploma of Financial Planning Advanced Diploma of Financial Planning Bachelor of Commerce
Memberships	
Phone	03 9859 7789
Email	johns@oakfinancial.com.au
Authorised representative number	1247595
Credit representative number	496147

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
- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Securities (including listed securities and debt securities)
- Debt securities
- Separately managed accounts
- Structured Products Advice
- 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 adviser.

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

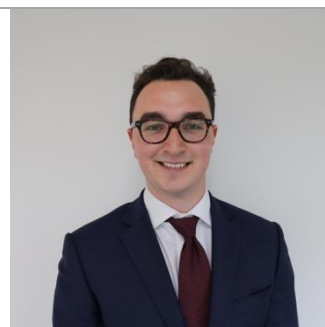
How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus

About Dylan Pargiter-Green



Experience	Dylan began his career as a financial planner in 2016 after completing his Bachelor of Commerce at Melbourne University. Dylan previously worked with small business owners, specialising in the café industry, and had managed venues in Melbourne and Mount Hotham. He joined Oak Financial Planning with a passion for comprehensive advice, focusing on creating and facilitating meaningful changes in his clients' lives.
Qualifications	Diploma of Financial Planning Bachelor of Commerce
Memberships	
Phone	03 9859 7789
Email	dylan@oakfinancial.com.au
Authorised representative number	1250800
Credit representative number	494204

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
- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- Separately managed accounts
- Structured Products Advice
- 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 adviser.

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

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Oak Financial Planning and as such receive a salary, including the opportunity to qualify for a bonus.

About Chris Fletcher



Qualifications	Bachelor of Business Diploma of Financial Services
Memberships	Member of the Mortgage and Finance Association of Australia AMP FPA
Phone	0411 255 755
Email	chris@oakfinancial.com.au
Credit representative number	373556

The advice and services I can provide

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

Subject to meeting lender credit criteria, I am accredited to arrange credit for you from a range of lenders approved by AMPFP.

This lender does not necessarily represent all the lenders who offer credit of the nature you may seek.

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.

I provide mortgage and finance broking activities, including assisting you to apply for a loan, relating to:

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

How I am paid

I receive the following from our practice:

- share of the revenue

I am engaged as a sub-contractor with Oak Financial Planning Pty Ltd trading as Oak Financial Planning and as such receive a commission split of income relating to mortgage and finance broking activities from Oak Financial Planning Pty Ltd trading as Oak Financial Planning.

I can arrange loans from a range of approved lenders. Subject to meeting the lender's credit criteria, I am able to arrange credit for you from the lenders on AMP Financial Planning's approved list. This 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.

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

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 our types of fees that may apply.

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

Initial service	Fee amount
"No Advice" Transactions	Starting from \$495.00
True "Fee for Service" (time-based billing)	Director: \$440/hour Senior adviser: \$360/hour Adviser: \$275/hour Paraplanner: \$165/hour Administration: \$99/hour
Standard new advice plan New Statement of Advice – including new standard strategies such as: <ul style="list-style-type: none"> • Open a new super or pension platform, incl risk and investment • Consolidate / rollover super • New budgeting and wealth creation plan • Apply for or restructure insurance and beneficiaries • Transition to Retirement (without forward modelling) 	Between \$1990 - \$3,490 (20-35 hours estimate)
Complex new advice plan New Statement of Advice – including new complex strategies such as: <ul style="list-style-type: none"> • Retirement planning • Investment property advice • Aged care / estate planning • Debt strategies • Self-managed super planning • Future cashflow modelling • Comprehensive financial plan 	Between \$3,490 - \$5,990 (35-60 hours estimate)

<p>Standard review plan</p> <p>New Statement of Advice – including adjustments to existing products such as:</p> <ul style="list-style-type: none"> • Change risk profile or switch investments • Nominate / adjust beneficiaries • Adjust / apply for insurance • Change contribution amounts or timing • Refresh existing pension account 	<p>Between \$1,490 - \$2,490 (12-25 hours estimate)</p>
<p>Complex review plan</p> <p>New Statement of Advice – including adjustments to existing projections such as:</p> <ul style="list-style-type: none"> • Change future income / expense projections • Adjust retirement planning • Review and alter long-term strategies and financial decisions • Adjust Centrelink calculations • Changes to personal budget 	<p>Between \$2,490 - \$3,990 (25-40 hours estimate)</p>
<p>Credit Advice</p> <p>Record of Debt Advice - Debt Strategies</p> <ul style="list-style-type: none"> • Investigating your loan needs • Researching appropriate loan products • Assisting you to apply for the loan • Assisting you to apply for a loan increase • Liaising with the loan provider throughout the application process • Other: ie sourcing deposit, mortgage insurance etc 	<p>Between \$0 - \$2,500 (7-40 hours estimate)</p>
<p>Implementation fee</p>	<p>In some instances, we may charge a fee of between \$0-\$2,200 to implement the advice strategies recommended to you in your financial plan. If this is the case, this cost will be discussed and agreed with you prior to the completion of the financial plan and will be fully documented in the Statement of Advice document that you are provided with.</p>

Ongoing service fees

We offer ongoing services as part of our client value proposition.

Our ongoing advice and service offers listed below are designed to assist you to review your financial strategy and to maintain your lifestyle. Further information on the different levels is available from your financial planner. We will discuss the level of ongoing service appropriate with you.

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

Ongoing service	Fee amount
<p>Getting Started Package</p> <p>Suited to clients with limited needs in superannuation and insurance it includes:</p> <ul style="list-style-type: none"> • Access to your adviser during business hours throughout the year at your request • General enquiries and administrative support • Support with the use of online tools and calculators at your request • Economic, legislative, investment and/or general interest updates at your request • Offer of a scoped review every two years. 	<p>From \$600 for singles or \$900 for couples.</p>
<p>Progressive Package</p> <p>Suitable for clients with basic superannuation, debt reduction, insurance and savings needs:</p> <ul style="list-style-type: none"> • Access to your adviser during business hours throughout the year at your request • General enquiries and administrative support • Support with the use of online tools and calculators at your request • Economic, legislative, investment and/or general interest updates at your request • Yearly offer of a scoped review 	<p>From \$1,500 pa for singles or \$2,500pa for couples.</p>
<p>Advanced Package</p> <p>Suitable for clients seeking comprehensive advice, or those with more sophisticated needs including retirement planning, investment reviews, SMSF, tax minimisation, business services and estate planning:</p> <ul style="list-style-type: none"> • Access to your adviser during business hours throughout the year at your request • General enquiries and administrative support • Support with the use of online tools and calculators at your request • Economic, legislative, investment and/or general interest updates at your request • Offer of a comprehensive financial review every 6 or 12 months, at your discretion 	<p>From \$3,000 pa for singles or \$5,000 pa for couples.</p>

Commissions

I do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing my advice. The following table is a guide of commissions I may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.95% of all contributions made to the investment.	Up to 0.7% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$70.00 pa.
Insurance (including those held within superannuation)	Up to 130% of the first year's premium. From 1 January 2018, commission on new policies will be limited to 88% of the first year's premium*.	Up to 33% of the premium each following year.	In 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 \$330.00 pa.
Loans	Up to 1.65% of the initial loan balance, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 2.95% and we will receive the remaining 97.05%.	Up to 0.55% of the outstanding loan balance each year, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 2.95% and we will receive the remaining 97.05%.	If your loan balance was \$100,000, initial commission would be up to \$1,650, of which AFG retains up to \$49.50 and AMP Financial Planning receives \$1,600.50. AMP Financial Planning then passes (\$1,600.50 x 97.05%) \$1,553.28 on to us. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$16.50 and AMP Financial Planning receives \$533.50. AMP Financial Planning then passes (\$533.50 x 97.05%) \$517.76 to us.
Deposit bonds	Up to 22% of the deposit bond fee, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88, of which AFG retains up to \$2.64 and AMP Financial Planning

	Planning then retains 2.95% and we will receive the remaining 97.05%.		receives \$85.36. AMP Financial Planning then passes ($\$85.36 \times 97.05\%$) \$82.84 to us.
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All fees and charges include GST.

*Commissions on policies applied for prior to 1 January 2018 and issued before 31 March 2018 will not be subject to this limit.

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

Managed Discretionary Account fees and costs

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example reduce it from \$100 000 to \$80 000). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You may be able to negotiate to pay lower contribution fees and management costs where applicable.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has a managed funds fee calculator to help you check out different fee options.

This document shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from your assets held under our MDA service.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

Type of fee or cost	Amount	How and when paid
Fees when your money moves in or out of the managed investment product		
Establishment fee The fee to open your investment	Nil	Not applicable
Contribution fee The fee on each amount contributed to your investment	Nil	Not applicable
Withdrawal fee The fee on each amount you take out of your investment	Nil	Not applicable
Exit fee The fee to close your investment	Nil	Not applicable
Management costs		
The fees and costs for managing your investment¹ MDA service fee	Nil	Not applicable
Indirect costs External managed funds fees	Varies depending on the Managed Fund. Please refer to the fund manager PDS for fee information.	The fees are deducted from the managed fund unit price by the product issuer. This fee is not directly paid by you, but does impact the portfolio performance.
Service Fees¹		
Switching fee The fee for changing investment options	Nil	Not applicable

¹ Refer to the Additional Explanation of Fees and Costs section for an explanation of other fees and costs.

Additional explanation of fees and costs

Ongoing advice fees

We provide ongoing service as part of our MDA service. The fees for ongoing service are disclosed in the above section of the 'Schedule of fees'.