



Oak Financial Planning  
Super - Insurance - Retirement

AMP FINANCIAL  
PLANNING 

# Financial Services and Credit Guide

Oak Financial Planning

Version: 9.0  
Date prepared: Monday, 19 October 2020

Authorised Representative of  
AMP Financial Planning Pty Limited

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

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee, AMP Financial Planning Limited (AMP Financial Planning)
- our fees and how we, 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 Kew and prides itself on having a collaborative, versatile, hardworking and innovative culture and we believe these shine 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 or Kew.

### Summary of the business

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

### Our office contact details

<b>Address</b>	Level 3, 35 Cotham Rd, , Kew , VIC 3101
<b>Phone</b>	03 9859 7789
<b>Fax</b>	03 9859 0801
<b>Email</b>	enquiries@oakfinancial.com.au
<b>Website</b>	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 17.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation and goals based investing)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal purposes)	— Employer superannuation
— Salary packaging	— Managed investments
— Superannuation strategies and retirement planning	— Investor directed portfolio services (for example, administration platforms)
— Personal insurance	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Estate planning	— Retirement income streams, including pensions and annuities
— Centrelink and other government benefits	— Personal and group Insurance (life cover, disability, income protection and trauma)
— Aged care	— Loans including mortgages, 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
	— Limited selection of investment guarantees

AMP Financial Planning maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to AMP Financial Planning. These have been researched by external research houses as well as our in-house research team.

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

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

If we recommend a new platform or portfolio administration service, we use those approved by AMP Financial Planning. These services may include those issued by companies related to AMP Financial Planning.

As at January 2020, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by AMP FP are AMP Bank, Commonwealth Bank, Macquarie Bank, AFG Home Loans, NAB and ANZ.

### **Tax implications of our advice**

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

### **Transaction services**

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

### **Your relationship with us and using our services**

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

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

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

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

### **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 servicing to you and will be entitled to the agreed 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 actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply:

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
- Ongoing or annual advice and services.

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 and service fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment (subject to the advice and service provided).

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 over a 12 month period.

For more information on our services, please see our **Schedule of fees** attached or available on request.

### 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 support including financing, technology and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation including if we qualify under the licensee's excellence program, and business performance or for business operational costs. These benefits are paid either at the licensee's discretion or depending on meeting certain

qualifying criteria including the quality of our services and advice provided to our clients, business goals and ranking against other practices in AMP Financial Planning. The amounts are set by the licensee from time to time (usually on an annual basis). We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

We might receive financial and non-financial assistance from the licensee including financing, badging rights or technology support to help us grow our business.

### **Development, management and advice (DMA) run off payments**

Eligibility to receive DMA run off payments is dependent on us continuing to be authorised by and meeting standards set by AMP Financial Planning. From 31 January 2020 we will be eligible to receive run off payments based on the amount of advice revenue we generated in 2018. Advice revenue includes revenue directly attributable to advice provided to a client for an agreed fee. It excludes commissions from investment, insurance and banking products. These payments are to assist with our cashflow over 3 years as set out in the table below. Run off payments will not be made after January 2023.

Year	Total annual amount
2020	\$316,800
2021	\$211,200
2022	\$105,600

### **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 offers education, personal and professional development opportunities to our practice on an annual basis. Participation in these opportunities may be based on attainment of qualifying criteria or open eligibility.

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

AMP Financial Planning may subsidise the cost of our participation in approved education and professional development programs if we meet specific qualification criteria. The qualifying criteria is based on a combination of factors including the quality of our services, our business goals and our ranking against other practices in AMP Financial Planning. The maximum amount of this subsidy is \$12,000 per annum per practice.

Qualification for this subsidy ceased on 31 December 2018. Any subsidy we earned prior in 2018 is available to us until 31 December 2020.

Provided we meet specific qualification criteria AMP Financial Planning will support the practice with up to 20% of the licensee fees payable by the practice to the licensee in 2017 to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority.

Both the subsidy and support mentioned above are paid by AMP Financial Planning directly to the education provider and not to us.

### **Amicus program**

In addition to the above, certain practices that meet additional qualification criteria may 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 may subsidise the cost of their participation.

### **Paraplanning 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.

### **Development, management and advice (DMA) recognition**

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

The DMA payment is based on a percentage of our practice revenue may range from 0% to 10% depending on our ranking. The relevant percentage is then applied to our practice revenue and the resulting payments are received across the year (the 'payment period').

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

### **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 offers education, personal and professional development opportunities to our practice on an annual basis. Participation in these opportunities may be based on attainment of qualifying criteria or open eligibility.

# 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 has:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

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

## About the AMP Group

AMP Financial Planning is a member of the AMP group of companies. We can provide advice on products from a wide range of financial product providers, some of which are related or associated with AMP Financial Planning, namely:

- |  |   |
|--|---|
| — 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                               |

\* On completion of the sale of AMP's Australian and New Zealand wealth protection and mature businesses to Resolution Life, which is expected to occur on or around 30 June 2020, AMP Life Limited will cease to be a related body or associate of the Licensee.

If we recommend a product issued by the AMP Group or a third party product issuer, they will benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

Authorised representatives and/or staff employed in our business may hold shares in AMP Limited, whose share price may be favourably affected by the sale of products issued by AMP Group companies.

## AMP Financial Planning's relationships with other companies

AMP Services Limited (ASL) provides administration services and distribution infrastructure services to several issuers of financial products and loan products under agreements entered into prior to 1 July 2013.

In return for those services, ASL receives remuneration as set out below:

- For investment products and loan products – up to 0.33%\* p.a. of funds under administration, the balance of any relevant cash account or the total loan value outstanding.

\* includes GST

By way of example:

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

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

## Arrangements with platform providers

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

### Overview

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

### Specific arrangements

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

#### WealthView eWRAP and PortfolioCare platform

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

If you access a product in the WealthView or PortfolioCare range, then administration fees and, where applicable, trustee fees, are deducted from your account. These fees, as set out in the product disclosure statement or IDPS Guide, are paid to AMP Financial Planning after deduction of expenses for administration services and other services provided as mentioned above.

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

Stockbroker approved by AMP Financial Planning	Advice and/or execution of share/securities transactions	<p>2.5% of any referral fees are paid to AMP Financial Planning and we will receive the remaining 97.5%.</p> <p>For example, if the referral fee was \$1,000, AMP Financial Planning will receive \$25.00 and we will receive \$975.00.</p>
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"> <li>• New business introduction (1st year): Oak is paid 20% of commission paid to JLM</li> <li>• Renewal business (2<sup>nd</sup> year onwards): Oak is paid 15% of commission paid to JLM</li> <li>• Endorsement business introduction (1st year): Oak is paid 15% of commission paid to JLM</li> </ul> <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 20% 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 \$200 as a referral fee. 2.5% 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	Up to 0.85% initial commission and up to 0.25% ongoing commission.  For example, for a loan of \$100,000, we would receive up to \$850.00 initial commission and up to \$250.00 ongoing commission.

## Our other business activities and relationships

### Other business interests

In addition to providing the services listed in this guide, we have a relationship with Oak Accounting which provides Accounting services. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

We control a percentage of the equity interests in the business 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.

## Confidence in the quality of our advice

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

- Contact your adviser or accredited mortgage consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact AMP Advice Complaints:
  - Phone 1800 812 388
  - Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)
  - In Writing:

**Attention: National Manager, Advice Complaints**

33 Alfred Street  
Sydney NSW 2000

- They will try to resolve your complaint quickly and fairly. They will provide you with a decision in respect to your complaint within 90 days of us receiving it.
- We note that in some circumstances, it may not be possible for us to completely resolve a complaint within the 90 days. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response after the 90 day period, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

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

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

## Professional indemnity insurance

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

# Your privacy

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

## Privacy collection statement

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

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

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

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

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

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

## Australian Finance Group (AFG)

AFG is an aggregator and it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services.

Lenders may offer incentives that are paid directly to the accredited mortgage consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Accredited mortgage consultants may be invited to attend the AFG National Conference. This is an annual event which offers accredited mortgage consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG may subsidise some costs of attendance. 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



Phone	03 9859 7789
Email	peter@oakfinancial.com.au
Authorised representative number	329064
Credit representative number	371943
Qualifications (Finance related)	Bachelor of Business Advanced Diploma of Financial Planning Bachelor of Management
Professional memberships	FPA - Financial Planning Association

### The advice and services I can provide

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

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

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. 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
- equity in the practice
- 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.

### My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Oak Accounting. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

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

## About 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.

### Phone

0398597789

### Email

dylan@oakfinancial.com.au

### Authorised representative number

1250800

### Credit representative number

494204

### Qualifications (Finance related)

Diploma of Financial Planning  
Bachelor of Commerce

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

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

I am also a credit representative of AMP Financial Planning and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. 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



<b>Experience</b>	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.
<b>Phone</b>	0398597789
<b>Email</b>	trent@oakfinancial.com.au
<b>Authorised representative number</b>	1252940
<b>Credit representative number</b>	502270
<b>Qualifications (Finance related)</b>	Bachelor of Commerce (Financial Planning)

### The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section, except for the following:

- Loans including mortgages, reverse mortgages and deposit bonds

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

I am also a credit representative of AMP Financial Planning and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an accredited mortgage consultant.

### How I am paid

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- salary
- bonus where pre-determined criteria are met

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## About Daniel Palmer



<b>Experience</b>	Danny began his career in the financial planning industry in 2018 with Oak Financial Planning as a Client Services Associate. He has a passion for helping people achieve their financial goals. Danny completed his Diploma of Financial Planning with Kaplan Professional.
<b>Phone</b>	03 9859 7789
<b>Email</b>	daniel@oakfinancial.com.au
<b>Authorised representative number</b>	1269806
<b>Credit representative number</b>	513064
<b>Qualifications (Finance related)</b>	Diploma of Financial Planning Advanced Diploma of Financial Planning

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

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

I am also a credit representative of AMP Financial Planning and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an accredited mortgage consultant.

### How I am paid

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- salary
- bonus where pre-determined criteria are met

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## About Jordan Andrews



<b>Experience</b>	Jordan joined our Oak team with 13 years of experience in Financial Planning. He holds a Bachelor of Business majoring in Finance and an Advanced Diploma of Financial Services (Financial Planning).
<b>Phone</b>	03 9859 7789
<b>Email</b>	jordan@oakfinancial.com.au
<b>Authorised representative number</b>	1007693
<b>Credit representative number</b>	519059
<b>Qualifications (Finance related)</b>	Diploma of Financial Services (Financial Planning) Advanced Diploma of Financial Services (Financial Planning) Bachelor of Business
<b>Professional memberships</b>	FPA - Financial Planning Association

### 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 (I am authorised to advise on limited estate planning solutions related to your financial products)
- Goals based investing
- Securities (including listed securities and debt securities)
- Protected Equity Loans, Instalment Warrants and Structured Products
- Loans including mortgages, reverse mortgages and deposit bonds

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

I am also a credit representative of AMP Financial Planning and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. 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 William Jackson



<b>Experience</b>	Bill has been a Financial Advisor since 2013. He holds a Bachelor of Science Degree, an Advanced Diploma of Financial Planning and has been a Certified Financial Planner (CFP) since 2014. Bill has a background in advising a broad range of clients and assisting them meet their goals at different life stages. His key areas of expertise are superannuation, wealth protection, SMSF and investment advice.
<b>Phone</b>	03 9859 7789
<b>Email</b>	bill@oakfinancial.com.au
<b>Authorised representative number</b>	448446
<b>Credit representative number</b>	522884
<b>Qualifications (Finance related)</b>	Advanced Diploma of Financial Planning Bachelor of Science In Management

### 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 (I am authorised to advise on limited estate planning solutions related to your financial products)
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Goals based investing
- Self-managed super funds (SMSF)
- Loans including mortgages, reverse mortgages and deposit bonds

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

I am also a credit representative of AMP Financial Planning and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. 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



Phone	03 9859 7789
Email	chris@oakfinancial.com.au
Credit representative number	373556
Qualifications (Finance related)	Bachelor of Business (Management) Diploma of Financial Services
Professional memberships	MFAA - Mortgage & Finance Association of Australia

### The advice and services I can provide

I am an accredited mortgage consultant and as a credit representative of AMP Financial Planning I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to:

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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

### How I am paid

I receive the following from our practice:

- share of 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.

## About Amy (Sau Man) Chan



Phone	03 98597789
Email	amy@oakfinancial.com.au
Credit representative number	526302
Qualifications (Finance related)	Bachelor of Business
Professional memberships	FBAA - Finance Brokers Association of Australia

### The advice and services I can provide

I am an accredited mortgage consultant and as a credit representative of AMP Financial Planning I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to:

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

### How I am paid

I receive the following from our practice:

- salary

# 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 fees

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

Initial service	Fee amount
<b>"No Advice" Transactions</b>	Starting from \$495.00
<b>True "Fee for Service"</b> (time-based billing)	Between \$1990 - \$3,490 (20-35 hours estimate)
<b>Complex new advice plan</b> New Statement of Advice – including new complex strategies such as: <ul style="list-style-type: none"> <li>• Retirement planning</li> <li>• Investment property advice</li> <li>• Aged care / estate planning</li> <li>• Debt strategies</li> <li>• Self-managed super planning</li> <li>• Future cashflow modelling</li> <li>• Comprehensive financial plan</li> </ul>	Between \$3,490 - \$5,990 (35-60 hours estimate)
<b>Standard review plan</b> New Statement of Advice – including adjustments to existing products such as: <ul style="list-style-type: none"> <li>• Change risk profile or switch investments</li> <li>• Nominate / adjust beneficiaries</li> <li>• Adjust / apply for insurance</li> <li>• Change contribution amounts or timing</li> <li>• Refresh existing pension account</li> </ul>	Between \$1,490 - \$2,490 (12-25 hours estimate)
<b>Complex review plan</b> New Statement of Advice – including adjustments to existing projections such as: <ul style="list-style-type: none"> <li>• Change future income / expense projections</li> <li>• Adjust retirement planning</li> <li>• Review and alter long-term strategies and financial decisions</li> <li>• Adjust Centrelink calculations</li> <li>• Changes to personal budget</li> </ul>	Between \$2,490 - \$3,990 (25-40 hours estimate)
<b>Credit Advice</b> Record of Debt Advice - Debt Strategies <ul style="list-style-type: none"> <li>• Investigating your loan needs</li> <li>• Researching appropriate loan products</li> <li>• Assisting you to apply for the loan</li> <li>• Assisting you to apply for a loan increase</li> </ul>	Between \$0 - \$2,500 (7-40 hours estimate)

<ul style="list-style-type: none"> <li>• Liaising with the loan provider throughout the application process</li> <li>• Other: ie sourcing deposit, mortgage insurance etc</li> </ul>	
<p><b>Implementation fee</b></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.</p> <p>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.

We provide ongoing services for clients with existing ongoing fee arrangements to help you stay on track to meet your goals. Our ongoing service fees vary depending on the scope and complexity of services provided. The cost of these services are as follows:

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

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Note that ongoing service are closed to new clients and are applied to existing 'ongoing advice agreements' prior to 1 March 2020.

## Annual advice and service fees

We also offer services for the below costs for a fixed period of 12 months. The cost of those services are as follows:

Service	Fee amount
Oak Service Package	From \$1650 to \$20,000 for a 12 month period.

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

## Commissions

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

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

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.95% of all contributions made to the investment.	Up to 0.7% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$70.00 pa.
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented from 1 January 2020. We may receive up to 77% of the first year's premium for new policies implemented between 1 January 2019 and 31 December 2019. We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 33% of the insurance premium each following year.	On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660.  We would receive an ongoing commission of up to \$330.00 pa.
Loans	Up to 1.10% of the initial loan balance.  AFG retains 1.5% and passes the remainder on to AMP Financial Planning.  AMP Financial Planning then retains 2.5% and we will receive the remaining 97.5%.	Up to 0.55% of the outstanding loan balance each year.  AFG retains 1.5% and passes the remainder on to AMP Financial Planning.  AMP Financial Planning then retains 2.5% and we will receive the remaining 97.5%.	If your loan balance was \$100,000, initial commission would be up to \$1,100.  AFG would retain up to \$16.50 and AMP Financial Planning receives \$1,083.50. AMP Financial Planning then passes (\$1,083.50 x 97.5%) 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 \$8.25 and AMP Financial Planning receives \$541.75. AMP Financial Planning then passes (\$541.75 x 97.5%) \$528 to us.

Deposit bonds	Up to 22% of the deposit bond fee. AFG retains 1.5% and passes the remainder on to AMP Financial Planning. AMP Financial Planning then retains 2.5% and we will receive the remaining 97.5%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88. AFG would retain up to \$1.32 and AMP Financial Planning receives \$86.68. AMP Financial Planning then passes (\$86.68 x 97.5%) \$84.50 to us.
Other banking products		Up to 22% of the balance each year.	If you made an investment of \$2,000 we would receive \$440 of the balance each year.

All fees and charges include GST.

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