



Financial
Services and
Credit Guide



life enriched

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

documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We will 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.

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 us

The adviser providing advice and services to you is from ipac securities limited (ipac). Ipac, ABN:30 008 587 595 holds an Australian Financial Services and an Australian Credit Licence (No. 234656). Our registered office is located at 33 Alfred St, Sydney, NSW 2000.

ipac is part of the AMP Group.

our contact details

Should you wish to email us or visit our website, the details are below:

Email	enquiry@ipac.com.au
Website	www.ipac.com.au

Our office locations and contact details:

Address	ipac Toowoomba 108 Herries St Toowoomba QLD 4350
Phone	07 4548 0700
Fax	07 4548 0719

This guide provides information about the services we may offer and financial products we can provide advice on.

our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us. The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

We can provide advice on	We can arrange the following products and services
— Investment strategies (strategic asset allocation and goals based investing)	— Superannuation, including retirement savings accounts
— Budget and cashflow management	— Self managed superannuation funds (SMSF)
— Debt management (including borrowing for personal and investment purposes)	— Employer superannuation
— Salary packaging	— Managed investments
— Superannuation strategies and retirement planning	— Separately managed accounts
— Personal insurance	— Investor directed portfolio services (for example, administration platforms)
— Centrelink and other government benefits	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Ongoing advice and services, including regular portfolio reviews	— Standard margin loans
	— Retirement income streams, including pensions and annuities
	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Life investment products including whole of life, endowment and bonds
	— Securities (including listed securities and corporate debentures)
	— Exchange traded funds
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.
	— Limited selection of investment guarantees

Our advisers have access to a wide range of financial products and services which have been researched and approved by us. We maintain an approved products and services list, which includes products issued by AMP companies and a diversified selection of approved Australian and International fund managers.

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

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

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

tax implications of our advice

Under the Tax Agent Services Act 2009, ipac 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 accept your instructions via email if you agree to provide your instructions this way.

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.

providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate, the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

our fees

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; and/or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice
- 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
- Deduction from your investment

For detail on our service fees, see our **Schedule of fees** below or available on request.

All fees and commissions will be paid directly to us. As an employee, your adviser receives a salary, bonus or rewards and may also be eligible to share revenue received by ipac as a result of the advice and service they provide. Your adviser must meet our professional and technical standards to qualify for a bonus based on their contribution to the profitability of ipac.

It is not possible to determine at any given time whether your adviser will qualify for such bonuses.

Your Statement of Advice provides detail of the fees and commissions ipac will receive.

other benefits we may receive

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

benefits available to our advisers

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

Personal and professional development

Summit

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

Indirect benefits from product issuers

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

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

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

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

our relationships and who we represent

It is important that you are aware of the relationships we have with other service providers so you can decide on the services you wish to use.

About the AMP Group

We are 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. As such we are 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	— Super IQ 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.

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

ipac's relationships with other companies

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

personal financial service (PFS)

sponsorship and consultancy fee

ipac asset management pays us a sponsorship and consultancy fee of up to 1.254% for Classic Portfolios.

We receive up to 0.55% for Non-Classic Portfolios from the fees charged on PFS.

For example, if you invest \$100,000 each in a Classic and Non-Classic Portfolios, we may receive up to \$1,254 pa on a Classic Portfolio and up to \$550 pa on a Non-Classic Portfolio.

Service Fee

We receive an average service fee of 0.06% pa of the value of your investment.

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

Managed Account Service

Investment and Administration fee

We receive an investment and administration fee of up to 0.85% pa of the value of your investment.

For example, if you invest \$100,000 into the Manage Account Service, we may receive up to \$850 pa.

Insurance Protection

ipac is part owner of a specialist risk insurance provider, Australian Financial Risk Management Pty Ltd (AFRM). Risk insurance advice is generally provided by AFRM representatives. AFRM will pay ipac a fee of up to 25% of the revenue it receives which includes commission, initial and ongoing advice fees.

For example, if your insurance premium is \$1,000 pa, AFRM may receive up to \$1,300 initially and up to \$341 for each year that you hold the policy. Of this, ipac will receive an initial payment of \$325 and \$85.25 in subsequent years.

*From January 1 2018, if your insurance premium is \$1,000 pa, AFRM may receive up to \$880 initially and up to \$341 for each year that you hold the policy. Of this, ipac will receive an initial payment of \$220 and \$85.25 in subsequent years.

Risk insurance advice may be provided by the ipac representative, for example, in situations where there is no AFRM representative based in the office or state you are receiving advice as such, ipac may receive up to 130% initially and 33% pa ongoing payments from the issuer of the risk insurance products calculated on premium paid by you.

For example, if your insurance premium is \$1,000 pa, we may receive up to \$1,300 initially and \$330 for each year that you hold the policy.

*From January 1 2018, ipac may receive up to 88% initially and 33% pa ongoing payments from the issuer of the risk insurance products calculated on premium paid by you.

For example, if your insurance premium is \$1,000 pa, we may receive up to \$880 initially and \$330 for each year that you hold the policy

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

Arrangements with platform providers

Asgard

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

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

Macquarie Wrap

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

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

Our referral arrangements

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

confidence in the quality of our advice

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

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

Attention: National Manager, Advice Complaints

Level 16, 33 Alfred Street
Sydney NSW 2000

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

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.

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

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

Professional indemnity insurance

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

your privacy

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

Privacy Collection Statement

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

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

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

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

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

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

schedule of fees

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

These prices should be used as a guide only. We will discuss your individual needs and agree our costs with you. The final cost will be based on the complexity and extent of services we agree to provide you. The fees listed below are all inclusive of GST.

Initial financial advice fee

This fee is based on the time and complexity involved in gathering information about your personal and financial needs, researching and developing the recommendations, preparing your Statement of Advice and implementing the recommendations. Before providing you with initial advice we will discuss and agree what our initial advice fee will cover and how much it will cost. Our maximum initial financial advice fee is \$7,700.

Ongoing advice fee

Private client service fee (without geared portfolio)

This fee is for ongoing advice services you receive and is typically deducted from your investments. This fee will be a maximum of 2.2% of the monthly balance of your funds under management, subject to a minimum of \$2,970 p.a.

Example: Assume you invest \$400,000 and we agree to the Private Client Service Fee of 1.21% pa. Your Private Client Service fee would be \$4,840 pa.

Private client service fee (geared portfolio)

From 1 July 2013, when a geared portfolio such as margin lending or home equity lending is implemented, a flat on-going advice fee of up to \$4,400 pa over the entire non-super portion of the portfolio will apply.

Example: Assume you invest \$400,000 and take up a margin loan facility of additional \$100,000. Your flat ongoing advice fee on the entire geared portfolio of \$500,000 will be \$4,400 p.a.

Additional advice fee

If you do not join the Private Client Service and you request further advice, an additional advice fee may be charged. This fee can be deducted from your account or invoiced to you directly. Any additional advice fee will be agreed with you and disclosed in your Statement of Advice.

Commissions

Any commissions we receive as a result of the advice we provide to you will be disclosed in our advice document.

All fees and charges include GST.

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