



Financial
Services
Group

Financial Services and Credit Guide

CA Financial Services Group Pty Limited



PROFESSIONAL PRACTICE

FINANCIAL PLANNING ASSOCIATION *of* AUSTRALIA

Why this Guide is important to you

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.

Lack of independence

We are not independent, impartial or unbiased in relation to the provision of personal advice because:

- We may receive monetary and non-monetary benefits from product providers.
- Generally, we recommend products that are contained within our approved products and services list (APSL) which contain products and services from external providers and some which are related or associated with AMP Financial Planning. We may also hold shares in AMP Limited.

About our practice

Our value proposition to you

Our, Vision, Mission, Philosophy & Values

Our Vision:

To operate a unique, superior & profitable financial services business.

Our Mission:

To focus on our clients and exceed their expectations by providing a professional, high quality client experience with the emphasis on Integrated Financial Services and Wealth Management Solutions for individuals, families and businesses.

Our Philosophy:

To work closely with our clients and develop long-term relationships to ensure they achieve their lifestyle goals and financial objectives. In a complex area, we aim to simplify the issues and establish cost-effective solutions by:

- Focusing on our clients and exceeding their expectations;

- Being passionate in attending to our client's initial & ongoing needs and experience;

- Providing accurate and constructive advice that offers real and valuable solutions;

- Offering personalised customer service and a financial plan tailored specifically for you;

- Ensuring high service standards from CA Financial Services and our product providers and

- Providing ongoing plan review and management.

Our Values:

Honesty, Integrity, Empathy, Passion, Persistence, Accountability and Fun.

Who we are – CA Financial Services Group has been based in North Sydney since 1983 and we have over 30 years of practical financial planning experience to offer our clients. At CA, we provide integrated Financial Services and Wealth Management Solutions with a focus on Financial Planning.

CA & You – How we work together – Our role at CA is to understand your financial & lifestyle goals, to provide you with a plan – “**Your Plan**” to assist you to achieve these goals.

Our consulting process aims to take our clients from where they are today to where they wish to be, through the various stages of their lives.

“Your Plan” – After spending time discussing what is important to you and what you are looking to achieve, we will then build “**Your Plan**”. This will allow you to focus on the specific steps that will assist you to achieve your goals. We will develop “**Your Plan**” by adding your specific objectives to our overall plan:

- (a) Purchase and own your own home;
- (b) Build wealth long term using super;
- (c) Protect assets and family – Insurances;
- (d) Build wealth by saving, investing and gearing etc. and
- (e) Estate Planning.

Whilst taking into account the impact on your **budget, cash flow and taxation (A)**.

At CA we believe that this overall long-term plan will build a strong foundation for your financial future. Through regular reviews of your financial situation and refocusing on the above overall plan, we will strive to assist you to achieve your objectives.

We believe our advice, strategies, solutions and service, along with our effective client management systems have put us in a position where we can add value to our clients on an ongoing basis.

Therefore join CA Financial Services Group, invest in the proven CA Plan and let us work with you to develop, review and manage “**Your Plan**”.

It's as simple as a b c!
Most people don't plan to fail - they fail to plan!

Summary of the business

Name	CA Financial Services Group Pty Limited
Australian Business Number	94 003 100 301
Authorised representative number	248313
Credit representative number	376544

Our office contact details

Address	7 Myrtle Street, North Sydney, NSW 2060
Phone	02 9955 7288
Fax	02 9955 3148
Email	info@cafsg.com.au
Website	www.cafsg.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	— Employer superannuation
— Debt management (including borrowing for personal and investment purposes)	— Managed investments
— Salary packaging	— Separately managed accounts
— 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	— Standard margin loans
— Centrelink and other government benefits	— Retirement income streams, including pensions and annuities
— Ongoing advice and services, including regular portfolio reviews	— Personal and group Insurance (life cover, disability, income protection and trauma)
— Aged care	— Loans including mortgages and personal loans, reverse mortgages and deposit bonds
— Self-managed superannuation funds (SMSF)	— Life investment products including whole of life, endowment and bonds
— Borrowing within your SMSF	— 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 issued or promoted by the AMP Group or as otherwise approved by AMP Financial Planning and where appropriate to your circumstances.

As at May 2021, 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, CA Financial Services Group Pty Limited 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; and
- Ongoing advice.
- Annual advice and services

Please note that for services in relation to insurance and some credit 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 (subject to the advice and service provided)

All permissible 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 details of our service fees, please refer to **Schedule of fees** on page 22.

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 or recognition from the licensee to help us grow our business. This could include education or training support, badging rights, technology, financing, events or other recognition we are eligible for. These benefits such as prizes, awards, events may be given to us in recognition of financial planning excellence or innovation including if we qualify under the licensee's excellence program, 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. We may receive benefits from product issuers that may include non-monetary

benefits that are valued at less than \$300. We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

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. We may also be eligible for education or training support to assist with the development of advisers in our practice. This support may be dependent on a number of factors including the experience of the adviser and their tenure at our practice.

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.

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:

- | | |
|---|--|
| — NMMT Limited | — AMP Superannuation Limited |
| — AMP Bank Limited | — ipac asset management limited |
| — SMSF Administration Solutions Pty Ltd | — Multiport Pty Limited |
| — AMP Capital Investors Limited | — AMP Capital Funds Management Limited |
| — Australian Securities Administration Limited (ASAL) | — Cavendish Superannuation Pty Ltd |
| — National Mutual Funds Management Limited | — SuperConcepts Pty Ltd |
| | — N.M. Superannuation Pty Limited |

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.

Separately managed accounts (SMA)

Key relationships and associations

A separately managed account (SMA) is an account where a responsible entity, based on advice from a professional investment manager, can make investment decisions on a client's portfolio and transact on those decisions without requiring the client's express consent each time. This means the responsible entity is responsible for the discretionary management of the client's investment portfolio.

We distribute the range of CA Managed Portfolios based on your Risk Profile.

MyNorth is the platforms that administer the CA Managed Portfolios.

CA Financial Services Group Pty Limited is not the investment manager. The responsible entity appoints a professional investment manager to provide advice about the management of the SMA portfolios. The responsible entity makes all investment decisions relating to the SMA portfolios.

We have no relationship or association with the investment manager.

Fees

Other than the fees disclosed under 'My Fees' above, we do not receive any other remuneration or other benefits in respect of, or that is attributable to, the provision of services related to the CA Managed Portfolio.

Key roles

Entity	Role
Responsible entity (RE)	Issues the SMA. The RE must meet regulatory requirements including investment governance and is ultimately responsible for the effectiveness and governance of the investment options (model portfolios and customisations) available via the SMA. The RE manages the platform, custodial and administrative services.
Investment manager	Provides advice to the responsible entity on the composition and management of the managed portfolios.
Platform	Provides custodial and administrative services, reporting and access to a menu of diversified investments.
Practice (us)	Reviews the appropriateness of the SMA product for the client at least once a year.

For more information about how the product works and the roles and responsibilities of the key parties, please refer to the CA Managed Portfolio PDS which we'll provide to you if we recommend the SMA product to you.

Note

If you are no longer a client of CA Financial Services Group Pty Limited, the responsible entity may have the discretion to move your investments out of the CA Managed Portfolio.

ABNs and Australian financial services licences (AFSL)

Responsible entity	NMMT Limited ABN: 420 588 355 73 AFSL: 234654
Investment manager	Quilla Consulting Pty Ltd ABN: 996 000 526 59 AFSL: 511401

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.

This arrangement will cease with effect from 1 January 2021.

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. These arrangements will cease with effect from 1 January 2021.

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 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
Core Advisory Pty Ltd	Property Advice	We have a referral relationship with Core Advisory Pty Ltd through which we receive up to 20% (inclusive of GST) of Buyers Advocacy revenue (2.5% of purchase price plus GST less any engagement fee) where we have referred the buyer to them. For example, a referral resulting in purchase price of \$100,000 (including GST) minus an engagement fee of \$1000 would attract a Buyers Advocacy revenue totalling \$2,475 of which \$495 would be received by us.
Providence Property Group Pty Ltd	Specialist Investment Property Advice	We have a referral relationship with Property Providence Group Pty Ltd through which we receive up to 20% (inclusive of GST) of Buyers Advocacy revenue (1.95% of purchase price plus GST less any engagement fee) where we have referred the buyer to them. For example, a referral resulting in purchase price of \$100,000 (including GST) minus an engagement fee of \$1,500 would attract a Buyers Advocacy revenue totalling \$1,921 of which \$384 would be received by us.

Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
Ben Jones - Cunningham Real Estate Pty Ltd	<p>We have a referral arrangement with Ben Jones - Cunningham Real Estate Pty Ltd through which they refer clients to us for financial advice / mortgage advice. If you have been referred to us, then we will pay Ben Jones from Cunningham Real Estate a referral fee of 20% plus GST of all initial/up-front fees or commission.</p> <p>For example, if you pay us an initial fee of \$1,000 or the initial commission we receive is \$1,000, we would pay a \$200 referral fee.</p>

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
- In Writing:

AMP Financial Planning Limited

Attention: Head of Advice Complaints and Client Remediation

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 45[^] days of us receiving it.
- We note that in some circumstances, it may not be possible for us to completely resolve a complaint within timeframe. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

[^]From 5 October 2021, the timeframe will reduce from 45 days to 30 days.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit 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.

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;
- 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 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.

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.

We (through an associated entity) hold shares in Australian Finance Group (AFG). The share price of AFG may react favourably to the sale of loan products recommended to AMP clients using the services of AFG, and we may therefore benefit from upward share price movements.

Our Financial Advisers and Credit Advisers

About Guy Cotter



Guy's extensive experience and specialty is long term (starting in 1986), holistic financial planning with an emphasis on pre/post retirement strategies and investment planning. As Managing Director of CA, Guy also manages and mentors the CA team in reference to complex planning scenarios and every day operations.

Outside of work, you can find Guy enjoys keeping fit, trying to reduce his golf handicap, travelling around the world with his family and cycling with friends.

Phone	02 9955 7288
Email	info@cafsg.com.au
Authorised representative number	248312
Credit representative number	376543
Qualifications (Finance related)	
Diploma of Financial Planning	
Professional memberships	
FPA - Financial Planning Association	
Professional designations	
CFP – Certified Financial Planner (FPA) and a Justice of the Peace.	

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:

- Loans including mortgages and personal loans, reverse mortgages and deposit bonds
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Self-managed super funds (SMSF)
- Protected Equity Loans, Instalment Warrants and Structured Products
- Borrowing within your SMSF
- Separately managed accounts
- Securities (including listed securities and debt securities)

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 AMP Financial Planning 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 a director, shareholder and employee of CA Financial Services Group and receive a salary plus dividends from the practice.

About Mark Rapley



Mark is a CERTIFIED FINANCIAL PLANNER® and Partner/Shareholder of CAFSG. Mark has been a Financial Planner since 2001 and is a member of the Financial Planning Association of Australia, a Credit Adviser and a Justice of the Peace.

Mark specialises in Corporate Superannuation Services and complex superannuation/ investment planning for personal clients including Self-Managed Super funds, gearing and investment allocations outside of super.

Outside of work, Mark's personal interests include kite-surfing, snowboarding, surfing and generally enjoying the great outdoors.

Phone	02 9955 7288
Email	info@cafsg.com.au
Authorised representative number	248741
Credit representative number	372325
Qualifications (Finance related)	
Advanced Diploma of Financial Services (Financial Planning) and Cert IV of Finance and Mortgage Broking Management	
Professional memberships	
FPA - Financial Planning Association, MFAA - Mortgage & Finance Association of Australia	
Professional designations	
CFP – Certified Financial Planner (FPA) and a Justice of the Peace.	

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)
- Protected Equity Loans, Instalment Warrants and Structured Products
- Securities (including listed securities and debt securities)

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

I am also 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
- personal loans
- 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 - 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:

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

I am a director, shareholder and employee of CA Financial Services Group and receive a salary plus dividends from the practice.

About Michael Horan



Michael is a CERTIFIED FINANCIAL PLANNER®. Michael became a financial planner in 2010, prior to which he had 5 years' experience working as an Accountant. Michael is also a member of the Financial Planning Association of Australia and a Justice of the Peace.

Michael specialises in personal risk insurance, simplifying superannuation arrangements and debt/tax reduction strategies including cash flow management.

In addition to Michael's education in Financial Planning, Michael has also completed a Bachelor of Business majoring in Accounting.

Michael is very athletic, enjoying a range of sports including rugby union, swimming and boxing. A keen "foodie", Michael also enjoys relaxing with family and friends over a good meal and glass of wine.

Phone	02 9955 7288
Email	info@cafsg.com.au
Authorised representative number	405551
Credit representative number	405552
Qualifications (Finance related)	
Bachelor of Business (Accounting) and Advanced Diploma of Financial Services (Financial Planning)	
Professional memberships	
FPA - Financial Planning Association	
Professional designations	
CFP – Certified Financial Planner (FPA) and a Justice of the Peace.	

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:

- Loans including mortgages and personal loans, reverse mortgages and deposit bonds
- Self-managed super funds (SMSF)
- SMSF borrowing
- Protected Equity Loans, Instalment Warrants and Structured Products
- Securities (including listed securities and debt securities)
- Separately managed accounts

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 AMP Financial Planning 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 a shareholder and employee of CA Financial Services Group and receive a salary plus dividends from the practice.

About Thomas Cotter



Thomas is a CERTIFIED FINANCIAL PLANNER®. Thomas joined CA Financial Services Group in 2010 and completed his Financial Planning qualifications to be an Adviser in 2011.

Thomas is passionate about building strong relationships with clients who value his enthusiastic and down-to-earth approach. He also looks forward to developing CA and building the company for another 35 years.

Thomas is very proud to be a Certified Financial Planner (completed in 2017) and looks forward to assisting to improving the industry where possible. He's also is qualified with a Diploma of Finance and Mortgage Broking and a Bachelor of Sports Business.

Thomas most recent achievement was his marriage to the beautiful Rachael in early 2017. He enjoys and continues to keep active through football, golf, among other things. Importantly he enjoys spending time with family and friends.

Phone	02 9955 7288
Email	info@cafsg.com.au
Authorised representative number	415468
Credit representative number	415470
Qualifications (Finance related)	
Advanced Diploma of Financial Planning and Diploma of Finance & Mortgage Broking Management	
Professional memberships	
FPA - Financial Planning Association	
Professional designations	
CFP – Certified Financial Planner (FPA) and a Justice of the Peace.	

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:

- Loans including mortgages and personal loans, reverse mortgages and deposit bonds
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing Gearing and margin lending
- Separately managed accounts — Gearing and margin lending
- Protected Equity Loans, Instalment Warrants and Structured Products

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 AMP Financial Planning 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 a shareholder and employee of CA Financial Services Group and receive a salary plus dividends from the practice.

About Henrik Strodl



Henrik joined CA Financial Services Group in July 2015 as Senior Account Manager and progressed to become a qualified Financial Planner in 2018.

Henrik has completed a Bachelor of Business and Advanced Diploma of Financial Planning and most recently became a Justice of the Peace.

Henrik specialises in providing personal risk insurance, superannuation and investment advice. He prides himself on providing outstanding service to clients to ensure they reach their goals.

Outside of work Henrik is a keen traveller and has visited countries throughout the world. He also has passion for all things ocean based, including snorkelling, swimming and sailing.

Phone	02 9955 7288
Email	info@cafsg.com.au
Authorised representative number	1007543
Credit representative number	512202
Qualifications (Finance related)	
Bachelor of Business	
Advanced Diploma of Financial Planning	
Professional memberships	
Member of the Financial Planning Association of Australia (FPA)	

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:

- Loans including mortgages and personal loans, reverse mortgages and deposit bonds
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Securities (including listed securities and debt securities)
- Protected Equity Loans, Instalment Warrants and Structured Products
- Gearing and margin lending
- Self-managed super funds (SMSF)
- SMSF borrowing

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 AMP Financial Planning 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 CA Financial Services Group and receive a salary from the practice.

About Jason Antico



Jason joined CA Financial Services Group in August 2016 as a Mortgage Broker and has been working in the finance industry since 2004 with a background in the financial markets.

Jason has completed a degree in Commerce at the Australian National University (ANU), with majors in Finance and Management. Jason has also completed his Diploma of Finance and Mortgage Broking Management.

Jason prides himself on building strong, long-term relationships with clients and is passionate about achieving the best possible outcomes for his clients.

Outside the office Jason enjoys surfing, is a keen open water swimmer and loves a round of golf. He especially enjoys spending time with his family.

Experience	I have been involved in the wealth management and banking since 2004. I have been a Mortgage Broker since 2014.
Phone	02 9955 7288
Email	info@cafsg.com.au
Credit representative number	495776

Qualifications (Finance related)

Dip Fin and Mortgage Broking

Professional memberships

Australian Finance Group (AFG). 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
- personal loans
- reverse mortgages

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of CA Financial Services Group and receive a salary from the practice.

Schedule of fees

These prices should be used as a guide only. The actual agreed fees will depend on factors such as the complexity of your circumstances, goals and the scope of the advice.

Initial Service fees – Advice, Strategy, Solution

Our promise is to provide our clients with value greater than the cost of our service.

CA aims to charge fees in the most tax and cost effective manner to you. Payment of fees can be made directly or through the solutions recommended. Fees will be discussed and agreed with you before we proceed with any recommendations. Full details will be provided within your plan/advice document.

Our goal is for all CA clients have a personal plan, reviewed at least on a yearly basis. CA Service fees vary depending on the level of service required.

The following is an indication of fees to receive our advice, based on an individual client.

Advice Fee	Fee amount
Initial Interview	Complimentary
“Your Plan” Fee	CA offers a discounted fee for those looking to start “Your Plan” – scoped to goals (a), (b), (c) & A. As a guide only, approximately \$5,500 (including GST).
Scoped Advice Fee	Minimum \$5,500 (including GST). For the preparation of advice, which includes research, analysis, comparisons, etc. along with the presentation of this advice. A minimum of \$5,500 and up to \$11,000 could apply depending on the complexities of the advice.
Hourly Rate	An additional charge of \$300 to \$400 per hour depending on the adviser may apply where complex strategies or additional work is required. We will advise you before proceeding with the work if applicable.

These fees cover the cost of implementing the advice. Below outlines four implementation fees which depend on the type advice is being implemented.

Implementation Fee	Fee amount
Investment (Superannuation / Ordinary) Implementation Fee	3% on the first \$100,000 2% on the next \$150,000 1% on the next \$250,000 0.5% on the balance For example, if the amount invested is \$300,000 the investment implementation fee is \$6,500.
Debt Structure/Mortgages Implementation Fee	Minimum \$1,650 (including GST). This cost may be offset against commissions/fees received from the product provider.
Insurance Implementation Fee	Minimum \$1,650 (including GST). This cost may be offset against commissions/fees received from the product provider.
Estate Planning Implementation Fee	Minimum \$550 (including GST).

Annual advice and service fees

Review - Ongoing Service and Advice - Wealth Management

CA's goal is **to build long term client relationships**. Your personal plan - that we develop with you, or parts of the plan, should be reviewed on a regular basis as your circumstances change.

Reviews are personalised to your needs, available quarterly, half yearly or yearly depending on the complexity of your plan.

We find the greatest value to clients is achieved where CA provides advice, strategy, solution and services, based on a long term relationship and wealth management. We provide a win-win situation where the majority of the cost to the client is met via the solution (refer to example on next page).

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

Annual service	Fee amount
Personal Service, Planning & Advice	Minimum \$4,400 per annum (including GST). No limit on a maximum fee complexities and time associated with your strategies vary.
Business, Corporate Superannuation, Estate Planning & Professional Services	Minimum \$5,500 per annum (including GST). No limit on a maximum fee. Where services engage other professionals e.g. Accounting or Legal professions, their fees may be billed directly by their companies.

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.

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

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented from 1 January 2020.		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 may receive up to 77% of the first year's premium for new policies implemented between 1 January 2019 and 31 December 2019.	Up to 33% of the insurance premium each following year.	
	We may receive commissions on increases or additions to existing policies of up to 130%.		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%) \$1,056.41 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%) \$528.21 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%) \$84.51 to us.

All fees and charges include GST.

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

Direct Fee

Should you wish for a direct fee we can offer you the following payment options for payment of our advice/services fees:

- BPAY, direct debit (savings), credit card or cheque

Example of Ongoing Advice and Service Costs/ (for win-win situation):

Example 1

Ongoing advice, strategy and solutions service for approximately \$6,000 per annum, where the client only pays \$3,750 per annum.

As there are Insurance and Mortgage Commissions applicable to this situation these can be incorporated in CA's service cost.

Client Scenario	Source of Fee	Annual Fee
Superannuation balance of \$500,000	Super Advice Fee – 0.75% of Fund under management.	\$3,750
Life, Disability and Income Protection - premium of \$8,000 per annum	Insurance Commissions – 10% of Insurance Premiums.	\$800
Home Loan Debt of \$800,000	Mortgage Commission – 0.15% of the Loan.	\$800
	Total Fee	\$5,750

Example 2

Ongoing advice, strategy and solutions service for approximately \$4,400 per annum, where the client pays \$4,000 per annum.

As there are Insurance Commissions applicable to this situation these can be incorporated in CA's service cost.

Client Scenario	Source of Fee	Annual Fee
Superannuation balance of \$300,000	Super Advice Fee – Flat Fee	\$4,000
Life, Disability and Income Protection - premiums of \$4,000 per annum	Insurance Commissions – 10% of Insurance Premiums.	\$400
	Total Fee	\$4,400



Financial
Services
Group

CA Financial Services Group



PROFESSIONAL PRACTICE

FINANCIAL PLANNING ASSOCIATION *of* AUSTRALIA

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