

Financial Services and Credit Guide

Ian Orchard

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

- who I am and how I can be contacted
- the advice and services I can provide
- information about my licensee AMP Financial Planning Limited (AMPFP)
- my fees and how I, and AMPFP, are paid in connection with those services
- how I manage your private information
- how you can complain about a matter relating to me or AMPFP

Documents you may receive

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

When I 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 I may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits I and others, will receive as a result of the advice I have provided.

If I provide further personal advice, a financial plan may not be required. I will keep a record of any further personal advice I provide you for seven years. You may request a copy of such records by contacting our office during that period.

When I provide credit advice, I will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in an SoA, a record of debt advice, or a Credit Proposal. I will retain a record of the debt advice which you may request by contacting our office within seven years of the assessment.

If I recommend or arrange a financial product for you, I 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 my practice

About Ian Orchard

Australian Business Number	46 988 077 922
Authorised representative number	247989
Credit representative number	371202
Qualifications	Justice of the Peace
Office contact details	
Address	100 Byron Street, , Inverell , NSW 2360
Phone	02 67223577
Email	iorchamp@bigpond.net.au

My advice and services

I can provide you with personal and general advice about specific services and financial products listed below. I can also arrange for financial products to be issued without advice from me.

The following table sets out the areas of advice I can help you with as well as the products and services I can arrange.

I can provide advice on	I 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 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)
— 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)
	— Life investment products including whole of life, endowment and bonds
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.
	— Limited selection of investment guarantees

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

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

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

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

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

The lenders and lessors whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMPFP are:

Lenders

- AMP Bank
- ANZ
- NAB Broker (Homeside)
- Commonwealth Bank
- Macquarie Bank
- Westpac
- ING Direct
- Suncorp
- St George Bank
- Bankwest
- AFG Home Loans

Lessors

- Macquarie
- Esanda
- Westpac
- Commonwealth Bank

Tax implications of our advice

Under the Tax Agent Services Act 2009, Ian Orchard 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, I can also arrange for you to apply for limited types of financial products where I can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without my advice, I will ask you to confirm your instructions, which I will document in writing. You can ask me for a copy of this documentation at any time.

Your relationship with me and using my services

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

I will work with you to agree what advice and services I will provide and when and how often I 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 me, 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 me, please contact me using the details shown in this Guide.

Providing information to me

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

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

My fees

My 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 I provide. I will discuss and agree the actual fees with you before I proceed. The following section outlines the types of fees that may apply.

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

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

My 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

I offer you the following payment options for payment of my advice fees:

- BPAY, direct debit (savings), credit card or cheque
- Deduction from your investment

All fees and commissions will be paid directly to AMPFP as the licensee on my behalf. They retain a percentage to cover their costs and the balance is passed on to me. The percentage is determined annually, based on a number of factors, including my business revenue for the prior year.

Other costs

Where other costs are incurred in the process of providing my advice and services to you, you will be liable for these costs. However, I will agree all additional costs with you prior to incurring them.

How I am paid

I am a sole trader and receive all fees and commissions paid to my practice.

Other benefits I may receive

The following is a list of benefits I 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 I am eligible for.

In addition to the payments I may receive for my advice and services, I may receive other support services. These can include financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, and business performance.

I may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

Development, management and advice recognition

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

The DMA payment is based on a percentage of my practice revenue. My DMA percentage will be set annually and may range from 0% to 10% depending on my ranking. The percentage is then applied to my practice revenue and the resulting payments are received twice a month.

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

How my performance is ranked

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

Business growth advice payments

All practices are eligible for Business Growth Advice (BGA) payments. The payments are based on my practice revenue.

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

Business buy-back option

If I leave the financial services industry or can no longer appropriately service a selection of my clients, and cannot find a buyer, AMP Financial Planning will either look after my clients or appoint one of its authorised representatives to do so.

If this happens, AMP Financial Planning may buy back my business. The amount will vary depending on a number of factors including, my reason for leaving the financial services industry, the time my business has been established, the annual recurring revenue (both actual and any deemed revenue) of my practice and the quality of my previous advice.

Annual advice conference

The advice conference is an annual event which offers advisers the opportunity for professional development and to hear updates on AMP's thinking about the future of advice. AMPFP subsidises the costs of the advisers attending. The value will depend upon a range of factors, including the nature of the courses and events planned.

Educational support

AMP Financial Planning rewards individuals with educational support if they meet certain qualifying criteria. The qualifying criteria may vary, and is normally based on the standard of my financial planning services and my business performance.

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 securities (such as shares and rights issues). 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. I may share in this fee based on the level of participation by my clients.

Relationships and associations

It is important that you are aware of the relationships that AMPFP has with providers of financial services and products as they could be seen to influence the advice you receive.

About my licensee

AMP Financial Planning Pty Limited

ABN 89 051 208 327

Australian Financial Services Licensee and Australian Credit Licensee

Licence No: 232706

AMPFP is a member of the AMP Group and has:

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

AMPFP's registered office is located at 33 Alfred Street, Sydney, NSW 2000.

About the AMP Group

AMPFP is a member of the AMP group of companies. I 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 AMPFP is affiliated with:

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| — The National Mutual Life Association of Australasia Limited | — AMP Capital Funds Management Limited |
| — National Mutual Funds Management Limited | — AMP Capital Investors Limited |
| — NMMT Limited | — AMP Superannuation Limited |
| — N.M. Superannuation Pty Limited | — AMP Life Limited |
| — Multiport Pty Limited | — Cavendish Superannuation Pty Ltd |
| — ipac asset management limited | — Australian Securities Administration Limited (ASAL) |
| — AMP Bank Limited | — Super IQ Pty Ltd |

If I recommend a product issued by the AMP Group or a third party product issuer, they will benefit from my 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.

AMPFP's relationships with other companies

Issuers of products do not pay to be included on the approved products and services list.

Product issuers or service providers that have been selected for inclusion may pay AMP Services Limited the following benefits up to the following amounts (these are all inclusive of GST):

- A fixed payment of up to \$495,000 for risk insurance products.
- 0.2% plus a fixed payment of up to \$195,000 for investment products.
- 0.1% for insurance products.

For example, if total funds under administration for a particular investment product is \$10 million, the issuer may pay AMP Services Limited up to \$215,000 annually.

Our practice does not receive any part of these payments. From time to time, product issuers have access to AMPFP and its authorised representatives to provide education as well as give training on their products.

Arrangements with platform providers

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

WealthView eWRAP and PortfolioCare administration services

The range of WealthView and PortfolioCare administration services are issued by companies in the AMP Group. These companies have an agreement with Asgard Capital Management Limited (Asgard) under which Asgard administers the WealthView eWRAP and PortfolioCare administration services in addition to administration and support services also provided by AMP companies.

If you access a product in the WealthView eWRAP or PortfolioCare range, then administration and, where applicable, custodial share and 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 and support services described above.

A full description of the fees is in the relevant product disclosure statement or IDPS guide for the relevant service. Our practice does not receive any part of these payments.

Confidence in the quality of our advice

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

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

Attention: National Complaints Manager

AMP Advice Complaints
AMP Advice – Professional Standards and Compliance
Level 12, 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.

<p>Any issues relating to financial advice, investments, superannuation or insurance matters</p>	<p>Financial Ombudsman Service (FOS) GPO Box 3 Collins Street West Melbourne Victoria 3001 1300 780 808 www.fos.org.au info@fos.org.au</p>
<p>Any issue relating to your personal information</p>	<p>The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au</p>

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

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. AMPFP 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 AMPFP, even where subsequent to these actions they have ceased to be employed by or act for AMPFP.

Your privacy

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

Your adviser and AMPFP 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 your adviser or AMPFP 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.

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial service fees

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

Initial service	Fee amount
Financial Planning Advice	Starting from \$650.00
Investment Advice	Starting from 1.55%. For example, if your initial investment was \$100,000, your fee would be between \$1,550 and \$4,950.00.
Transaction Only	Starting from \$200.00 (hourly rate)
Centrelink Advice	Starting from \$200.00 (hourly rate)

Ongoing service fees

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

Ongoing service	Fee amount
Platinum Package	Between 0.89% to 1.00% of funds under management. For example, if your account balance was \$100,000, your fee would be \$880.00 to \$1,000.00.
Gold Package	Between 0.45% to 0.88% of funds under management. For example, if your account balance was \$100,000, your fee would be between \$450 and \$880.00.
Silver Package	Between 0.22% and 0.44% of funds under management. For example, if your account balance was \$100,000, your fee would be between \$220.00 and \$440.00.
Insurance Only Package	Up to 130% of first premium paid and ongoing commission of up to 33.0% of premium paid there after. If your insurance premium was \$1,000 we would receive up to \$1,300 initially and \$330.00 there after.

Commissions

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

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

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.95% of all contributions made to the investment.	Up to 0.44% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$44.00 pa.
Insurance (including those held within superannuation)	Up to 130% of the first year's premium.	Up to 33% of the premium each following year.	If your insurance premium was \$1,000, we would receive up to \$1,300.00 initially and \$330.00 pa.
Other banking products		Up to 0.55% of the balance of the account each year.	If you made an investment of \$2,000 we would receive Invalid formula of the balance each year.

All fees and charges include GST.

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