

# Financial Services and Credit Guide

PFG Global Pty Ltd

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 at least seven years after our relationship ends. You may request a copy of such records by contacting our office during that period.

When we provide credit assistance 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 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.

### **Not Independent**

Generally, we provide personal advice in line with our Approved Product and Services List (APSL) which may include financial products and services associated with the licensee. We may receive commissions from life insurance products we recommend and non-monetary benefits such as training and educational seminars from product providers. For these reasons, we are not considered independent, impartial, or unbiased.

# About our practice

## Summary of the business

Name	PFG Global Pty Ltd as Trustee of the The PFG Financial Services Trust
Australian Business Number	50 679 416 839
Australian Company Number	161691103
Authorised representative number	438196
Credit representative number	372164

## Our office contact details

Address	337 Ascot Vale Rd, Moonee Ponds, VIC 3039
Phone	03 9375 5100
Fax	03 9375 5111
Email	clientservices@pfg.com.au
Website	www.pfg.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.

PFG Global Pty Ltd has more than one office. This FSCG details information about our practice only. You can obtain the FSCG for other offices by contacting them on the details below.

### Moonee Ponds Office office contact details

Address	337 Ascot Vale Road, Moonee Ponds VIC 3039
Phone	03 9375 5100
Fax	03 9375 5111
Email	clientservices@pfg.com.au

### Brisbane Office office contact details

Address	Suite 70, Level 6, 101 Wickham Tce Spring Hill Q 4000
Phone	07 3839 1114
Fax	07 3839 1115
Email	clientservices@pfg.com.au

### Barwon Heads office contact details

Address	4/50 Hitchcock Ave Barwon Heads VIC 3227
Phone	03 5255 9555
Fax	
Email	clientservices@pfg.com.au

## Our advice and services

The below table sets out the types of financial products we are authorised to provide advice on and deal in. We can provide you with personal and general advice on the financial products listed in the table below. We also may be able to arrange for these financial products to be distributed to you without advice from us. In some cases, we may not be able to distribute a financial product to you under non-personal advice if your circumstances do not fit within a product's target market.

In addition to the areas listed in the below table, we may also be authorised to advise in other specialist areas. These are listed in our adviser profiles. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

Any additional advice or services we can offer you, will be outlined in **Our financial advisers and credit advisers** on page 14.

We are authorised to provide financial advice in relation to:	We are authorised to provide financial advice and deal in the following products:
<ul style="list-style-type: none"><li>— Wealth Accumulation</li><li>— Personal insurance</li><li>— Superannuation strategies and retirement planning</li><li>— Retirement income streams, including pensions and annuities</li><li>— Budget and cash flow management</li><li>— Centrelink and other government benefits</li></ul>	<ul style="list-style-type: none"><li>— Superannuation</li><li>— Retirement savings accounts</li><li>— Managed investment schemes including Investor Directed Portfolio Services (IDPS)</li><li>— Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products</li><li>— Life Products – Investment life insurance</li><li>— Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)</li></ul>

We are also authorised to assist you with advising and implementing loan products and consumer leases.

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

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

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

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

As at April 2022, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by AMP Financial Planning are Macquarie Bank, NAB, AMP Bank, AFG Home Loans, Commonwealth Bank and ANZ.

### Transaction services

We can arrange financial product transactions for you on your instruction 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 after the end of our relationship. 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 servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another financial planning practice within the AMP network or transfer our servicing rights with you to another 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 service provider will enter into a new servicing arrangement with you. We'll 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
- 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 loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the loan, or on renewal of insurance products

We may also receive commissions for deposit bonds. Details are in the schedule of fees.

### Payment methods

We offer you the following payment options for payment of our advice and service fees:

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

All permissible fees and commissions will be paid directly to AMP Financial Planning as the licensee. It will then pass on the amounts due to us through its payment system. AMP Financial Planning charges our practice a Licensee Fee each year. The Licensee Fee is determined as an annual amount based on a number of factors, including our business revenue, the number of advisers and/or accredited mortgage consultants in the practice and a practice fee.

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

### Other costs

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

### Other benefits we may receive

The following are monetary and non-monetary benefits we may receive other than those explained above. These are not additional costs to you.

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. 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.

We may be provided access to free services such as credit reports and valuations from our lenders. Details of any relevant services we may receive because of a recommendation we make to you, will be included in the Credit Proposal Disclosure document we provide to you.

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

Eligibility to receive DMA run off payments is dependent on me continuing to be authorised by and meeting standards set by AMP Financial Planning. From 31 January 2020 I will be eligible to receive run-off payments based on the amount of advice revenue I generated in 2018. Advice revenue includes revenue directly attributable to advice provided to a client for an agreed fee. It excludes commissions from investment, insurance and banking products. These payments are to assist with my cashflow over 3 years until January 2023. Run-off payments will not be made after January 2023. In 2022, the total amount of DMA received will be \$200,475.00.

## Business buy-back option

Where we request AMP Financial Planning to buy-back our business on or prior to 31 December 2021 and this is approved by AMP Financial Planning, then 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 you to another adviser or financial planning practice within the AMP network.

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

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.

The support mentioned above is paid by AMP Financial Planning directly to the education provider and not to us.

## 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.

## Tiered Servicing Arrangements

Through your accredited mortgage consultant's (AMC) relationships with lenders, they may have access to tiered servicing arrangements. The benefits can include faster processing, better information or greater levels of assistance provided for obtaining loan approval. Your AMC will advise you of any tiered service arrangements that are in place with a particular lender that they have proposed at the time recommendations are made.

Access to these programs is not based solely on the volume of new or existing lending your AMC's customers have with each respective lender and does not entitle them to any additional commissions outside of what they have disclosed to you, any additional payments or preferential customer discounts.

# 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.

We are 39% owned by Associated Planners Financial Services Pty Ltd which is a member of the AMP Group.

## About our licensee

AMP Financial Planning Pty Limited

ABN 89 051 208 327

Australian Financial Services Licensee and Australian Credit Licensee

Licence No: 232706

AMP Financial Planning has:

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

AMP Financial Planning's registered office is located at Quay Quarter Tower, 50 Bridge Street, Sydney NSW 2000 Australia.

## About the AMP Group

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

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

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

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

## 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 Insight Managed Portfolio.



MyNorth is the platform that administers the Insight Managed Portfolio.

PFG Global Pty Ltd as Trustee of the The PFG Financial Services Trust 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 'Our 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 Insight 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 Insight 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 PFG Global Pty Ltd as Trustee of the The PFG Financial Services Trust, the responsible entity may have the discretion to move your investments out of the Insight Managed Portfolio.

### ABNs and Australian financial services licences (AFSL)

Responsible entity	NMMT Limited, ABN 42058835573, AFSL 234653
Investment manager	Mercer Investments ( Australia ) Limited, ABN 66008612397, AFSL 244385

## AMP Financial Planning's relationships with other companies

From time to time, AMP Services Limited (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.

## Our other business activities and relationships

### General insurance

PFG Global Pty Ltd as Trustee of the The PFG Financial Services Trust is an authorised representatives of Resilium Pty Limited (Australian Financial Services Licence number 232703) (Resilium).

The following Advisers are authorised representatives of Resilium:

- Angelo Panella
- Francis McLinden

If we provide general insurance services, then we will provide details in a separate financial services guide. When providing general insurance services, we do not represent AMP Financial Planning.

# 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.
- Alternatively you can contact AMP Financial Planning at:

Phone 1800 812 388

Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)

In Writing:

**AMP Financial Planning Limited**

**Attention: Head of Advice Complaints and Client Remediation**

Quay Quarter Tower

50 Bridge Street

Sydney NSW 2000 Australia

Online at [www.amp.com.au](http://www.amp.com.au)

More information on AMP Financial Planning's complaints handling process can be found in their Complaint Handling Guide, available on <https://www.amp.com.au/support/complaints/complaints-process>.

They will try to resolve your complaint quickly and fairly. They will provide you with a decision in respect to your complaint within 30 days of us receiving it.

We note that in some circumstances, it may not be possible for us to completely resolve a complaint within this 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.

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

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

## Professional indemnity insurance

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

# Your privacy

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

## Privacy collection statement

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

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

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

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

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

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

## Australian Finance Group (AFG)

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

Subject to compliance with relevant laws, included relating to conflicted remuneration, lenders may offer incentives that are paid directly to the accredited mortgage consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Accredited mortgage consultants may be invited to attend the AFG National Conference. This is an annual event which offers accredited mortgage consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG may subsidise some costs of attendance, subject to compliance with relevant laws. 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 2009 (Cth), will be disclosed in our advice to you prior to application.

# Our financial advisers and credit advisers

## About Angelo Panella

Phone	0393755100
Email	a.panella@pfg.com.au
Authorised representative number	251288
Credit representative number	372165

### Qualifications (Finance related)

Diploma of Financial Planning

### Professional memberships

FPA - Financial Planning Association

### Professional designations

CFP - Certified Financial Planner (FPA)

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary
- dividends
- equity in the practice

Based on the above, the following contains my remuneration details:

- I am a director and shareholder of PFG Financial Services Pty Ltd and receive a salary plus dividends from PFG Financial Services

## About Frank Oliveri

Phone	0393755100
Email	f.oliveri@pfg.com.au
Authorised representative number	248942
Credit representative number	371199

### Qualifications (Finance related)

Advanced Diploma of Financial Services (Financial Planning)

### Professional memberships

FPA - Financial Planning Association

### Professional designations

CFP - Certified Financial Planner (FPA)

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

- I am a shareholder of PFG Financial Services Pty Ltd and receive a salary plus dividends from PFG Financial Services. I also have the opportunity to participate in a discretionary bonus, which is subject to meeting Key Performance Indicators

## About Andrew Rataj

Phone	0738391114
Email	a.rataj@pfg.com.au
Authorised representative number	304436
Credit representative number	372326

### Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

### Professional memberships

FPA - Financial Planning Association

### Professional designations

CFP - Certified Financial Planner (FPA)

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

- I am a shareholder of PFG Financial Services Pty Ltd and receive a salary plus dividends from PFG Financial Services. I also have the opportunity too participate in a discretionary bonus, subject to meeting Key Performance Indicators



## About Francis McLinden

Phone	0393755100
Email	f.mclinden@pfg.com.au
Authorised representative number	249149
Credit representative number	374660

### Qualifications (Finance related)

Diploma of Financial Planning

### Professional memberships

FPA - Financial Planning Association

### Professional designations

CFP - Certified Financial Planner (FPA)

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary

Based on the above, the following contains my remuneration details:

- I am a contractor of PFG Financial Services Pty Ltd and my contacting company, FLM Inservice Pty Ltd receives a share of income from PFG Financial Services. My share of income is up to 55% of revenue that I generate.

## About Daniel Martinez

Phone	03 9375 5100
Email	d.martinez@pfg.com.au
Authorised representative number	325318
Credit representative number	401113

### Qualifications (Finance related)

Bachelor of Business

Graduate Diploma in Financial Planning

### Professional memberships

FPA - Financial Planning Association

CPA - Certified Practising Accountants

### Professional designations

CFP - Certified Financial Planner (FPA)

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary
- share of revenue
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

- I am an employee of PFG Financial Services Pty Ltd and receive a salary and I have the opportunity to participate in a discretionary bonus from PFG Financial Services, D&T Martinez family trust receives a 20% share of profit that applies to Barwon Heads activities and 25% if revenue in relation to other activities of the business.

## About Vincenzo Madaffari

Phone	03 9375 5100
Email	v.madaffari@pfg.com.au
Authorised representative number	445437
Credit representative number	445440

### Qualifications (Finance related)

Bachelor of Business (Financial Management & Marketing)

### Professional memberships

FPA - Financial Planning Association

### Professional designations

CFP - Certified Financial Planner (FPA)

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary
- bonus
- share of revenue

Based on the above, the following contains my remuneration details:

- I am an employee of PFG Financial Services Pty Ltd and I have the opportunity to participate in a discretionary bonus from PFG Financial Services, plus potential 25% share of ongoing revenue from PFG Financial Services, in addition to this Madmas Family Trust receives up to 25% of revenue in relation to the activities of the business that I service
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## About Mark Flavell

Phone	03 9375 5100
Email	m.flavell@pfg.com.au
Authorised representative number	248223
Credit representative number	375009

### Qualifications (Finance related)

Advanced Diploma of Financial Services (Financial Planning)

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section.

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

## How I am paid

I receive the following from our practice:

- share of revenue

Based on the above, the following contains my remuneration details:

- I am a contractor of PFG Financial Services Pty Ltd and my contracting company, Mark G Flavell Pty Ltd receives a share of income from PFG Financial Services. My share of income is up to 50% of revenue that I generate.

## About Pramila (Adam) Walisinghe

Phone	03 9375 5100
Email	adam@pfg.com.au
Authorised representative number	1000253
Credit representative number	489542

### Qualifications (Finance related)

Advanced Diploma of Financial Planning

Bachelor of International Business

### Professional memberships

FPA - Financial Planning Association

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary

Based on the above, the following contains my remuneration details:

- I am an employee of PFG Financial Services Pty Ltd and receive a salary plus the opportunity to participate in a discretionary bonus from PFG Financial Services, subject to meeting Key performance Indicators

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## About Julie Penfold

Phone	03 5255 9555
Email	office@pfg.com.au
Authorised representative number	264231
Credit representative number	431640

### Qualifications (Finance related)

Diploma of Financial Planning

Bachelor of Commerce

### Professional memberships

FPA - Financial Planning Association

### Professional designations

CFP - Certified Financial Planner (FPA)

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

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

## How I am paid

I receive the following from our practice:

- salary

Based on the above, the following contains my remuneration details:

- I am an employee of PFG Financial Services Pty Ltd and receive a salary from PFG Financial Services operating under a management arrangement with PG Global Pty Ltd

## About Carlo Cappello

Phone	03 9375 5100
Email	carlo@pfg.com.au
Credit representative number	395763

### Qualifications (Finance related)

Certificate IV Financial Services (Finance/Mortgage Broking)

### Professional memberships

MFAA - Mortgage & Finance Association of Australia

## The advice and services I can provide

I am an Accredited Mortgage Consultant. As a credit representative of AMP Financial Planning I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

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

## How I am paid

I receive the following from our practice:

- share of revenue

Based on the above, the following contains my remuneration details:

- I am a contractor of PFG Financial Services and as such receive a share of profit and a management fee. My contracting company receives a management fee in mortgage broking and in addition 50% of profits associated with activities of the business

## About Aldo Anile

Email	a.anile@pfg.com.au
Credit representative number	425883

### Qualifications (Finance related)

Diploma of Finance and Mortgage Broking Management

### Professional memberships

MFAA - Mortgage & Finance Association of Australia

## The advice and services I can provide

I am an Accredited Mortgage Consultant. As a credit representative of AMP Financial Planning I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

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

## How I am paid

I receive the following from our practice:

- share of revenue

Based on the above, the following contains my remuneration details:

- I am a contractor of PFG Financial Services and as such receive a share of profit and a management fee. My contracting company receives a management fee in mortgage broking and in addition 75% of profits associated with activities of the business



## Schedule of fees

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

### Initial fees

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

Initial service	Fee amount
Implementation Fee	Between \$990 and \$30 000
Statement of Advice Fee	Between \$1000 and \$30 000
Transactions without Advice	Up to \$550 per transaction
Centrelink Services / Claims Assistance / Budgeting and Cash Flow Management Services	Between \$1000 and \$5000
Adhoc related advice	\$250 per hour ( ex GST )

### Annual advice and service fees

We also offer the following services for a fixed period of 12 months.

Service	Fee amount
Advice Review	Up to \$20 000 per annum

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

## Commissions

We may receive commissions when implementing certain products for you, in line with the below. 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.  We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 33% of the insurance premium each following year.	On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660.  We would receive an ongoing commission of up to \$330.00 pa.
Residential Loans	Up to 1.10% of the initial loan balance.	Up to 0.55% of the outstanding loan balance each year.	If your loan balance was \$100,000, initial commission would be up to \$1,100.  The ongoing commission on a \$100,000 loan balance would be up to \$550.
Personal Loans	Up to 8% of the initial loan balance (capped at \$4,000).  Up to \$1,990 where a brokerage fee applies.	N/A	If your loan balance was \$50,000 and a percentage-based fee applies, commission would be up to \$4,000.
Deposit bonds	Up to 25% of the deposit bond fee.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$100.

All fees and charges include GST.

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