



# HILROSS

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## FINANCIAL SERVICES AND CREDIT GUIDE

INTEGRA FINANCIAL GROUP PTY LTD

Version: 11.0

Date prepared: Tuesday, 29 June 2021



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, Hillross Financial Services Limited (Hillross)
- our fees and how we, and Hillross are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Hillross

## 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.

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 Hillross. We may also hold shares in AMP Limited.

# About our firm

## Summary of the business

Name	Integra Financial Group Pty Ltd
Australian Business Number	55 065 913 331
Authorised representative number	000247528
Credit representative number	369090

## Our office contact details

Address	Suite 1, Level 3, 3 Carlingford Rd, Epping, NSW. 2121
Phone	(02) 9037 1434
Fax	(02) 9869 3899
Email	<a href="mailto:susan.ray@hillross.com.au">susan.ray@hillross.com.au</a>
Website	<a href="https://www.hillross.com.au/integra/">https://www.hillross.com.au/integra/</a>

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 firm 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 11.

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none"><li>— Investments strategies (strategic asset allocation)</li><li>— Budget and cash flow management</li><li>— Debt management (including borrowing for personal and investment purposes)</li><li>— Salary packaging</li><li>— Superannuation strategies and retirement planning</li><li>— Personal insurance</li><li>— Estate planning</li><li>— Centrelink and other government benefits</li><li>— Aged care</li></ul>	<ul style="list-style-type: none"><li>— Superannuation, including retirement savings accounts</li><li>— Self-managed superannuation funds (SMSF)</li><li>— Managed investments</li><li>— Investor directed portfolio services (for example, administration platforms)</li><li>— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)</li><li>— Standard margin loans</li><li>— Retirement income streams, including pensions and annuities</li><li>— Personal and group Insurance (life cover, disability, income protection and trauma)</li><li>— Life investment products including whole of life, endowment and bonds</li><li>— Securities (including listed securities)</li><li>— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker</li><li>— Limited selection of investment guarantees</li></ul>

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

Hillross 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 Hillross' 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 Hillross. These services may include those issued by companies related to Hillross.

As at May 2021, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by Hillross are Westpac, ANZ, Macquarie Bank, AFG Home Loans, AMP Bank and St George Bank.

## Tax implications of our advice

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

## Transaction services

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

## Your relationship with us and using our services

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

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

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

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

## Providing information to us

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

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

## Our fees

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

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

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

Our agreed advice and service fees may include charges for:

- Initial advice
- Ongoing advice and services
- 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

### 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 Hillross as the licensee. They retain a percentage (as a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue over a 12 month period.

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

## Other costs

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

## Other benefits we may receive

The following 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.

### Placement fees

From time to time Hillross 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 Hillross. We may share in this fee based on the level of participation by our clients.

### **Business buy-back option**

If we leave the financial services industry, Hillross makes available a facility for its authorised representatives to transfer their clients. If this happens, Hillross may buy back the servicing rights of our clients. The facility is subject to certain conditions (such as, reason for sale, time the firm has been operating with Hillross, level of adherence to Hillross compliance requirements and achieving a satisfactory level of customer service), and provides a minimum value for our register of clients. The minimum value is based on a multiple of firm revenue. If at some future time we should look to sell our firm, Hillross may purchase the servicing rights of our clients in these circumstances.

### **Personal and professional development**

Hillross offers education, personal and professional development opportunities to our firms 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 Hillross will support the firm with up to 20% of the licensee fees payable by the firm to the licensee in 2017 to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority.

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

# Relationships and associations

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

## About our licensee

Hillross Financial Services Limited

ABN 77 003 323 055

Australian Financial Services and Australian Credit Licensee

Licence No: 232705

Hillross 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

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

## About the AMP Group

Hillross 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 Hillross, namely:

- |   |  |
|---|--|
| — 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.

## Hillross' relationships with other companies

From time to time, AMP Services Limited (ASL) may facilitate access to Hillross and its authorised representatives for issuers to train or educate Hillross and its authorised representatives on their products.



## 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 business days, please contact Hillross:
  - Phone 1800 812 388
  - Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)
  - In Writing:  
**Hillross Financial Services 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<sup>^</sup> 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.

<sup>^</sup>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	<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. Hillross 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 Hillross, even where subsequent to these actions they have ceased to be employed by or act for Hillross.

# 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 Hillross 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 Hillross 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 Hillross 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 Hillross 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.

# Our financial advisers and credit advisers

## About Susan Ray

Phone	02 9037 1434
Email	susan.ray@hillross.com.au
Authorised representative number	000247500
Credit representative number	400315

### Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Advanced Diploma of Financial Planning

### Professional memberships

AFA - Association of Financial Advisers

## The advice and services I can provide

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

I am also a credit representative of Hillross 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 firm:

- salary
- bonus where pre-determined criteria are met

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

- Susan and Jordan are employees of Integra Financial Group Pty Ltd and receives a salary plus bonus (subject to meeting both quantitative and qualitative KPI's) from Integra Financial Group Pty Ltd.

## About Jordan McMillan

Phone	02 9037 1434
Email	jordan.mcmillan@hillross.com.au
Authorised representative number	000400313
Credit representative number	400315

### Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Advanced Diploma of Financial Planning

### Professional memberships

AFA - Association of Financial Advisers

## The advice and services I can provide

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

I am also a credit representative of Hillross 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 firm:

- salary
- bonus where pre-determined criteria are met

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

- Susan and Jordan are employees of Integra Financial Group Pty Ltd and receives a salary plus bonus (subject to meeting both quantitative and qualitative KPI's) from Integra Financial Group Pty Ltd.



# Schedule of Fees & Services Effective from 1<sup>st</sup> November 2020

*This document sets out details of the schedule of fees for Integra Financial Group Pty Ltd. This schedule should read in conjunction with our Financial Services & Credit Guide (FSCG). The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.*

## Initial interview

An introductory consultation is provided to all new clients at our cost and with no obligation to progress any further.

## Statement of Advice Preparation

We charge a fee for the preparation of a Statement of Advice (SoA).

For clients on an Annual Agreement the cost of your review advice is included in the fee for your agreement, new advice fees will only be charged when you confirm you would like us to cover new areas of advice.

### **Approximate Price Range guide - \$3,300 (including GST) – \$22,000 (including GST)**

The fee for a Statement of Advice is determined by the complexity of the advice and strategies recommended. We will quote our fee before we commence working for you. Our fee will be based on how technical and complex the advice is and the estimated time taken to produce your advice.

We will analyse your situation, formulate appropriate strategies and alternative strategies, complete Best Interest Duty working papers, produce quotes and product comparisons where necessary, write and model our advice, then presenting our recommendations to you.

## Implementation Fee

To implement recommended strategies and products you will be charged an implementation fee, this will be based on an estimate of the time it will take to complete. This amount will be stated in your Statement of Advice (SoA).

## Ongoing Service – Annual Advice Agreements

We may offer you an Annual Advice Agreement to help you manage and maintain our recommended strategies and products and provide you with an annual review and review advice.

Annual Agreements are a formal document that set out the terms of our ongoing services, the ongoing fees involved with the provision of these services will be clearly stated in your agreement.

The ongoing fee payable for an Annual Agreement is determined by the amount of work required and technical complexity of your circumstances. These fees are inclusive of GST.

If you would like us to cover new advice areas that are not currently in scope for you, this will incur further advice costs. It will also impact the ongoing fees you pay as additional strategic or product advice areas will need to be covered each year at review, increasing the time and effort to provide this service to you.

## Fee For Service - Options available to Clients

Many of our clients have been with us for many years and are like family. Sadly regulation and compliance has done nothing but push up the cost to service clients for many years. The result is many dear clients we care for may not be able to pay for a review and advice annually.

We also understand and acknowledge that some clients may not want or need reviews to be conducted annually.

To ensure we remain accessible for these clients we also offer our services on an ad-hoc and fee for service basis.

These options may be triggered by us contacting you or by you contacting us.

### **What does this mean?**

We are not permitted to provide ongoing services unless a client signs an Annual Agreement however we can offer the following services which can be paid for on an “at needs” basis:

1. **Full or Scoped Review** of your circumstances
  - A full or scoped review can be completed on request. This provides the benefit of you deciding what you would like reviewed. This could be your entire situation or one area in particular that you are wanting advice.
  - Please note – Due to Best Interest Duty obligations, scoped advice may require additional advice areas to be investigated and brought into scope. If this occurs we will contact you as soon as possible to discuss and confirm any additional costs associated with the new areas of scope.
2. **General information meeting** to discuss investment performance and market/economic changes
  - This is not a review as no alternative products or strategy will be considered, analysed or discussed. This will be a meeting focussing on how your investments have performed and for us to provide you with a market/economic update.
  - The fee for this will vary dependent on the number of accounts to be discussed as this will impact the duration of the meeting. For a single client with a single account we will aim to charge \$1,100 including GST and have the meeting run for no longer than 1 hour.
3. **New advice** to assist you with your changing personal circumstances
  - We can provide holistic or scoped advice for you
4. We can provide limited **Transactional assistance**
  - Where you need help with forms or conducting certain transactions we can assist you in some circumstances.

Please feel free to contact us if you would like assistance. After determining what your needs are we will quote the cost to help you.

We may contact you from time to time to see if you would like our help.

### **Estate Planning**

We may recommend a referral to our specialist Estate Planning Lawyer to establish or review your Wills, Powers of Attorney, Powers of Guardianship, Testamentary Trusts, Death Benefit Nominations, etc.

You will be invoiced directly by the Lawyer for his services and this is separate to our fee.

Our Lawyer does not pay us for referrals, we believe that it is important to have access to a skilled specialist lawyer who can provide you with estate planning advice.

We charge a fee to assist with the review or setup of your Estate Planning arrangements. We brief our specialist Estate Planning Lawyer on your behalf prior to your meeting which saves you time. We will then attend your initial meeting with the Lawyer to help convey your needs and objectives and discuss the reasoning for previous decisions.

We charge \$1,100 as a total fee for this service.

## Other Services

Below are additional services we can provide you which are available to both client on Annual Agreements and Fee for Service clients. These services are outside of our standard services so additional cost will apply:

- Ad hoc analysis or research
- Options papers
- Liaising with other professionals
- Consulting services including attending meetings with you with other professionals
- Placement or rolling over of Term Deposits
- Home visits for meetings or reviews

We will estimate the time and effort required to provide you with your requested service. We will not proceed until we confirm the fee with you and gain your consent.

## Direct Shares and advice for ASX Listed Securities

We do not provide Direct Share advice or recommendations for Initial Public Offers (IPO's) or rights offers that occur on your share holdings. We utilise the services of a dedicated broker.

If you would like advice on Direct Shares, floats or offers please let us know and we can request a recommendation from the broker who will charge a fee for his services.

## Payment of Fees

Fees can be paid by cheque, BPAY, Direct Debit or where possible deducted from your investment, superannuation or pension account.

We will generally recommend deducting fees from a product where possible, as this entitles you to a GST refund in many cases of up to 75% through Reduced Input Tax Credit (RITC). This is of benefit to you as it reduces the overall fee amount that you pay.

## Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions and will cease with effect from 1 January 2021.

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 130.02%.	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.

All fees and charges include GST.

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