

Financial Services and Credit Guide

Integra Financial Group Pty Ltd

Integra Financial Group Pty Ltd (ABN 55 065 913 331) is an Authorised Representative (Authorised Representative number 247528) and credit representative (Credit Representative number 369090) of Hillross Financial Services Limited ("the Licensee").

References to "our", "we", "us", "me" and "I" refer to Integra Financial Group Pty Ltd.

This Financial Services and Credit Guide ("Guide") contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how to contact us
- the advice and services we provide
- information about the Licensee
- our fees and how we are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us

Not Independent

Generally, we provide personal advice in line with the Licensee's 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.

Our contact details:

Address: Suite 3, 33 Alexandra Street, Hunters Hill, NSW. 2110

Phone: (02) 9037 1434

Email: susan.ray@hillross.com.au

Website: <https://www.hillross.com.au/integra/>

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Documents you may receive in the financial planning process

We will provide you with several documents as you progress through your financial planning and advice journey. We may provide these documents 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). The SoA 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 our advice.

If we provide further personal advice an SoA may not be required. We will keep a record of any personal advice we provide you for seven years. You may request a copy of such records by contacting us 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 Services (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 in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Our advice and services

We are authorised to provide personal or general financial advice on:

- Wealth Accumulation
- Personal insurance
- Superannuation strategies and retirement planning
- Retirement income streams, including pensions and annuities
- Budget and cash flow management
- Centrelink and other government benefits

We are authorised to provide advice on and arrange the following products:

- Superannuation
- Securities
- Retirement savings accounts
- Managed investment schemes including Investor Directed Portfolio Services (IDPS)
- Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products
- Life Products – Investment life insurance
- Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

Your adviser may also be authorised to advise on other specialist areas. These are listed in their adviser profiles.

Transaction services

In limited circumstances, we can arrange financial product transactions for you on your instruction without providing personal advice.

Instructing us

You can give us instructions by telephone, mail, email, or other methods, as agreed with your adviser.

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 can determine if our advice is still appropriate.

Privacy Collection Statement

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

As part of the advice journey, 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 analyse your needs, objectives and financial situation, so our recommendations may not be appropriate or suitable for you.

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

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

- We and the Licensee may use this information to provide financial and/or credit advice and services to you;
- We may disclose your information to other financial advisers, brokers and those who are authorised by the Licensee to review clients' needs and circumstances from time to time, including other companies within the Group;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us and the Group to provide financial and/or credit 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 (you can opt-out at any time); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

We and the Licensee 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 we or the Licensee 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 privacy complaint. For a copy of the Group Privacy Policy

visit <http://www.amp.com.au/privacy> or you can contact us.

Confidence in the quality of our advice

If at any time 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.
- Alternatively, you can contact the Licensee at:
 - Phone 1800 812 388
 - Email advicecomplaints@amp.com.au
 - Online at www.amp.com.au
 - In writing to:

Attention: Advice Complaints Department

Hillross Financial Services Limited
Level 25, 50 Bridge Street
Sydney NSW 2000 Australia

They will try to resolve your complaint quickly and fairly. They will provide you with a decision about 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.

Any issues about financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3, Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue about your personal information	The Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001 1300 363 992 www.oaic.gov.au enquiries@oaic.gov.au

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

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. The Licensee 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 also covers claims arising from the actions of former employees or representatives of the Licensee, even where subsequent to these actions, they have ceased to be employed by or act for the Licensee.

About the Licensee

Hillross Financial Services Limited ABN 77 003 323 055
Australian Financial Services and Australian Credit
Licensee; Licence No: 232705

Registered office is at 50 Bridge Street, Sydney NSW 2000
Australia.

The Licensee has:

- Approved the distribution of this Guide
- Authorised us to provide advice and other services as described in this Guide.

About the AMP Group

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

- National Mutual Funds Management Limited
- AMP Capital Investors Limited
- NMMT Limited
- SuperIQ Pty Limited
- N.M. Superannuation Pty Limited
- ipac asset management Limited
- AMP Bank Limited
- SMSF Administration Solutions 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.

The Licensee maintains an APSL, from a diversified selection of approved Australian and International fund providers, including companies related to the Licensee. These have been researched by external research houses as well as our in-house research team. The Licensee regularly reviews products and services to ensure they remain competitive with similar products that address

similar client needs and objectives. Generally, we recommend products on the APSL. However, if appropriate for your needs, we may, subject to the Licensee's approval, recommend other products.

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.

Our fees

We will discuss and agree the actual fees with you before we proceed and where relevant the fees and commissions will be disclosed in the advice document provided to you. 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 one off or regular fees. We may also receive initial or ongoing commissions from certain product providers.

Licensee fees

All permissible fees and commissions will be paid directly to the Licensee. It will then pass on the amounts due to us through its payment system. The Licensee charges us 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.

Other costs

Other costs may apply in the process of providing our advice and services to you. We will agree all additional costs with you prior to incurring them.

The following table outlines the range of fee we charge and 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. All fees and charges include GST.

Fee type & Description

Statement of Advice Preparation fee

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

Approximate Range:

\$3,300 (including GST) – \$22,000 (including GST)

The fee for a Statement of Advice is determined by the complexity of the advice and the strategies recommended.

We will quote our fee before we commence working for you.

Our fee will be based on the estimated time taken to produce your advice along with its technical components.

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 present our recommendations to you.

Implementation fee

To implement recommended strategies and products you will be charged an implementation fee, this fee will be based on an estimate of the time it will take to complete.

Approximate Range:

\$1,100 (including GST) - \$3,300 (including GST)

If applicable this amount will be stated in your Statement of Advice (SoA).

Annual Advice and Service Agreement fee (AASA)

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.

Approximate Range:

\$6,600 (including GST) – \$44,000 (including GST)

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 discussed with you and clearly stated in your agreement.

The fee payable for an Annual Agreement is determined by the amount of work required and technical complexity of your circumstances.

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 may also impact the ongoing fees you pay if additional strategic or product advice areas need to be covered at review each year, increasing the time and effort to provide this service to you.

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.

Pay As You Go (PAYG) Services

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.

Estate Planning fee

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 this service.

Commissions

Insurance:

Initial commissions: 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%.

Ongoing commissions:

Up to 33% of the insurance premium each following year.

For example: 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 pa.

Residential loans

We no longer offer assistance with residential loans however we do receive an ongoing commission for loans that were put in place historically.

Ongoing commissions: Up to 0.55% of the outstanding loan balance each year.

For example: If your loan balance was \$100,000, the ongoing commission on a \$100,000 loan balance would be up to \$550.

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.

Other benefits we may receive

In addition to the payments explained above we may receive other monetary and non-monetary benefits, support services or recognition from the Licensee to help us grow our business. These are not additional costs to you. They could include training, badging rights, technology and technology support, marketing, 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.

From time to time, AMP Services Limited (ASL) may facilitate access to the Licensee and us to be trained and educated by product issuers on their products.

Personal and professional development

The Licensee provides personal and professional development opportunities such as education and professional development programs, offered annually to qualifying practices.

Placement fees

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

Financial and Credit Adviser Profile

About Susan Ray

Susan Ray is an Authorised Representative (AR number 247500) and credit representative (CR number 368716) of the Licensee.

Contact details

Address	Suite 3, 33 Alexandra Street, Hunters Hill, NSW. 2110
Phone	(02) 9037 1434
Email	susan.ray@hillross.com.au

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Margin lending facilities
- Self-managed super funds
- Aged Care

How am I paid?

I receive the following from our firm:

- salary
- bonus where pre-determined criteria are met

Financial and Credit Adviser Profile

About Jordan McMillan

Jordan McMillan is an Authorised Representative (AR number 400313) and credit representative (CR number 400315) of the Licensee.

Contact details

Address	Suite 3, 33 Alexandra Street, Hunters Hill, NSW. 2110
Phone	(02) 9037 1434
Email	jordan.mcmillan@hillross.com.au

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Self-managed super funds
- Aged Care

How am I paid?

I receive the following from our firm:

- salary
- bonus where pre-determined criteria are met