



HILROSS

**FINANCIAL
SERVICES AND
CREDIT GUIDE**
I THINK FINANCIAL GROUP

Version: 13.0

Date prepared: Friday, 14 January 2022

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 achieving your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

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

When we provide credit advice, we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a Record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal which you may request by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

If we recommend or arrange a financial product for you, we will provide a product disclosure statement (PDS), or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product. You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

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 firm

Summary of the business

Name	I Think Financial Group
Australian Business Number	54 087 625 894
Authorised representative number	250244
Credit representative number	373975

Our office contact details

Address	Suite 5, 24 Lakeside Drive, Melbourne, Victoria 3151
Phone	03 9886 3133
Email	enquiries@itfg.com.au
Website	www.ithinkfinancialgroup.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.

I Think Financial Group has more than one office. This FSCG details information about our firm only. You can obtain the FSCG for other offices by contacting them on the details below.

Burwood Office contact details

Address	Suite 5 24 Lakeside Drive Burwood East 3151
Phone	03 9886 3133
Email	enquiries@itfg.com.au

South Yarra Office contact details

Address	Level 1/450 Chapel Street, South Yarra, VIC 3141
Phone	03 9886 3133
Email	enquiries@itfg.com.au

Fairfield Office contact details

Address	Suite 1/83 Station Street, Fairfield, VIC 3078
Phone	03 9886 3133
Email	enquiries@itfg.com.au

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. 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.

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 **Error! Bookmark not defined.**

We can provide financial advice in relation to:	We can provide advice and arrange the following products and services:
— Investment's strategies (strategic asset allocation and goals-based investing)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal purposes)	— Borrowing within your SMSF
— Salary packaging	— Employer superannuation
— Superannuation strategies and retirement planning	— Managed investments
— Personal insurance	— Investor directed portfolio services (for example, administration platforms)
— Estate planning	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Centrelink and other government benefits	— Standard margin loans
— Aged care	— Retirement income streams, including pensions and annuities
— Ongoing advice and services, including regular portfolio reviews	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Loans including mortgages and personal loans, reverse mortgages, and deposit bonds
	— Life investment products including whole of life, endowment, and bonds
	— Securities (including listed securities and debt securities)
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker
	— Various structured products, instalment warrants over managed funds and protected equity loans
	— Limited selection of investment guarantees

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 of October 2021, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by Hillross are Westpac, Macquarie Bank, AFG Home Loans, ANZ, NAB and Bank SA.

Tax implications of our advice

Under the Tax Agent Services Act 2009, I Think Financial Group 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 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.

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
- From 1 January 2021, most benefits given under existing grandfathered arrangements for conflicted remuneration in relation to financial product advice provided to retail clients will cease.

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 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

Where we request Hillross to buy-back our business on or prior to 31 December 2021 and this is approved by Hillross, then 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:

- | | |
|--|---|
| — 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.

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 or accredited mortgage consultant 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
- 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 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	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

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

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. 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.

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, including 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 Hugh Michael Ianchello



Experience	Michael is the Managing Director of I-THINK Financial Group PTY LTD . In 2015 he joined from Westpac Banking Corporation where Michael was the State General Manager of VIC/SA/TAS Third Party Distribution (Mortgage Broking). With a successful career spanning over 25 years, Michael has been recognised through numerous awards for customer excellence and leadership across the Westpac and BT Financial Group.
Phone	03 9886 3133
Email	michael.ianchello@thefps.com.au

Qualifications (Finance related)

Diploma of Financial Planning

Diploma of Finance and Mortgage Broking Management

How I am paid

I receive the following from our firm:

- salary
- equity in the firm

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

- I am paid a salary and receive dividends

About Glen Stander



Experience	Glen is the Senior Private Wealth Adviser who leads our Investment Strategy team and specialises in working with clients and their accountants. Glen provides financial planning and wealth management services to business owners, company directors, professionals and trustees of SMSF's With over 30 years' experience Glen held numerous senior roles across the finance advisory industry and was previously recognised as one of Bank of Melbourne Private leading strategists and advisers.
Phone	03 9886 3113
Email	glen@thefps.com.au
Authorised representative number	1003309
Credit representative number	483153

Qualifications (Finance related)

Diploma of Financial Planning

Diploma of Superannuation Management

Master of Business Administration

Master of Commerce

Professional designations

CFP - Certified Financial Planner (FPA)

The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Estate planning (I am authorised to advise on limited estate planning solutions related to your financial products)
- Goals based investing
- Protected Equity Loans, Instalment Warrants and Structured Products
- Loans including mortgages, reverse mortgages, and deposit bonds

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

I am also a credit representative of Hillcross 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

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

- I am paid by salary

About Steven Hall



Experience	<p>Steven is the Senior Private Wealth Adviser who has in excess of 15 years' experience as a Financial Adviser , who also brings across an extensive amount of knowledge to assist our clients . Steven has extensive expertise in providing compliant, in-depth, holistic advice to a diverse range of client scenarios., he is particularly interested in the issues facing pre and post retirees.</p> <p>Steven is a family man and father of two who loves scuba diving and fishing.</p>
Phone	03 9886 3133
Email	steven@iffg.com.au
Authorised representative number	334268
Credit representative number	407055

Qualifications (Finance related)

Advanced Diploma of Financial Services (Financial Planning)

Bachelor of Business (Economics)

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section, except for the following:

- Employer Super
- Loans including mortgages, reverse mortgages, and deposit bonds

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

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:

- I am paid by salary

About Robert Bruce Craig



Experience	Bruce is one of our Senior Private Wealth Adviser works collaboratively with our clients to provide timely, sound and proactive advice using his 30 years of technical expertise to develop a tailored strategy that is both simple, achievable and effective. Bruce is very passionate about investments and markets and allocates a significant portion of time monitoring portfolios to provide timely updates to our clients and is also a designated "Certified Financial Planner" (CFP).
Phone	03 9826 0566
Email	bcraig@primeplan.com.au
Authorised representative number	427192
Credit representative number	427192
Qualifications (Finance related)	
Diploma of Financial Planning	
Professional designations	
CFP - Certified Financial Planner (FPA)	

The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Estate planning (I am authorised to advise on limited estate planning solutions related to your financial products)
- Goals based investing
- Protected Equity Loans, Instalment Warrants and Structured Products
- Loans including mortgages, reverse mortgages, and deposit bonds

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

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

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

- I am paid a salary.

About Jethro Samuel



Experience	<p>Jethro is our Senior Financial Adviser who enjoys working with clients at all stages of their financial journey. No matter what your goals are, whether it be buying your first home, paying off debt, making sure you and your family are protected, planning for your retirement and creating wealth now and for the future Jethro wants to help you achieve your goals.</p> <p>Jethro has worked in the financial advice industry across Australia over the last 8 years, most recently as a senior adviser at ANZ Financial Planning and is looking forward to being able to share his extensive knowledge and experience with existing and new clients to I Think Financial Group.</p>
Phone	0411577807
Email	jethro@itfg.com.au
Authorised representative number	1233702
Credit representative number	523625

Qualifications (Finance related)

Advanced Diploma of Financial Planning

Bachelor of Commerce

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section, except for the following:

- Goals based investing
- Securities (including listed securities and debt securities)
- Employer Super
- Aged Care
- Estate Planning
- Self-Managed Superfunds (SMSF)
- Standard margin Loan
- Protected Equity Loan, Instalment Warrants and Structured Products
- Loans including mortgages, reverse mortgages, and deposit bonds

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

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:

- I am paid a salary and a bonus may be paid based on my performance to the business

About Ivan Sango



Experience	<p>Ivan brings an exceptional amount of knowledge in Banking & Finance with over 25 years experience across Lending and Relationship Management .</p> <p>As the Senior Mortgage Specialist Ivan ensures he has a clear understanding of our clients goals and provides the right solution every time.</p> <p>Ivan holds a Certificate IV in Finance and Mortgage Broking and previously held roles successfully across the industry in Premium Banking as a Relationship and Lending Manager . Ivan also enjoys spending quality time with his young family.</p>
Phone	03 9886 3133
Email	ivan@itfg.com.au
Credit representative number	523556

Qualifications (Finance related)

Certificate IV in Financial Services (Mortgage Broking)

Diploma in Accounting

The advice and services I can provide

I am an accredited mortgage consultant and as a credit representative of Hillross I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

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:

- I am paid a salary

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
Initial Meeting	Starting from \$300
Strategic overview	Starting from \$1,650
Comprehensive Statement of Advice	Starting from \$3,300

Ongoing service fees

We provide ongoing services for clients with existing ongoing fee arrangements to help you stay on track to meet your goals. Our ongoing service fees vary depending on the scope and complexity of services provided. The cost of these services are as follows:

Ongoing service	Fee amount
Ongoing Advice Fee	Between \$1,500 and \$30,000 per annum This may be charged on as a fixed dollar amount or as a percentage. If charged as a percentage this can range from 0%-1.1% of funds under management. For example, if your account balance was \$100,000 and the ongoing service package charge was 1.1%, your fee would be \$1,100.
Gearing and Margin Lending Advice	Between \$500 and \$5,000

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement. Note that ongoing service are closed to new clients and are applied to existing 'ongoing advice agreements' prior to 1 March 2020. Commissions

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)	<p>Up to 66% of the first year's premium for new policies implemented from 1 January 2020.</p> <p>We may receive commissions on increases or additions to existing policies of up to 77%.</p>	<p>Up to 33% of the insurance premium each following year.</p>	<p>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.</p> <p>We would receive an ongoing commission of up to \$330.00 pa.</p>
Residential Loans	<p>Up to 1.10% of the initial loan balance.</p> <p>Until 1 February 2022, AFG retains 1.5% of this and we will receive the remainder. Up to 1.10% of the initial loan balance. AFG retains 1.5% and passes the remainder on to Hillross. Hillross then retains % and we will receive the remaining %.</p>	<p>Up to 0.55% of the outstanding loan balance each year.</p> <p>Until 1 February 2022, AFG retains 1.5% of this and we will receive the remainder. Up to 0.55% of the outstanding loan balance each year. AFG retains 1.5% and passes the remainder on to Hillross. Hillross then retains % and we will receive the remaining %.</p>	<p>If your loan balance was \$100,000, initial commission would be up to \$1,100.</p> <p>The ongoing commission on a \$100,000 loan balance would be up to \$550.</p> <p>Until 1 February 2022, after the 1.5% aggregator fee is deducted by AFG, we would receive \$1,083.50 of the initial commission and \$541.75 of the ongoing commission based on the above example. If your loan balance was \$100,000, initial commission would be up to \$1,100.</p> <p>AFG would retain up to \$16.50 and Hillross receives \$1,083.50.</p> <p>Hillross then passes (\$1,083.50 x %) Invalid formula on to us.</p> <p>On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$8.25 and Hillross receives \$541.75.</p> <p>Hillross then passes (\$541.75 x %) Invalid formula to us.</p>
Deposit bonds	Up to 25% of the deposit	N/A	For example, if your

	<p>bond fee. AFG retains 1.5% and passes the remainder on to Hillross. Hillross then retains % and we will receive the remaining %.</p>	<p>deposit bond fee is \$400, the commission would be up to \$100. AFG would retain up to \$1.50 and Hillross receives \$98.50. Hillross then passes (\$98.50 x %) Invalid formula to us.</p>	
Investments*	Up to 4.95% of all contributions made to the investment.	Up to 1% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$100.00 pa.

^ Until 1 February 2022, an aggregator fee of 1.5% is deducted by AFG before the remaining commission is passed on to us. From 1 February 2022, this fee will no longer be charged before we receive the commissions. All fees and charges include GST.

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

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.