



A MEMBER OF PARTNERS WEALTH GROUP  
Intelligent Complete Advice Solutions

# Financial Services Guide

A guide to the services we provide and how we will work with you to achieve your goals

We recommend you read this Financial Services Guide (FSG) because it contains important information designed to help you decide whether to use any of the financial services offered by us as described in this Guide, including:

- who we are and how we can be contacted
- information about Charter Financial Planning Limited (Charter), our Licensee
- the initial and ongoing advice and services we provide
- our fees and how we are paid in connection with those services
- your privacy
- how we deal with complaints.

This FSG comprises two parts and is only complete when the business profile and adviser profile are together.

Certified Quality  
Advice Practice 

Version: 19.0, 22 October 2015

## Our practice

We understand that everyone's needs and goals are different. Whether you are looking for financial advice to help achieve your long-term goals or facing a life changing event, we are here to help you choose the right path.

Our business, in its current form, resulted from the OHM Australia Financial Services Pty Ltd business combining with Partners Retirement Planning & Investment Advisers in April 2012.

PRPIA Pty Ltd (ABN 61 144 888 433), corporate authorised representative (CAR), number 396092, trading as OHM Financial Services, is authorised to provide financial services on behalf of Charter Financial Planning Limited (AFSL 234665).

We are a professional financial services provider.

We prioritise the interests of our clients. We listen.

We can efficiently provide a comprehensive range of solutions to your situation.

We will provide you with strategies that allow you to take control of your own financial future.

We build relationships with you and your family to ensure to secure each generation's financial well-being.

We will provide you with strategies that allow you to take control of your own financial future. We also aim to build relationships with you and your family to secure each generation's financial wellbeing.

### Street address

77 Station Street  
Malvern VIC 3144

### Postal address

PO Box 428  
Malvern VIC 3144

**Tel:** 03 8508 7870

**Fax:** 03 9509 9762



We are one of a select number of businesses that has been awarded Certified Quality Advice Practice status by Charter. This program sets an industry benchmark for providing high-quality financial advice. The certification is awarded based on industry qualifications, demonstrated best practice business operations and proven success in meeting the financial needs of our clients.

## Our team

We have a dedicated team of advisers, paraplanners and support staff to help deliver quality financial planning services to you.

Provided with this document is your adviser's profile. The profile contains information about your adviser: their contact details, qualifications, experience and any memberships they may hold. It also outlines the types of recommendations, strategies and products on which your adviser can provide advice.

## Documents you may receive

We will provide you a number of documents as you progress through our financial planning process. When we provide personal advice, it will normally be documented and provided to you in a **Statement of Advice (SOA)**, (or 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 will receive as a result of the advice we have given.

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 your investment or insurance.

## Advice we can provide

### Our financial planning process

We treat each client as an individual and our advice process allows us to tailor a plan that best meets your goals.

#### Identify your goals

We help you identify your financial and lifestyle goals. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We help you to identify the range of issues that need to be addressed to meet your goals. You may choose to address some or all goals and issues.

### **Consider the opportunities and risks**

We assess your current situation and investigate a range of strategies and financial product options for you to reach your goals.

### **Bridging the gap**

Based on discussions with you and the research conducted by us, we will devise a strategy to bridge the gap between where you are now and where you want to be.

### **Bring your plan to life**

We work closely with you to implement your financial strategy. We help you complete any necessary paperwork and we are available to attend meetings with your accountant, solicitor and general insurer so your strategy is implemented efficiently.

### **Staying on track**

With time your circumstances will change and your financial plan will need to be adjusted. We design an ongoing service program to ensure your plan stays on track to meet your goals.

Sometimes life takes us in unplanned directions. When you need a little extra help, just ask us for additional advice. We are there to help you – whatever the occasion.

## **Approved products**

Charter maintains a broad approved list, containing investment and insurance products that have been researched by a number of external research houses as well as our in-house research team. It includes products issued by AMP companies and a diversified selection of Australian and international fund managers.

Charter periodically reviews the products on the approved list to ensure they remain competitive with similar products to address your needs and objectives.

Details of the approved list of products can be provided to you upon request.

We generally recommend products and portfolio administration services (PAS) which are on the approved list, provided they are appropriate to your needs. This may entitle us and Charter to receive additional benefits as disclosed in the other benefits section of this FSG. Subject to Charter's approval, we may recommend other products and PASs where it is appropriate for you.

## **Transaction services**

If you do not require advice from us, but you would like us to help you complete a particular transaction, we can also arrange for you to apply for the kinds of products referred to in your adviser's profile. In these cases we can act on your instructions and arrange for the transaction to be complete without providing you with personal advice.

In these circumstances we will generally ask you to confirm your instructions in writing and to sign a letter to acknowledge you have declined our offer of advice and that you understand the risks of a transaction service. You will be provided with a copy of the letter for your own records.

You can contact us directly with any instructions relating to your existing financial products. We accept instructions from clients via telephone, mail or email.

## **Managed Discretionary Accounts**

We may recommend you invest your funds via a Managed Discretionary Account (MDA) service.

### **What is an MDA service?**

An MDA Service is an extra service that allows an MDA operator to manage your investment portfolio in line with a documented Investment Program.

The key feature of the service is that investment decisions can be made and implemented on your portfolio without obtaining your approval at the point of each transaction. All transactions must be in line with your Investment Program.

### **How does our MDA service operate?**

Our authorised representatives will determine the suitability of an MDA service for you.

Adviser Portfolio Solutions (APS), a business division of PRPIA Pty Ltd, determines the investments to be made for each portfolio, the weighting of each investment and the ongoing decisions regarding investments within each portfolio.

Multiport Pty Ltd act as the MDA operator for this service in which they have a number of roles including establishing your account, maintaining records of investments, executing trades, providing access to continuous online reporting, appointing a sub custodian and providing annual investor statements.

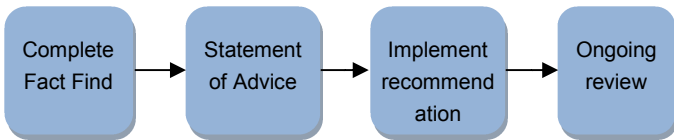
### **Keeping you informed**

You will have access to information regarding the trading on your account. This information will set out the transactions that we have undertaken on your behalf, as well as a detailed valuation of the assets and liabilities in your portfolio.

You can elect to either have online access to your portfolio, together with the receipt of an annual statement, or receive paper statements both quarterly and annually.

**How does an MDA service fit in with the advice and services provided?**

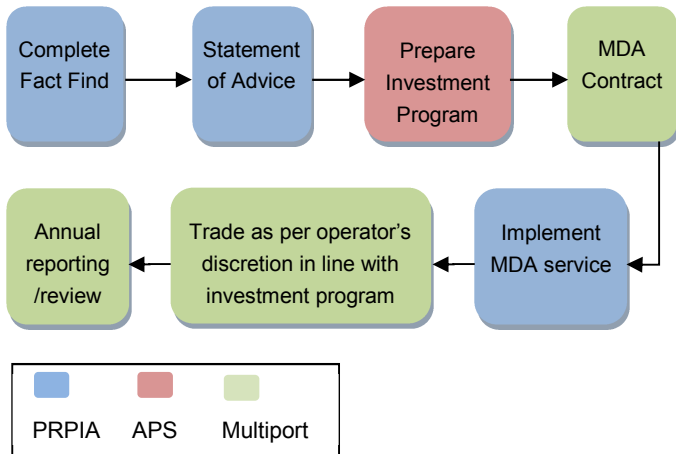
Firstly it is important to illustrate the standard financial planning process, excluding the MDA Service to assist in identifying how an MDA service fits into the primary service offered.



Under this model the authorised representative can still actively manage your portfolio; however they would require your confirmation before any investments are purchased or sold. This is done by providing you with another SOA or Record of Advice outlining what changes are recommended and the basis for the recommendations. The product recommendations are generally reviewed at the same time your strategies are reviewed which typically occurs annually.

**Using an MDA service**

The advice process alters with the inclusion of the MDA service.



An MDA service allows the MDA operator to make changes to your financial products on a more regular basis and without consultation. All trades are made in line with a documented investment program that enables the MDA operator to make changes in a timely fashion.

**Fact Find and supplementary MDA Fact Find**

We will use the information collected in the Fact Find to assess your situation and determine if this type of service suits you. In particular we will consider and analyse the information you have provided regarding your personal and financial circumstances.

**Statement of Advice and Investment Program**

We will provide you with a SOA that will include our reasons for recommending this type of service if it suits your personal and financial circumstances.

The SOA will also include an Investment Program. The Investment Program will comply with the requirements of the Corporations Act relating to the giving of personal advice to clients and will include the following information:

- the nature and scope of the discretions that we will be authorised and required to exercise;
- any significant risks associated with the MDA contract;
- warnings that the MDA contract may not be suitable for you if you have provided us with limited or inaccurate information relating to your relevant personal circumstances or may cease to be suitable if your relevant personal circumstances change;
- a statement of who will be responsible for reviewing the Investment Program.

**MDA contract**

Once you have read your SOA (including the Investment Program) and you wish to proceed with the MDA service you will need to sign the Authority to Implement advice agreement in the SOA and an MDA contract.

The MDA contract is a legal contract defining the terms and conditions under which the MDA service is provided to you.

This contract must be entered into before the MDA Service can be provided/commenced.

The parties to the MDA contract will be you, the external MDA adviser (APS) and the MDA operator (Multiport).

**MDA fees**

APS will charge up to 0.66% pa as an ongoing portfolio administration fees. This is charged monthly, based on an annual percentage of your portfolio value. Portfolio value is defined as the gross portfolio value as measured at each month end.

**Client instructions**

You can contact us directly, whether by telephone or in writing, with any instructions relating to your financial products. Contact details are located in this FSG and in your SOA.

## Risks associated with investing

The following risks are associated with investing through the MDA Service:

- Fair dealing: the risk of the authorised representative providing preferential treatment to some clients at the expense of other clients. For example, an attractive float is promoted to high net worth clients only and therefore other clients fail to receive an offer.
- Reasonable basis: the risk of the MDA operator not exercising diligence and thoroughness when making investment recommendations to the client.
- Failed implementation: the risk of failing to purchase or sell a share at the recommended share price. For example BHP-Billiton shares were purchased at \$17.33 as opposed to \$17.00 due to inefficient purchase procedures.
- Failing to act responsibly and with a reasonable standard of care – where an MDA operator acts in his or her own interests before the benefit of their clients.

## Ownership of investments

Multiport is licensed to provide custody services to clients. As an incidental custodian, Multiport has appointed a sub-custodian for your account, in line with its obligations under its Australian Financial Services Licensee. The sub custodian holds the investments of your portfolio and the cash component of your portfolio on your behalf.

## Important information

This section of the FSG complies with the conditions of the Australian Securities and Investment Commission's relief and Class Order 04/194.

# The cost of our advice

## Advice costs

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

- A set dollar amount; and/or
- A percentage of the funds that you invest.

## Initial advice

This covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The agreement sets out what our initial advice covers and how much it costs.

Our initial hourly rate for providing advice is up to \$330 (Incl. GST) per hour.

Our initial advice fee ranges between \$1,650 and \$8,800 for a single strategy and \$3,300 and \$15,000 for multiple strategies.

The initial advice fee will also be disclosed in your SOA.

## Advice implementation

This is the cost to implement the recommended strategies and products and is based on a set dollar amount.

It is usually disclosed in your initial advice agreement and it will also be disclosed in your SOA.

## Ongoing advice

Should you seek and agree to engage us for ongoing advice, an agreement will be provided setting out our support packages including the advice and services we will provide, the frequency these will be delivered, the cost, payment method and how the service can be terminated.

The fee covers the cost to review the strategies and the products recommended in your SOA. It may be charged as a set dollar amount or a percentage of your investments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

## Additional advice

For all other advice an additional advice fee based on a set dollar amount may be payable.

## Insurance

For advice in relation to insurance we can negotiate a fee for the advice in advance but typically we receive payments from the insurance provider that are factored into the annual premium. These may range from:

- 0% to 130% of the first year's insurance premium paid, and/or
- An ongoing payment of between 0% and 33% per annum of the following years' premium.

## Payment methods

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

- Bpay, direct debt (credit card or savings) and cheque
- Deduction from your investment



## Payments from other professionals

You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. Details of the value of a referral fee will be disclosed in your SOA if applicable.

## Payments to other professionals

We may pay a referral fee when clients are referred to us from other professionals.

- We will pay our referral partners up to 15% of our initial fee and 10% of ongoing fees. For example, if our initial advice fee is \$1,000, we will pay a referral fee of \$150.

This will be disclosed in your SOA if applicable.

## Distribution of fees

Our advice costs and payments from other professionals are received by Charter as the Licensee. They typically retain 3% (may be scaled down to 0%) of these payments and distribute the remaining amount to us.

Please refer to your adviser profile for more information about how your adviser is paid.

## Other benefits we may receive

We may be offered or receive non-monetary benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both PRPIA Pty Ltd and Charter maintain a register to record the non-monetary benefits we have received. A copy of this register will be made available within one month of a request.

## Development, management and advice recognition

- Up to 50% of Charter Financial Planning Limited practices' may qualify to receive a DMA payment to recognise and reward growth and professionalism. The DMA payment may range from 0% to 5% of revenue depending on our ranking based on a scorecard with points allocated for service and advice quality, compliance rating, business goals and client engagement through a measure called Advice Growth Index (AGI). AGI measures the value of my fee for service payments and the growth in the value of our clients' product holdings over the previous year. For example, if our DMA is set at 1% and our revenue for the year was \$200,000, we would receive a total of \$2,000 for that year, paid over two instalments.

## Value participation scheme

- AMP may provide us with a cash payment based on the total value of in force annual premiums on insurance products and funds under management in AMP products. AMP will pay us up to 0.25% of total funds under management in AMP wealth management products and up to 3% of total premiums on some AMP insurance products. For example:

- If our clients have invested \$300,000 of funds into an AMP product we will receive an annual payment of \$750.

If our clients pay a combined annual premium of \$1,500 for insurance with AMP, we may receive an annual payment of \$45.

## Top 20 business award

- For operating a top 20 practice, based on revenue and the retention of the 'Certified Quality Advice Practice' status, Charter covers our cost of attending the national conference and financial planning software (total value of approximately \$15,000).

## Buy out option

- We are eligible to sell our client base to Charter. The value of the sale is based on a multiple of the ongoing revenue generated from financial products.

## Business loans

- We are eligible to receive finance for approved business costs at subsidised rates through AMP Bank.

## About Charter



Charter Financial Planning Limited

ABN 35 002 976 294

Australian Financial Services Licensee 234665

Level 22, 33 Alfred Street, Sydney, NSW 2000

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

Charter is a member of the AMP Group.

Charter is a Professional Partner of the Financial Planning Association (FPA) is fully committed to the FPA's Code of Ethics and Rules of Professional

Conduct. Charter is also a Corporate Member of the Association of Financial Advisers (AFA)

Charter has approved the distribution of this FSG.

## Relationships and associations

### Charter Financial Planning

Your adviser can provide advice on products from a wide range of financial product providers, some of which are part of the AMP Group and as such are affiliated with Charter, including:

<b>Product issuer</b>	<b>Product brands used by issuer</b>
The National Mutual Life Association of Australasia Ltd	AMP
National Mutual Funds Management Limited	AMP
NMMT Ltd	Summit Generations AXcess
N.M. Superannuation Pty Limited	Summit Generations North
Multiport Pty Ltd	Multiport
ipac asset management limited	iAccess
AMP Bank Limited	AMP
AMP Capital Funds Management Limited	AMP
AMP Capital Investors Limited	AMP
AMP Superannuation Limited	AMP
AMP Life Limited	AMP
The Cavendish Group	Cavendish
Australian Securities Administration Limited (ASAL) and Super IQ Pty Ltd (49% interest held by AMP Group)	Ascend Self Managed Super

If we recommend a product issued by the AMP Group, 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.

Authorised representatives and staff at Partners Retirement Planning & Investment Advisors hold shares in AMP Limited, the ultimate holding company of the AMP Group which is listed on the Australian Securities Exchange, whose share price may be favourably affected by the sale of products issued by the AMP Group.

## Partners OHM Financial Planning

In addition to providing the financial planning services listed in this FSG, Partners OHM Financial Planning is a member of Partners Wealth Group which also provides mortgage & lending, legal, property investment, auditing, and SMSF administration services.

Charter Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

Authorised representatives and staff at PRPIA Pty Ltd control a percentage of the equity interests in Partners Wealth Group. As a result, they will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

## Referral policy

We welcome the opportunity to assist new clients and often help via referrals from existing clients. We value such endorsement. So you may like to be aware of our Referral policy, should you know someone who may benefit from our assistance.

All referrals from clients are treated on a no-obligation basis. We welcome the opportunity to meet with any referrals, but there is no pressure placed on them to proceed any further than an initial meeting.

We maintain strict confidentiality and privacy policy procedures between clients and any of their referrals. We cannot discuss either party's situation or disclose their decisions or objectives.

We ask for a brief introduction to any client referral, to avoid any surprises. We are often introduced to referrals over a coffee, via an email or phone call or at one of our seminars

## Privacy

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 Charter 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 Charter to review customers' needs and circumstances from time to time, including other companies within the AMP group.
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other

services to assist your adviser and the AMP group in providing financial advice and services to you. A list of countries where these service providers are located can be accessed via the AMP Privacy Policy from March 2014.

- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the AMP Privacy Policy).
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Charter will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Charter holds about you at any time to correct or update it as set out in the AMP Privacy Policy. The AMP Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles. For a copy of AMP's Privacy Policy visit [www.amp.com.au/privacy](http://www.amp.com.au/privacy) or you can contact us.

### Appointing a new financial adviser

Due to personnel changes and internal restructuring it may be necessary for a different advisor within the practice to be assigned to your account (for example due to an extended absence from the business or change in role). In such a case, the practice will discuss and liaise with you at the appropriate time.

However, in a more major and unforeseen event, should a different financial planning firm be appointed to you, Charter as the licensee will write to you advising you of such a change at that time. In such a case, your personal information will be passed on to the new financial planning firm.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policies will be paid to your new adviser.

## Professional indemnity

Professional indemnity insurance is maintained by Charter and your adviser to cover advice, actions and recommendations which have been authorised by Charter and provided by your adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.



# What to do if you have a complaint

If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please lodge your complaint in writing to:

Charter Financial Planning Limited  
Attention: National Complaints Manager  
Channel Services  
Level 8, 33 Alfred Street  
Sydney NSW 2000

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

Charter will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1300 780 808 Email: <a href="mailto:info@fos.org.au">info@fos.org.au</a> Web: <a href="http://www.fos.org.au">www.fos.org.au</a>
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.