

AUSTRALIAN MORTGAGE AND FINANCIAL ADVISERS



# COMBINED CREDIT GUIDE & FINANCIAL SERVICES GUIDE

VERSION 9, AUGUST 2024

*OUR GUIDE TO ASSISTING YOU WITH YOUR FINANCIAL NEEDS*



WWW.AMAFA.COM.AU  
ABN: 26 088 464 939 | AFSL: 389206 | ACL: 389206

## CREDIT GUIDE (CG)

### ABOUT US

Australian Mortgage and Financial Advisers Pty Ltd ('AMAFA') is licensed under the national Consumer Credit Protection Act 2009.

The details of our licence are as follows:

Business Name:	Australian Mortgage and Financial Advisers
Address:	182 Huntingdale Street, Pullenvale QLD 4069
Phone:	07 3378 2056
Email:	<a href="mailto:info@amafa.com.au">info@amafa.com.au</a>
Australian Credit Licence Number:	389206
External Dispute Resolution (EDR):	Australian Financial Complaints Authority (AFCA)
AFCA Membership Number:	43774

### YOUR BEST INTEREST

Our broker's priority is to you, their customer. We require our brokers place your finance needs above those of anyone else.

Our brokers are required to be transparent about products, your options, applicable fees, and charges as well as any conflicts of interest. They will communicate in simple to understand language and act with the highest standards of integrity. They are committed to ensuring the product selected will meet your needs, requirements, and be in your best interests at the time of assisting you obtaining finance.

### CREDIT GUIDE

The Credit Guide contains important information about us, the services we provide and the activities of the credit representative operating under our credit licence. It also contains:

- Information about fees and charges that may be payable by you to us;
- Commissions that we may receive when we are acting as a credit representative;
- Commissions that we may pay to third parties for introduction of business; and
- information about what you should do if you have a complaint or dispute in connection with our services and activities.

We are required to provide this document to you as soon as practicable after it becomes apparent that we are likely to provide credit assistance to you. We provide "credit assistance: when we:

- Suggest or assist you in applying for:
  - A particular loan with a particular lender; or
  - An increase to an existing loan with a particular lender; or
- Recommend that you remain in an existing loan contract.

## PRELIMINARY ASSESSMENT

Prior to providing credit assistance to you, we must assess whether the particular loan is “unsuitable”. A loan will be “unsuitable” based on the information you provided to us if:

- You will be unable to repay the proposed loan or will only be able to repay the proposed loan with substantial hardship, or
- The proposed loan does not meet your requirements and objectives.

We are required to document our findings that the proposed loan is not unsuitable by way of completing a Preliminary Assessment. The Preliminary Assessment will set out your:

- Requirements and objectives;
- Financial and relevant personal situation; and
- Ability to repay the proposed loan.

We are also required to take reasonable steps to verify information provided by you to us. This verification may include:

- Requesting you for copies of documents that demonstrate your financial situation – in some cases we may also need you to sight original documents; and
- Contacting third parties to assist in verifying the information that you provide.

## OBTAINING A COPY OF THE PRELIMINARY ASSESSMENT

If we provide you with credit assistance, you may request a copy of our Preliminary Assessment at any time for up to 7 years and we must provide you with a copy of the assessment within the following timeframes:

Your request is made:	We will give you your assessment:
Before the Credit Day*	As soon as possible after we receive your request
Up to 2 years after the Credit Day	Within 7 business days after we receive your request
Between 2 to 7 years after the Credit Day	Within 21 business days after we receive your request

*\*The Credit Day is the date that credit contract is settled, or the credit limit is increased.*

There is no charge for requesting or receiving a copy of the Preliminary Assessment.

## FEES AND CHARGES THAT ARE PAYABLE BY YOU IN RELATION TO OUR CREDIT ASSISTANCE

We may charge a fee for providing credit assistance to you. If applicable, details about the fees payable by you will be set out in a Credit Quote which we will give to you prior to submitting your loan application.

### OTHER FEES AND CHARGES

You may have to pay other fees and charges (such as application fees, valuation costs and other applicable fees) to the lender or other parties. You should review the particular loan contract documentation for further details of any such fees and charges.

## HOW DO WE GET PAID?

Our aggregator receives commission from the lenders, then pays commission to AMAFA. AMAFA then distributes commission to our credit representatives in relation to the loan contracts (such as home and investment property loans) for which they have provided credit assistance.

An upfront commission is payable by lenders in relation to settled (drawn-down) loans and is calculated as a percentage of the loan amount. It is usually paid after settlement of the loan.

Trail commission is payable by lenders in relation to settled (drawn-down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears.

The upfront and trail commissions that we are paid by lenders are not payable by you. Details of commission to be received will be included in the Credit Proposal Disclosure document that we will provide you with when credit assistance is provided.

From time to time, we may receive a non-commission benefit by way of training, professional development, entertainment, gift, conference attendance, sponsorship, or entry into a competition run by a lender or my aggregator, at no extra cost to you. The nature of such arrangements is temporary, and the occurrence and amounts are often not readily ascertainable, however if they are apparent as a result of assisting you with credit assistance, this will be disclosed to you.

## OTHER PEOPLE WE DEAL WITH

### OUR AGGREGATOR

We have approval to utilise credit providers and their loan products through the services of our aggregator Connective Broker Services Pty Ltd ABN 77 161 731 111, Credit Representative 437202 authorised under Australian Credit Licence 389328. The aggregator charges us a fee depending on our contract agreements, consisting of:

- A share of commission that is paid by the particular lender;
- A membership fee for our business;
- A monthly fee for each of our accredited loan writers.

Commissions paid by Connective's lender panel are transparent and do not influence the broker or consumer choice. Connective is committed to quality consumer outcomes in all circumstances.

### REFERRERS AND REFERRAL FEES

We obtain referrals from a range of sources, including accountants, financial planners, real estate agents and other people. If you were introduced or referred to us, we may pay the referrer a commission or a fee.

Details of any commission or fees being paid to the referrer will be included in the Credit Proposal Disclosure document we provide to you.

## DISPUTE RESOLUTION AND COMPLAINTS

We are committed to providing you with the best possible service, however we understand there may be times when you are not satisfied. If this occurs, please inform us verbally or in writing with the exact details of your complaint, so we can work towards a prompt and fair resolution.



We are mindful of the need to ensure that consumers are treated fairly and with respect during the complaints handling process. Any dissatisfaction will be handled in an efficient, timely and effective manner in accordance with ASIC regulations of Internal Dispute Resolution (IDR).

We hope that you will be satisfied with how we deal with your complaint. However, if your concerns remain unresolved, or you have not heard from us within 30 days, then you can have your complaint heard by an independent party. The complaint can be lodged with the Australian Financial Services Complaints Authority (AFCA):

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678 (free call)

**Mail:** Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

## THINGS YOU SHOULD KNOW

We don't provide legal or financial planning advice. It is important you understand your legal obligations under the loan, and the financial consequences. If you have any doubts, you should obtain independent legal and financial planning advice before you enter any loan contract.

## OUR LENDER PANEL

We are authorised to engage in credit activities and therefore provide assistance to obtain loans for you from a panel of lenders.

## ENTERTAINMENT AND HOSPITALITY REGISTER

We hold and maintain an entertainment and hospitality register. A copy can be provided on request.

## FURTHER INFORMATION

For more information regarding this document or anything else about our services, just contact us at any time. We're here to assist you.

# PRIVACY DISCLOSURE STATEMENT AND CONSENT

## OVERVIEW

In handling your personal information, Australian Mortgage and Financial Advisers Pty Ltd, ABN 26 088 464 939 and its individual representatives are committed to complying with the Privacy Act 1988 and the Australian Privacy Principles.

We are authorised credit representatives of Australian Credit Licence 389206 and ABN 26 088 464 939, 182 Huntingdale Street, Pullenvale QLD 4069, ('we, us, our'). Any reference to 'we, us, our' will include reference to our aggregator, Connective Broker Services Pty Ltd and any of its related companies.

We collect information about you for the purposes you agree to in this Privacy Disclosure Statement and Consent ('Consent'). When you sign this document, you agree we can, consistent with Australia's privacy and credit reporting laws, collect, use, and exchange consumer and/or commercial credit and personal information ('information') about you for those purposes.

We are collecting information about you, as applicable:

- To source for you, or a company of which you are a director:
  - Consumer credit for personal, household, domestic or residential investment purposes; or
  - Commercial credit for business purposes; or
  - Other services stated in this Consent; or
- To support a guarantor application, you will provide.

As your broker, we require information we collect from you to assess your credit or guarantor application or the credit application of a company of which you are director, to source a suitable credit provider and any required insurances and to manage the application process, where required. If you do not provide the information sought, we may be unable to process your application, or the company's application, or we may be limited in the other services we can offer you or the company.

## YOUR INFORMATION – COLLECTION AND DISCLOSURE

The personal information we collect may include a broad range of information from your name, address, and contact details to other information about your qualifications, employment history and financial information.

'Personal information' may include any sensitive information (including health information) and may include any information you tell us about any vulnerability you may have. We may use that information to assess your application and, where appropriate, to source a suitable credit provider or lessor and/or insurance provider. We may, as appropriate:

- Disclose your identification information to a consumer credit reporting service ('Consumer CRS') and/or a commercial credit reporting service ('Commercial CRS'), where we hold your consent.
- Use any information a CRS provides in its reports to assist us to preliminarily assess your credit or guarantor application (references to 'CRS' could be to either a Consumer CRS or a Commercial CRS).
- Disclose your information to an insurer or insurers to source any insurances you wish to obtain; and
- Disclose your information to our advisers, aggregators, licensees and other financial intermediaries, a credit provider or credit providers to apply for finance on your behalf.

Some of the recipients to whom we disclose your personal information may be based overseas. It is not practicable to list every country in which such recipients are located but it is likely that such countries will include the Philippines and/or India.

## **HOW WE PROTECT YOUR INFORMATION**

We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or exposure. All AMAFA staff are required by the terms of their employment to maintain confidentiality of customer information. Access to your information is restricted to those employees whose job requires that information. Access to our premises and computer systems is restricted through locks, password protection, internet firewalls and routers.

We will take reasonable steps to destroy or de-identify your personal information when your personal information is no longer required for our business functions.

## **CREDIT PROVIDERS**

As part of providing our services to you, we may undertake tasks for a credit provider which are reasonably necessary to manage the application process. When doing so, we are acting as agent for the credit provider, with the same privacy law requirements applying to both of us.

We may submit your application to one or more credit providers. A full list of the lenders (credit providers) we have access to can be provided to you upon request.

A credit provider, to whom we submit an application, may disclose information about you to, and collect information about you from, one or more CRS.

The website of each credit provider contains details of each CRS with which it deals about information held about you, including whether that information may be held or disclosed overseas and, if so, in which countries. The websites also describe your key rights. These details may be described on the credit providers' websites as 'notifiable matters', 'privacy policy', 'credit reporting policy' or 'privacy disclosure statement and consent', or similar.

For each consumer CRS a credit provider uses, the website details will include the following specific information:

- That the CRS may include information the credit provider discloses about you to other credit providers to assess your credit worthiness.
- That, if you become overdue in making consumer credit payments or commit a serious credit infringement, the credit provider may disclose that information to the CRS.
- How you can obtain the credit provider's and/or the CRS' policies about managing your information.
- Your right to access and/or correct information held about you and to complain about the conduct that may breach the privacy and credit reporting laws.
- Your right to request a CRS not to undertake pre-screening for purposes of direct marketing by a credit provider.
- Your right to request a CRS not to release information about you if you believe you are a victim of fraud.

This detail will also be included by the credit provider who approves your application in the privacy disclosure statement and consent document it will provide to you.

Each credit provider website includes information on how to contact it and how to obtain a copy of its privacy documents in a form that suits you (e.g., hardcopy or email).

## **YOU AGREE WE MAY**

- Use your information:
  - To assess your consumer or commercial credit and/or guarantee application and/or to assess a credit application by a company of you which you are a director.
  - To source any finances you require.
  - To source any insurances you require.
  - As the law authorises or requires.

- Disclose to, and obtain from, any prospective credit provider or insurer, information about you that is reasonably necessary to obtain the finance and insurances you require.
- Obtain from, and disclose to, any third party, information about you, the applicant(s) or guarantor(s) that is reasonably necessary to assist you obtain the finance and insurances required.
- Provide your information, including your credit report(s), to one or more credit providers so they can assess your application, or the application of a company of which you are a director, or your suitability as a guarantor.
- Provide information about you to a guarantor, or prospective guarantor.
- Disclose your information to the extent permitted by law to other organisations that provide us with services, such as contractors, agents, printers, mail houses, lawyers, document custodians, securitisers and computer system consultants or providers, so they can perform those services for us. Some of which may be located overseas.
- Disclose your information to any other organisations that may wish to acquire or has acquired an interest in our business or any rights under your contract with us, or the contract with us of a company of which you are a director.

## **YOUR RIGHTS**

You have the right to ask:

- Us to provide you with all the information we hold about you.
- Us to correct the information we hold if it is incorrect.
- Us for copies of our privacy policy and this document, in a form that suits you (e.g., hardcopy or email).
- A Consumer CRS not to use your information for direct marketing assessment purposes, including pre-screening.
- A CRS to provide you with a copy of any information it holds about you.

You can gain access to the information we hold by contacting our Privacy Officer by email at [keith.marshall@amafa.com.au](mailto:keith.marshall@amafa.com.au).

In some cases, an administration fee may be charged to cover the cost of providing the information. Our Privacy Policy also deals with our complaints process and is available on our website or we will provide you with a copy if you ask us.

Schedule 1 at the end of this document sets out the contact details for each CRS.

## **EXTENDED EFFECTIVENESS FOR COMMERCIAL CREDIT**

Your agreement and consent to the disclosures and consents in this document will be effective for a period of 12 months, but only in relation to commercial credit. Your agreement to this cease when you either withdraw it by contacting us using our details above or 12 months after you sign this document, whichever first occurs. This will allow us to continue to provide our services to you without the need to ask you to sign a new privacy statement and consent each time you require commercial credit within a 12- month period. The extended effectiveness does not apply in relation to consumer credit.

Where the applicant, or guarantor, is a company of which you are a director, you consent to the disclosure and use of your information, in addition to the company's information, in each of the ways specified in this document.

## **YOUR CONSENT TO COLLECT AND DISCLOSE**

By asking us to assist, you consent to the collection and use of the information you have provided to us for the purposes described above.

For more information on your privacy rights, please visit [www.oaic.gov.au](http://www.oaic.gov.au).



## **YOUR CONSENT TO PROVIDE PERSONAL INFORMATION TO A CREDIT REPORTING BODY (CRS)**

We can act as your agent to obtain a report or information about your consumer or commercial credit worthiness from a CRS. To do so, we may disclose personal information such as your name, date of birth and address to the CRS to obtain an assessment of whether that personal information matches information held by it.

**By signing this document, you authorise the broker or Connective to obtain a credit report on your behalf.**

You also agree and consent to, as appropriate:

- A CRS specified in Schedule 1 disclosing information to a credit provider for the purpose of assessing your application for consumer or commercial credit or our guarantor application, and/or assessing a credit application by a company of which you are a director.
- When you are a prospective guarantor, a credit provider using that information to assess your suitability as a guarantor.
- A credit provider disclosing your information (including information obtained by it from a CRS) to a guarantor, or a prospective guarantor.
- A credit provider disclosing to another credit provider, to your agent, such as us as your broker, or to a servicer, for a particular purpose, information it holds about you.

By signing this document, you consent to us making a request on your behalf to obtain information about you from one or more credit reporting service(s) and credit provider(s). That information will assist us in providing our services to you.

### *SCHEDULE 1 – CREDIT REPORTING SERVICES*

<b>CONSUMER/COMMERCIAL CREDIT REPORTING SERVICES</b>		
<b>Name</b>	<b>Website</b>	<b>Telephone</b>
<b>Equifax</b>	<a href="http://www.equifax.com.au">www.equifax.com.au</a>	13 83 32
<b>Experian</b>	<a href="http://www.experian.com.au">www.experian.com.au</a>	1300 783 684
<b>Illion</b>	<a href="http://www.illion.com.au">www.illion.com.au</a>	13 23 33

## FINANCIAL SERVICES GUIDE (FSG)

### WHAT IS A FINANCIAL SERVICES GUIDE?

This Financial Services Guide ('FSG') helps you understand and decide if you wish to use the financial services that we are able to offer you. It provides you with information about the entities that may provide you with financial services:

- Individual Authorised Representatives of the Licensee.

We collectively refer to Authorised Representative(s) in this FSG as "us, our, we". We are the providing entity and are the authorised representative(s) of the Licensee.

This FSG sets out the services we provide. It tells you:

- who we are and how we can be contacted;
- who the licensee is and how it can be contacted;
- what services and products we are authorised to provide to you;
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

### NOT INDEPENDENT

AMAFA, including our representatives, cannot be described as being independent, impartial or unbiased, as:

- We may receive commissions, volume-based payments, gifts or benefits which may influence the advice we provide; and
- We have an Approved Product List which limits the range of products we can recommend when providing advice to you.

We may provide you with personal advice that takes into account your needs, financial situation and circumstances. Where we provide you with personal advice, we will provide you with a Statement of Advice ('SOA'). The SOA outlines our advice and the basis on which the advice was given. It also outlines relevant information about us, our fees and charges associated with our advice. We are only able to provide personal advice about certain products as stipulated under the Licensee's Australian Financial Services Licence ('AFSL').

If we provide further personal advice after providing our initial advice, we may record this in a Record of Advice ('ROA'), instead of an SOA. You may request a record of the further advice that is provided to you, if you haven't already been provided with it. You can also contact us, using the details at the start of this FSG, within 7 years from when the advice is provided to request this record.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives. Additionally, we will provide you with an applicable Product Disclosure Statement ('PDS') (if one is available) which you should read before making a decision that the product is right for you.

When a financial product is recommended to you, you will be provided with a PDS issued by the product provider. The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

The Licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under s912B of the Act.

Please retain this FSG for your reference and any future dealings with us.

## WHO WILL BE PROVIDING THE FINANCIAL SERVICES TO YOU?

### THE LICENSEE

The Licensee is the authorising licensee for the financial services provided to you, and is responsible for those services. The Licensee authorises, and is also responsible for, the content and distribution of this FSG.

The Licensee's contact details are as follows:

<b>Licensee Name:</b>	Australian Mortgage and Financial Advisers Pty Ltd t/a AMAFA ('AMAFA')
<b>AFSL Number:</b>	389206
<b>Address:</b>	182 Huntingdale Street, Pullenvale QLD 4069
<b>Website:</b>	<a href="http://www.amafa.com.au">www.amafa.com.au</a>
<b>Phone:</b>	(07) 3378 2056
<b>Email:</b>	<a href="mailto:info@amafa.com.au">info@amafa.com.au</a>

You can provide instructions to us by contacting us using the contact details above.

The Licensee and the Authorised Representatives listed in this FSG act on your behalf we provide financial services to you.

## WHAT SERVICES AND PRODUCTS ARE WE AUTHORISED TO PROVIDE TO YOU?

We are authorised to provide financial product advice and deal in the following financial products:

- Deposit and Payment Products – Non-Basic Deposit Products
- Investment Life Insurance products
- Life Risk Insurance products
- Managed Investment Schemes including IDPS<sup>1</sup>
- Retirement Savings Account Products
- Superannuation
- Government Debentures, Stocks or Bonds
- SMSF

We are authorised to provide these services and products to both retail and wholesale clients.

There is an important difference between 'general advice' and 'personal advice'. If we provide you with 'general advice' it means that we have not considered any of your individual objectives, financial situation and needs.

If we provide you with 'personal advice' we will consider your individual objectives, financial situation and needs when making our recommendation to you.

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<sup>1</sup> Investor Directed Portfolio Services

We will only provide services to you, with your prior, informed consent. If you do not understand any of the information in this Financial Services Guide, or have any other questions relating to the terms on which we will be acting, please contact us.

In providing our services, other financial matters may arise, however, we are not authorised to assist with any financial and product services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

## WHAT FEES AND COMMISSIONS ARE PAYABLE TO US?

Fees for providing you with our services are received by:

1. the Licensee (AMAFA); or
2. the individual authorised representative; or
3. the corporate authorised representative.

All fees described in this FSG include GST. The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, when providing a recommendation for a financial product or service your adviser may be remunerated by:

- An initial fee for service; or
- An ongoing fee for service; or
- A contribution fee or implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

### SERVICE FEES

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

Type of Remuneration	Initial	Ongoing
Adviser Service Fee	\$0 to \$13,200; or 0% to 1.1%*	\$0 to \$13,200; or 0% to 1.1%*
SOA Preparation Fee	\$0 to \$5500	N/A
Implementation Fee	\$0 to \$5500	N/A
Contribution Fee	0% to 1.1%*	0% to 1.1%*
Hourly Rate	\$0 to \$550	\$0 to \$550
Investment Commission	N/A*	N/A*
Insurance Commission	0% to 66%^	0% to 22%^

\*based on a percentage of funds invested.

^based on a percentage of the premium.

### FEES FOR ADVICE

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation, and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

## ONGOING ADVICE FEES

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be agreed with you and is either a set amount or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances.

## COMMISSIONS

If you take out a financial product through us, AMAFA may receive payments in the form of initial commissions and/or ongoing commissions from the financial product providers. These commissions are included in the fees, premiums and interest rate (in the case of margin loans) you pay for the product. They are not an additional cost to you. We may agree to rebate some or all of these.

The commission payable for different classes of financial products include the following:

### EXAMPLES OF COMMISSIONS WE MAY CHARGE

#### LIFE INSURANCE PRODUCTS

Initial and ongoing commissions from insurance providers may be received by AMAFA. These commissions are paid to AMAFA by the company that issues the product that we recommend to you, and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to AMAFA. Ongoing commissions are payments paid by product issuers to AMAFA in the years after the first year. These commissions may be passed onto the authorised representative.

If you initiate an increase to your cover, AMAFA may receive an initial commission and ongoing commissions on the increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), AMAFA may receive up to 60.0% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that AMAFA may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

\* AMAFA may receive the pre 1 January 2018 commission rates above from the product issuer if:

- your policy was issued before 1 January 2018 and you exercise an option or apply for additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.



## **EXAMPLE**

We recommend an insurance product to you and it is applied for and issued on 2 February 2018. The annual policy cost is \$450. AMAFA may receive up to \$360 (80% excl. GST) as an initial commission, and may pass up to \$360 to us. Assuming the policy cost stays the same each year, AMAFA may receive up to \$90 pa (20% excl. GST) as an ongoing commission, and may pass up to \$90 pa to us.

From 2 April 2020, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to AMAFA in respect of this increase will be \$60 (60% excl. GST). The ongoing commission payable to AMAFA in respect of this increase will be \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 April 2021). These commissions may be passed onto us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that AMAFA and we are entitled to receive, if you decide to purchase a life insurance product, in your SOA or ROA.

## **HOW ARE WE AND THIRD PARTIES REMUNERATED?**

AMAFA receives a flat fee and/or percentage of the Adviser's remuneration for the provision of services required under its Australian Financial Services License. Commissions paid to AMAFA by financial service providers are remunerated to our Authorised Representatives and/or CARs, after a deduction of applicable fees.

Should you be referred to your Adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. You will receive detailed information concerning any referral fee in your SOA or other relevant document.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

1. All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. We do not charge asset-based fees where you are investing using borrowed money.
3. You understand, consent to, authorise and direct us to charge you in this way.

## **WHAT ARRANGEMENTS MAY INFLUENCE OUR ADVICE TO YOU?**

We are generally only permitted to recommend products provided by platform providers on the Approved Product List. However, we can recommend other products to you where it suits your objectives, financial situation and needs.

From time to time, we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$25 and \$300, and other benefits that relate to information technology, software or support provided by a product issuer, or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

## WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

If you have a complaint, you can contact us and discuss your complaint.

Please contact the Complaints Manager of our Licensee using any of the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed timeframes.

If the complaint cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678 (free call)

**In writing to:** Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

## COMPENSATION ARRANGEMENTS

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Act. This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.