

# Financial Services and Credit Guide

Goldsworthy Investments

It is important that you read this Financial Services and Credit Guide (FSCG). It contains information that will 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
- the advice and services we provide
- information about our licensee AMP Financial Planning Limited (AMP Financial Planning)
- our fees and how we, your adviser and AMP Financial Planning, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or AMP Financial Planning

## Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

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

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.

# About our practice

## Summary of the business

<b>Name</b>	Goldsworthy Investments Pty Ltd trading as Goldsworthy Investments as Trustee of the Goldsworthy Family Trust
<b>Australian Business Number</b>	12 874 751 549
<b>Australian Company Number</b>	079 803 035
<b>Authorised representative number</b>	248089
<b>Credit representative number</b>	386084

## Our office contact details

<b>Address</b>	Level 5 Hypercentre 50-56 Sanders Street Upper Mt Gravatt, QLD 4122
<b>Phone</b>	07 3421 3700
<b>Fax</b>	07 3421 3711
<b>Email</b>	fpadmin@goldsworthyinv.com
<b>Website</b>	www.goldsworthyinv.com

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

## Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice 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 17.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal and investment 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
— Ongoing advice and services, including regular portfolio reviews	— Retirement income streams, including pensions and annuities
— Aged care	— 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
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.
	— Limited selection of investment guarantees

AMP Financial Planning maintains an approved products and services list, which includes products issued by AMP companies and a diversified selection of approved Australian and International fund managers. These have been researched by external research houses as well as our in-house research team.

AMP Financial Planning 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 AMP Financial Planning's 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 issued or promoted by the AMP Group or as otherwise approved by AMP Financial Planning and where appropriate to your circumstances.

As at September 2017, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning Pty Limited are:

- |                  |                           |
|------------------|---------------------------|
| — AMP Bank       | — Commonwealth Bank       |
| — ANZ            | — Bankwest                |
| — ING Direct     | — Macquarie Bank          |
| — AFG Home Loans | — St George               |
| — Westpac        | — National Australia Bank |

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Goldsworthy Investments Pty Ltd, trading as Goldsworthy Investments 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

If you do not require advice, we can also arrange for you to apply for 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 we will document in writing. You can ask us for a copy of this documentation at any time.

## 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 ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service 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.

## Changing service providers

To ensure that you are provided at all times with ongoing servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another adviser or financial planning practice within the AMP network or to another AMP licensee (the new service provider). If we do this, the new service provider will provide the ongoing servicing to you and will be entitled to the agreed on-going fees. The new adviser will also take over the rights and obligations on the same terms and conditions set out in the servicing arrangement and we will be released from those rights and obligations. We will write to you in advance of a transfer occurring, to introduce your new service provider. You may notify your new service provider at any time if you want to vary or end your servicing arrangements.

## 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 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; and
- Ongoing advice.

Please note that for services in relation to insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

### Payment methods

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

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to AMP Financial Planning 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 for the prior year.

For details of our service fees, please refer to **Schedule of fees** on page 25.

### Fixed service fees

We offer the following services at these fees:

Service	Fee
GW - Statement of Advice	\$1,886.00
GW - No Advice Transaction	\$498.00
GW - Record of Advice	\$760.00
GW - Support Package	\$520.00
GW - Centrelink Package	\$520.00
MG - No Advice Transaction	\$1,100.00

### 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 is a list of benefits we may receive other than those explained above. These are not additional costs to you. These benefits may be monetary or things like training, events or incentives we are eligible for.

In addition to the payments we may receive for our advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, and business performance. These benefits are paid at the licensee's discretion and the amounts are set by the licensee from time to time (usually on an annual basis).

We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

### **Development, management and advice recognition**

We may be eligible for Development management and advice (DMA) recognition payments based on our performance relative to other AMP Financial Planning practices in the previous year. Up to 30% of all AMP Financial Planning practices may be eligible for DMA payments.

The DMA payment is based on a percentage of our practice revenue. Our DMA percentage will be set annually and may range from 0% to 10% depending on our ranking. The relevant percentage is then applied to our practice revenue and the resulting payments are received twice a month (the 'payment period').

For example, if our DMA is set at 3% and our revenue for the payment period was \$8,500, we would receive  $\$8,500 \times 0.03 = \$255$ . Assuming an average revenue of \$8,500 per payment period, the total DMA payment received in a year would be  $\$255 \times 24 = \$6,120$ .

### **How our performance is ranked**

Ranking of practices is determined yearly by a points system which is a broad measure of the growth and professionalism of our practice as compared to other practices in the AMP Financial Planning network. The points system is based on a combination of factors within a balanced scorecard such as the quality of our services, compliance, our business goals and our engagement with our clients through a measure called Advice Growth Index (AGI). AGI measures the value of our fee for service revenue and the change in our clients' product holdings over the prior measurement period (usually a period of approximately 12 months).

### **Business growth advice payments**

All practices within the AMP Financial Planning network are eligible for Business Growth Advice (BGA) payments. The payments are based on our practice revenue.

BGA payments are set at 1% of our practice revenue. Payments are received twice each month. For example, if our practice revenue was \$8,500 in a payment period, we would receive  $\$8,500 \times 0.01 = \$85$ . Assuming an average revenue of \$8,500 per payment period, the total BGA payment received in a year would be  $\$85 \times 24 = \$2,040$ .

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

If we leave the financial services industry or can no longer appropriately service a selection of our clients, and cannot find a buyer, AMP Financial Planning will either look after our clients or appoint one of its authorised representatives to do so.

If this happens, AMP Financial Planning makes available a facility for practices to transfer the servicing rights of their clients. The valuation will vary depending on certain factors including the annual recurring revenue of our practice and the level of our service standards.

### **Personal and professional development**

AMP Financial Planning provides personal and professional development opportunities in the form of a multi-tiered development program, offered annually to qualifying practices.

#### **Summit**

The Summit is a national convention available to advisers from all AMP Financial Planning practices. AMP Financial Planning subsidises the expenses of those who attend the convention up to a maximum value of \$1,200 per annum per practice.

#### **Mid-tier and base-tier study tours**

AMP Financial Planning will subsidise the cost of our participation in certain personal and professional development programs if we meet specific qualification criteria. The qualifying criteria is based on a



combination of factors including the quality of our services, our business goals and our ranking against other practices in AMP Financial Planning. The maximum amount of this subsidy is \$12,000 per annum per practice.

### **Amicus program**

In addition to the above, certain practices that meet additional qualification criteria will be eligible to participate in the Amicus program, an additional personal and professional development program organised by AMP Financial Planning. The additional qualification criteria requires long term achievement of the mid-tier study tour criteria. If a practice qualifies for the Amicus program, AMP Financial Planning will subsidise the cost of their participation up to a maximum value of \$15,000 per annum per practice.

### **Para-planning costs subsidy**

We may be eligible for a subsidy from AMP in relation to paraplanning costs, depending on the number of paraplanning requests that we make in a particular month. If our practice submits a minimum of 5 paraplanning requests per eligible authorised representative in our practice, we receive a discount of up to 25% in relation to these costs. For example, if the total cost of 5 SOAs is \$1,000 we will receive a discount of up to \$250 ( $25\% \times \$1,000 = \$250$ ) and pay a discounted fee of minimum \$750.

### **Placement fees**

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

# Relationships and associations

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

## About our licensee

AMP Financial Planning Pty Limited

ABN 89 051 208 327

Australian Financial Services Licensee and Australian Credit Licensee

Licence No: 232706

AMP Financial Planning is a member of the AMP Group and has:

- Approved the distribution of this FSCG
- Authorised us to provide advice and other services as described in this FSCG
- Authorised us to provide credit assistance services to you

AMP Financial Planning's registered office is located at 33 Alfred Street, Sydney, NSW 2000.

## About the AMP Group

AMP Financial Planning 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 part of the AMP Group and as such AMP Financial Planning is affiliated with:

- National Mutual Funds Management Limited
- NMMT Limited
- N.M. Superannuation Pty Limited
- Multiport Pty Limited
- ipac asset management limited
- AMP Bank Limited
- SMSF Administration Solutions Pty Ltd
- AMP Capital Funds Management Limited
- AMP Capital Investors Limited
- AMP Superannuation Limited
- AMP Life Limited
- Cavendish Superannuation Pty Ltd
- Australian Securities Administration Limited (ASAL)
- Super IQ 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.

## AMP Financial Planning's relationships with other companies

AMP Services Limited provides administration services and distribution infrastructure services to several issuers of financial products and loan products under agreements entered into prior to 1 July 2013.

In return for those services, AMP Services Limited receives remuneration as set out below:

- For investment products and loan products – up to 0.33%\* p.a. of funds under administration, the balance of any relevant cash account or the total loan value outstanding.
- For insurance products – up to 10%\* p.a. of the total premium paid.

\*includes GST

By way of example:

- If total funds under administration for a particular investment product is \$10 million, AMP Services Limited would receive \$33,000.
- If total premiums for insurance products are \$1 million, AMP Services would receive up to \$100,000.

From time to time, AMP Services Limited may facilitate access to AMP Financial Planning and its authorised representatives for issuers to train or educate AMP Financial Planning and its authorised representatives on their products.

## Arrangements with platform providers

We have arrangements with third parties for administration and support services in relation to the products below.

### **WealthView eWRAP and PortfolioCare administration services**

The range of WealthView and PortfolioCare administration services are issued by companies in the AMP Group. These companies have an agreement with Asgard Capital Management Limited (Asgard) under which Asgard administers the WealthView eWRAP and PortfolioCare administration services in addition to administration and support services also provided by AMP companies.

If you access a product in the WealthView eWRAP or PortfolioCare range, then administration and, where applicable, custodial share and trustee fees are deducted from your account. These fees, as set out in the product disclosure statement or IDPS Guide, are paid to AMP Financial Planning after deduction of expenses for administration and support described above.

A full description of the fees is in the relevant product disclosure statement or IDPS guide. Our practice does not receive any part of these payments.

## Our referral arrangements

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Consolid8	Accountants	We have a referral arrangement with Consolid8 through which we refer clients to Consolid8 for accounting matters and advice. If you are referred to Consolid8 by us, no referral fee will be payable to Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
TdK Law	Lawyers	We have a referral arrangement with TdK Law through which we refer clients to TdK Law for legal matters and advice. If you are referred to TdK Law by us, no referral fee will be payable to Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
4Front Accountants	Accountants	We have a referral arrangement with 4Front Accountants through which we refer clients to 4Front Accountants for accounting matters and advice. If you are referred to 4Front Accountants by us, no referral fee will be payable to Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Smartline Kenmore	Accredited and Licensed Mortgage Broker	We have a referral arrangement with Smartline Kenmore through which we refer clients to Smartline Kenmore for lending matters and advice. If you are referred to Smartline Kenmore by us, no referral fee will be payable to Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Calvados Law	Lawyers	We have a referral arrangement with Calvados Law through which we refer clients to Calvados Law for legal matters and advice. If you are referred to Calvados Law by us, no referral fee will be payable to Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Global QROPS Limited	Advice and Transfer of Overseas Pension Funds	We have an arrangement with Global QROPS Limited through which we refer clients to Global QROPS Limited for financial matters and advice. If you are referred to Global QROPS Limited by us, no referral fee will be payable to Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Reverse Mortgage Finance Solutions	Equity Release Credit Advisor and Mortgage Broker	We have an arrangement with Reverse Mortgage Finance Solutions through which we refer clients to Reverse Mortgage Finance Solutions for financial matters and advice. If you are referred to Reverse Mortgage Finance Solutions by us, no referral fee will be payable to Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.

AMP Financial Planning Pty Limited	Credit assistance with mortgages and loans.	35 % of any one off commission on initial borrowing received by AMP Financial Planning Pty Ltd 35 % of any ongoing commission on continued borrowing received by AMP Financial Planning Pty Ltd For example, if the initial commissions was \$5,000 and ongoing commission was \$1,000, we will initially receive \$1,750 and continue to receive \$350 per annum thereafter.
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Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
Consolid8	We have a referral arrangement with Consolid8 through which Consolid8 refers clients to us for financial advice. If you are referred to us by Consolid8 no referral fee will be payable by Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
TdK Law	We have a referral arrangement with TdK Law through which TdK Law refers clients to us for financial advice. If you are referred to us by TdK Law no referral fee will be payable by Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
4Front Accountants	We have a referral arrangement with 4Front Accountants through which 4Front Accountants refers clients to us for financial advice. If you are referred to us by 4Front Accountants no referral fee will be payable by Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Smartline Kenmore	We have a referral arrangement with Smartline Kenmore through which Smartline Kenmore refers clients to us for financial advice. If you are referred to us by Smartline Kenmore no referral fee will be payable by Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Calvados Law	We have a referral arrangement with Calvados Law through which Calvados Law refers clients to us for financial advice. If you are referred to us by Calvados Law no referral fee will be payable by Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Global QROPS Limited	We have an arrangement with Global QROPS Limited through which Global QROPS Limited refers clients to us for financial advice. If you are referred to us by Global QROPS Limited no referral fee will be payable by Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.
Reverse Mortgage Finance Solutions	We have an arrangement with Reverse Mortgage Finance Solutions through which Reverse Mortgage Finance Solutions refers clients to us for financial advice. If you are referred to us by Reverse Mortgage Finance Solutions no referral fee will be payable by Goldsworthy Investments Pty Ltd or AMP Financial Planning for this service offering.

## Our other business activities and relationships

### General insurance

We are authorised representatives of Resilium Pty Limited (Australian Financial Services Licence number 232703).

If we provide general insurance services, then we will provide details in a separate financial services guide. When providing general insurance services, we do not represent AMP Financial Planning.

## Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact AMP Advice Complaints on [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au), or put your complaint in writing and send it to:

**Attention: National Manager, Advice Complaints**

Level 16, 33 Alfred Street  
Sydney NSW 2000

- AMP Advice Complaints 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 below.

Any issues relating to financial advice, investments, superannuation or insurance matters	<b>Financial Ombudsman Service (FOS)</b> GPO Box 3 Melbourne VIC 3001  1800 367 287 <a href="http://www.fos.org.au">www.fos.org.au</a> <a href="mailto:info@fos.org.au">info@fos.org.au</a>
Any issue relating to your personal information	<b>The Privacy Commissioner</b> GPO Box 5218 Sydney NSW 2001  1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights. You can also contact the **Financial Planning Association (FPA)** at [www.fpa.asn.au](http://www.fpa.asn.au) to make a complaint (please note that the FPA cannot award compensation).

## Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. AMP Financial Planning 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 AMP Financial Planning, even where subsequent to these actions they have ceased to be employed by or act for AMP Financial Planning.

# 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 AMP Financial Planning 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 AMP Financial Planning 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 found in the AMP 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 AMP Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and AMP Financial Planning 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 AMP Financial Planning 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 <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.

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 subsidises some costs of attendance, which may include meals and accommodation. 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, will be disclosed in our advice to you prior to application.



# Our Financial Advisers and Credit Advisers

## About Ralph Goldsworthy



My association with AMP started on the 28 September 1990 when I moved to Brisbane and decided to purchase my father-in-law, Bill Orr's, Financial Planning Practice. During my time with AMP I have received many awards from AMP and gained recognition amongst my peers throughout Queensland and Australia.

Phone	07 3421 3700
Email	ralph@goldsworthyinv.com
Authorised representative number	248090
Credit representative number	372393

### Qualifications

AFPA

### Professional memberships

I am an Associate Member of the Financial Planning Association.

## 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:

- Aged care
- Estate planning
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. 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 practice:

- salary

I am the Managing Director of Goldsworthy Investments Pty Ltd and am remunerated by salary.

## About Jennifer Goldsworthy



I completed a Bachelor of Business in Financial Planning through RMIT University in Melbourne. I plan to complete my CFP studies in the next year.

I have been an advisor since 2007 and in 2008 I won the AMP New Advisor Award for Queensland.

In 2014 and 2015 I featured on the finale of Channel 9's "The Block" as a representative for AMP, discussing Australian's love of property and where it fits into a portfolio.

I specialise in most areas of advice, in particular, Retirement Planning, Transition to Retirement, Centrelink Strategies and Wealth Creation.

Phone	0411 700 120
Email	jennifer@goldsworthyinv.com
Authorised representative number	319974
Credit representative number	372394

### Qualifications

B.Bus & Fin.Planning, C.dec

## 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:

- Aged care
- Estate planning
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. 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 practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Goldsworthy Investments Pty Ltd and as such I receive a salary from Goldsworthy Investments Pty Ltd and potential performance bonuses. Bonuses are dependent on Practice Profitability and are determined at the discretion of the Practice Principal.

## About Peter Donovan



I have been in the Financial Services Industry since 1977. I hold a Bachelor of Business, Diploma of Financial Planning and the designation of CERTIFIED FINANCIAL PLANNER™.

My specialties are Pre-Retirement and Retirement Strategies. I enhance these by offering hands on Centrelink intervention. I can offer SMSF advice.

There have been massive changes in Aged Care and I am pleased to say I am an Aged Care Specialist. Aged Care is something that should be looked at sooner rather than later, as we all want to ensure our loved ones have a good quality of life for as long as they can.

Phone	0432 055 541
Email	peter@goldsworthyinv.com
Authorised representative number	297694
Credit representative number	374463

### Qualifications

B.Bus Dip FP, JP C.dec QLD, Certified Financial Planner™

### Professional memberships

Certified Financial Planner - Associate Member of the Financial Planning Association of Australia

## 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
- Investor directed portfolio services

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. 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 practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Goldsworthy Investments Pty Ltd and as such I receive a salary from Goldsworthy Investments Pty Ltd and potential performance bonuses. Bonuses are dependent on Practice Profitability and are determined at the discretion of the Practice Principal.

## About John Fawcett



I started in the Financial Services industry in 2013 working with ANZ in Institutional Property Banking and Corporate Banking. One of the main reasons for moving into the financial services industry is my passion for helping people.

I completed my Diploma of Financial Services in 2014.

Phone	0421 382 224
Email	john@goldsworthyinv.com
Authorised representative number	469905
Credit representative number	469906

### Qualifications

Dip. Financial Services, JP (C.dec)

## 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:

- Aged care
- Estate planning
- Self-managed super funds (SMSF)
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. 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 practice:

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- bonus where pre-determined criteria are met

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## About Craig Miller



Before becoming part of Goldsworthy, Craig had his own successful financial planning business. “It was a family business – much like Goldsworthy – and I bought it from my dad in 2004. In April 2016, I felt I wanted to be part of a bigger team and decided to join forces with Goldsworthy. I’ve known Ralph and Jen for years and their values are similar to mine: we care deeply about our clients and it makes us happy to see clients achieve their goals.”

Craig is a family man: “I like nothing better than spending time with family and seeing my children grow. My son Finley shares my interest in music. His band Winchester is quite successful, he writes and produces much of their music and they’ve been nominated for several Queensland Music Awards. I’m like a glorified taxi driver for them ... but it’s still rewarding to see him follow his dreams.”

Phone	0499 998 325
Email	craig@goldsworthyinv.com
Authorised representative number	248924
Credit representative number	373491

### Qualifications

Adv Dip FS (FP), Certified Financial Planner™

### Professional memberships

Certified Financial Planner - Member of the Financial Planning Association of Australia

## 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:

- Aged care
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. 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 practice:

- share of revenue

I am a contractor to Goldsworthy Investments Pty Ltd and as such I receive a fee split from Goldsworthy Investments Pty Ltd based on my initial fees and charges.

## About Amy Nightingale

I started working in Financial Planning in 2009 as a Client Services Officer. Not long after starting in that role I realised that I had a passion for Financial Planning and commenced my Diploma of Financial Services (Financial Planning) through Kaplan Professional, which I completed at the end of 2012.

I then started in my role as a Financial Planner and in 2014 was awarded the AMP Financial Planning New Adviser of the Year Award for the Queensland South region. I have also completed my Graduate Certificate in Financial Planning, and on path to completing a Masters of Financial Planning.

I understand that each client is different and has unique goals for their future. I am dedicated to helping my clients achieve their individual financial goals so they can have the lifestyle they desire.

Phone	0499 030 544
Email	amy@goldsworthyinv.com
Authorised representative number	431738
Credit representative number	431739

### Qualifications (Finance related)

Diploma of Financial Services (Financial Planning) - 2012

Graduate Certificate in Financial Planning - 2016

### Professional memberships

AFA - Association of Financial Advisers

## 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:

- Employer super
- Estate planning
- Gearing and margin lending
- Self-managed super funds (SMSF)
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. 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 practice:

- salary
- bonus

I am an employee of Goldsworthy Investments Pty Ltd and as such I receive a salary from Goldsworthy Investments Pty Ltd and potential performance bonuses. Bonuses are dependent on Practice Profitability and are determined at the discretion of the Practice Principal.

## About Mark Grymski

Phone	0402 194 091
Email	mark@goldsworthyinv.com
Authorised representative number	248226
Credit representative number	380983

### Qualifications

Advanced Diploma in Financial Services (Financial Planning) - Adv Dip FS (FP)

## 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:

- Aged care
- Employer super
- Estate planning
- Gearing and margin lending
- Self-managed super funds (SMSF)
- SMSF borrowing

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. 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 practice:

- salary
- share of revenue

I am an employee of Goldsworthy Investments Pty Ltd and as such receive a salary from Goldsworthy Investments Pty Ltd. I also receive a percentage split of new business fees and commissions where applicable.

## About Colin Tierney



With Colin we introduce a new area of expertise to the Goldsworthy portfolio: finance broking. Colin can obtain home loans, business loans and investment loans from a panel of 20+ lenders. With 15 years of experience as a finance broker and 20 years experience in the finance industry, few are better qualified to obtain the best possible loan for you. Colin fits perfectly into the Goldsworthy culture: "Goldsworthy is like one big family. We all get along but we work hard as well. I like that."

Sport plays a large role in Colin's life. "I used to play rugby league – like most boys back then – but now I'm a Brisbane Roar fan and I spend much of my spare time coordinating Logan Lightning's female soccer teams. My two sons used to play soccer, now one of them swims and almost made it to the Olympics. He's in the world top-50 in 200m breaststroke."

Phone	0447 939 300
Email	colin@goldsworthyinv.com
Credit representative number	470164

### Qualifications

B.Bus, Cert B&F, Cert IV FS, Diploma F&MBM, C.Dec

### Professional memberships

MFAA (Member Finance Association of Australia)

## The advice and services I can provide

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning, 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
- personal loans
- reverse mortgages

## How I am paid

I receive the following from our practice:

- share of revenue

I receive commissions paid by Goldsworthy Investments Pty Ltd - these commissions are industry based and paid by the banks.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Loan Options Australia Pty Ltd. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.



## 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 service fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
GW - Initial Fee - first hour is free of charge and add additional time will be charged at hourly rate of \$260 inc GST.	\$260.00
GW - Statement of Advice	\$1,886.00
GW - Record of Advice	\$760.00
GW - No Advice Transaction	\$498.00
MG - Specific Advice to a Category	Starting from \$2,200.00
MG - Wide Ranging Advice	Starting from \$3,300.00
MG - Multiple Strategies	Starting from \$5,500.00
MG - No Advice Transaction	\$1,100.00

### Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

Ongoing service	Fee amount
<p><b>GW - Platinum Package</b></p> <p>Personal Financial Planner support throughout the year by way of telephone, email and mail for;</p> <ul style="list-style-type: none"> <li>• Strategy health check – is my superannuation, retirement or investment strategy still on track?</li> <li>• Help! The government has changed the rules, how will this affect me?</li> <li>• Advice and coaching through economic cycles.</li> </ul> <p>Local Helpline for ongoing support matters including;</p> <ul style="list-style-type: none"> <li>• You've received something in the mail and are unsure what to do?</li> <li>• Administration – you can call or email any changes, alterations or withdrawals as well as any account balance and pension payment enquiries?</li> <li>• Call or email for a report on your investment performance.</li> </ul> <p>Up to two appointments each year to formally discuss your situation and track your progress towards your goals.</p> <p>Advice documents include one Review Statement of Advice (major alterations) or one Record of Advice (minor alterations)</p> <p>Implementation of online system for you to access your account balances and training on how to use this online system.</p> <p>Access to our quarterly newsletter and budget briefing to help you stay “in the know”.</p> <p>Implementation of online system for you to access your account balances and training on how to use this online system.</p> <p>Access to our quarterly newsletter and budget briefing to help you stay “in the know”.</p> <p>Is my home loan competitive? Obligation free debt check with our Accredited Mortgage Consultant.</p> <p>If you require a more comprehensive advice solution we will create a customised ongoing package to suit your individual needs.</p>	Starting from \$1,730.00

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## GW - Core Package

Personal Financial Planner support throughout the year by way of telephone, email and mail for;

- Strategy health check – is my superannuation, retirement or investment strategy still on track?
- Help! The government has changed the rules, how will this affect me?
- Advice and coaching through economic cycles.

Local Helpline for ongoing support matters including;

- You've received something in the mail and are unsure what to do?
- Administration – you can call or email any changes, alterations or withdrawals as well as any account balance and pension payment enquiries?
- Call or email for a report on your investment performance.

Starting from  
\$1,280.00

One appointment each year to formally discuss your situation and track your progress towards your goals.

Advice documents include one Record of Advice (minor alterations).

*If you require major alterations there may be additional charges; we will provide a quote for our services if any changes are required.*

Implementation of online system for you to access your account balances and training on how to use this online system.

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## GW - Support Package

Local Helpline for ongoing support matters including;

- You've received something in the mail and are unsure what to do?
- Administration – you can call or email any changes, alterations or withdrawals as well as any account balance and pension payment enquiries?
- Call or email for a report on your investment performance.

\$520.00

One appointment every two years to formally discuss your situation and track your progress towards your goals.

*No formal advice documents are included in this package; we will provide a quote for our services if any changes are required.*

Implementation of online system for you to access your account balances and training on how to use this online system.

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## GW - Centrelink Package

We are conveniently located opposite Centrelink UMG and can take the worry out of the Centrelink process for you. If you are experiencing any of the following, our Centrelink Package is right for you;

- You've received a letter from Centrelink and are unsure what to do; we will resolve and update this for you.
- Assistance with the completion and lodgement of confusing Centrelink forms;
- We will electronically update of your income and asset information in the event of major changes or if Centrelink request information;
- You're unhappy with a decision or a debt raised by Centrelink; we will assist you to get it sorted out.

\$520.00

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## GW - Fee for Advice

If you do not wish to subscribe to an ongoing package our hourly rate option is for you;

Hourly rate for any administration and financial planning service provided is charged at \$260 per hour or part thereof including GST.

No formal review dates are set.

No formal advice documents are included in this package; we will provide a quote for our services if any changes are required.

Starting from  
\$260.00

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## Miller Grymski Package

Personal Financial Planner support throughout the year by way of telephone, email and mail for;

- Strategy health check – is my superannuation, retirement or investment strategy still on track?
- Help! The government has changed the rules, how will this affect me?
- Advice and coaching through economic cycles.

Local Helpline for ongoing support matters including;

- You've received something in the mail and are unsure what to do?
- Administration – you can call or email any changes, alterations or withdrawals as well as any account balance and pension payment enquiries?
- Call or email for a report on your investment performance.

0.55% of your Funds under Management. For example, if your account balance was \$100,000, your fee would be \$550.00

Agreed appointment time frame of at least one appointment every two years to formally discuss your situation and track your progress towards your goals.

Implementation of online system for you to access your account balances and training on how to use this online system.

If you require a more comprehensive advice solution we will create a customised ongoing package to suit your individual needs.

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## Bedrock Platinum Service

- Offer of Annual Formal Review in our office, including documentation when required, funded predominantly by Practice (excludes new advice)

- Offer of Six monthly telephone portfolio status update by Planner

\$95.00/week  
(\$4,940/annum)

- Phone support as required from the Client Services Team, with access to the Planner when required

- Up to date investment information, budget updates and changes in legislation provided via email on a regular basis

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## Bedrock Gold Service

- Offer of Two Yearly Formal Review in our office, including documentation when required, funded in conjunction with client (excludes new advice)

- Offer of Two yearly telephone portfolio status update by Planner (years in between Two Yearly Formal Review)

\$60.00/week  
(\$3,120/annum)

- Phone support as required from the Client Services Team, with access to the Planner when required

- Up to date investment information, budget updates and changes in legislation provided via email on a regular basis

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## Bedrock Silver Service

- Offer of Two Yearly Formal Review in our office, including documentation when required, funded in conjunction with client (excludes new advice)

- Phone support as required from the Client Services Team, with access to the Planner when required

\$25.00/week  
(\$1,300/annum)

- Up to date investment information, budget updates and changes in legislation provided via email on a regular basis

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## Bedrock Bronze Service

- Offer of Three Yearly Formal Review, including documentation when required, funded in conjunction with client (excludes new advice)

- Up to date investment information, budget updates and changes in legislation provided via email on a regular basis

\$15.00/week  
(\$780/annum)

- Phone support as required from the Client Services Team, with access to the Planner when required

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## Bedrock Transaction Service

- Up to date investment information, budget updates and changes in legislation provided via email on a regular basis

- Phone support as required from the Client Services Team

\$5.00/week  
(\$260/annum)

Where you have selected the Transaction Service Package, fees where required will be charged for time with the Planner, advice document preparation and strategy implementation.

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## Commissions

I do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing my advice. The following table is a guide of commissions I may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.95% of all contributions made to the investment.	Up to 1.10% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$110.00 pa.
Insurance (including those held within superannuation)	Up to 130% of the first year's premium. From 1 January 2018, commission on new policies will be limited to 88% of the first year's premium*.	Up to 33% of the premium each following year.	In 2018, if your insurance premium was \$1,000, we would receive an initial commission of up to \$880. We would receive an ongoing commission of up to \$330.00 pa.
Loans	Up to 1.65% of the initial loan balance, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 4% and we will receive the remaining 96%.	Up to 0.55% of the outstanding loan balance each year, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 4% and we will receive the remaining 96%.	If your loan balance was \$100,000, initial commission would be up to \$1,650, of which AFG retains up to \$49.50 and AMP Financial Planning receives \$1,600.50. AMP Financial Planning then passes (\$1,600.50 x 96%) \$1,536.48 on to us. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$16.50 and AMP Financial Planning receives \$533.50. AMP Financial Planning then passes (\$533.50 x 96%) \$512.16 to us.
Deposit bonds	Up to 22% of the deposit bond fee, of which AFG retains between 0-3% and passes the remaining 97-100% on to AMP Financial Planning. AMP Financial Planning then retains 4% and we will receive the remaining 96%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88, of which AFG retains up to \$2.64 and AMP Financial Planning receives \$85.36. AMP Financial Planning then passes (\$85.36 x 96%) \$81.94 to us.

All fees and charges include GST.

\*Commissions on policies applied for prior to 1 January 2018 and issued before 31 March 2018 will not be subject to this limit.

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