

Financial Services and Credit Guide

Community Financial Services Pty Ltd

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

Name	Community Financial Services Pty Ltd as Trustee of the Community Financial Services Unit Trust. Trading as Community Financial Services and trading as Canny Advisory and trading as Chapman Welsh Financial Services
Australian Business Number	39 814 682 399
Australian Company Number	155048132
Authorised representative number	419034
Credit representative number	419032

Our office contact details

Address	Office 804 C3 Town Centre , 5 Main Street, Point Cook, VIC 3030
Phone	038353 9439
Fax	033948931
Email	cfs@communityfinancial.com.au
Website	http://communityfinancial.com.au/

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

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

Our group is a leading financial servicing provider with a dedicated team of advisors, Paraplanners and support staff to help deliver quality financial planning services to you.

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

Community Financial Services Pty Ltd has more than one office. This FSCG details information about our practice only. You can obtain the FSCG for other offices by contacting them on the details below.

Canny Advisory

Address	10 Norlane Street, Norlane 3214
Phone	03 5278 9500
Fax	03 5272 1122
Email	info@cannygroup.com.au

Chapman Welsh Financial Services

Address	80 Pakington Street, Geelong West 3218
Phone	03 5222 1664
Fax	03 5222 1447
Email	enquiry@cwfs.net.au

Our advice and services

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

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 and goals based investing)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal and investment purposes)	— Employer superannuation
— Salary packaging	— Managed investments
— Superannuation strategies and retirement planning	— Separately managed accounts
— 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.
	— Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service
	— 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 March 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 | — Suncorp |
| — 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, Community Financial Services Pty Ltd 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'll 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 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 47.

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. These can include financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, and business performance.

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 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 securities (such as shares and rights issues). 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
Moonhaven Financial Consultants	Mortgages and other lending arrangements.	If you are referred by us, then we will receive a referral fee of 30% of all initial fees charged to you, for example, if your initial fee were \$100 we would receive a \$30 referral fee.
Switch Now Home Loan	Mortgages and other lending arrangements.	If you are referred by us, then we will receive a referral fee of 25% of all initial fees charged to you, for example, if your initial fee were \$100 we would receive a \$25 referral fee.
Karen Mei Chuen Wong	Risk Management Issues.	If you are referred by us, then we will receive a referral fee of 20% of all initial fees charged to you, for example, if your initial fee were \$100 we would receive a \$20 referral fee.
Choon Chong	Risk Management Issues	If you are referred by us, then we will receive a referral fee of 20% of all initial fees charged to you, for example, if your initial

		fee were \$100 we would receive a \$20 referral fee.
WMC Accounting	Risk Management Issues	If you are referred by us, then we will receive a referral fee of 20% of all initial fees charged to you, for example, if your initial fee were \$100 we would receive a \$20 referral fee.

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
Moonhaven Financial Consultants	If you have been referred to us, then we will pay a referral fee of 30% of all initial fees charged. For example, if you pay us initial fees of \$100 we would pay a \$30 referral fee.
Switch Now Home Loans	If you have been referred to us, then we will pay a referral fee of 25% of all initial fees charged. For example, if you pay us initial fees of \$100 we would pay a \$25 referral fee
Byron Tan & Associates Pty Ltd	If you have been referred to us, then we will pay a referral fee of 30% of all initial fees charged. For example, if you pay us initial fees of \$100 we would pay a \$30 referral fee.
S.J Canny Pty Ltd	If you have been referred to us, then we will pay a referral fee of 25% of all initial fees charged. For example, if you pay us initial fees of \$100 we would pay a \$25 referral fee.
Minerva Financial Strategies	If you have been referred to us, then we will pay a referral fee of 25% of all initial fees charged. For example, if you pay us initial fees of \$100 we would pay a \$25 referral fee.
TMC- Accountants	If you have been referred to us, then we will pay a referral fee of 15% of all initial fees charged. For example, if you pay us initial fees of \$100 we would pay a \$15 referral fee.
Allied Taxation	If you have been referred to us, then we will pay a referral fee of 30% of all initial fees charged. For example, if you pay us initial fees of \$100 we would pay a \$30 referral fee.

Our other business activities and relationships

General insurance

Community Financial Services Pty Ltd trading as Community Financial Services Pty Ltd as Trustee of the Community Financial Services Unit Trust is an authorised representatives of Resilium Pty Limited (Australian Financial Services Licence number 232703) (Resilium).

The following Advisers are authorised representatives of Resilium:

- Brian Yole
- Ed Morrissy

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, or put your complaint in writing and send it to:

Attention: National Manager, Advice Complaints

Level 12, 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	Financial Ombudsman Service (FOS) GPO Box 3 Collins Street West Melbourne VIC 3001 1300 780 808 www.fos.org.au info@fos.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

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

Our services for Managed Discretionary Accounts

We offer limited types of Managed Discretionary Account services (MDA services) within approved investment platforms. Through these services, you allow us to manage your investments for you, using our discretion and without obtaining your instructions before each transaction we undertake on your behalf. However, we do not (and we are not authorised to) open new accounts, withdraw funds or contribute funds to your investment.

What are the risks associated with using the MDA service?

By authorising us to make changes to your investments, you cannot claim we were not acting on your behalf if we acted within the authority given. Therefore, our acts bind you. It is important you understand what we are authorised to do and that you carefully read and understand the activities that you are authorising us to do on your behalf.

How can you instruct us to exercise rights relating to the financial products in your portfolio?

Generally, the financial products that we invest in on your behalf do not have any additional rights or entitlements attached to them. However, if there are, we will let you know. You can then instruct us how you wish us to proceed.

Do you have to enter into a contract for us to provide MDA services?

Yes. This MDA contract will set out the terms and conditions of the authority and also the investment program, which sets out how your money will be invested. We will agree and prepare the investment program for you based on your relevant personal circumstances, your financial objectives and your needs and review the program every 12 months.

Will the investment program in the MDA contract comply with the law?

If this is relevant, then the investment program set out in the MDA contract will comply with the law. The relevant law is Division 3 of Part 7.7 of the Corporations Act. The contract will also contain:

- statements about the nature and scope of the discretions we will be authorised and required to exercise under the MDA contract
- any investment strategy that is to be applied in exercising those discretions
- information about any significant risks associated with the MDA contract
- the basis on which we consider the MDA contract to be suitable for you, and
- warnings that the MDA contract may not be suitable to you if you have provided us with limited or inaccurate information. It will also specify that the MDA service may cease to be suitable for you if your relevant personal circumstances change.

Do we provide custodial or depository services for your portfolio?

We do not provide custodial or depository services. This means that you will either hold the investments in the portfolio, or the custodian nominated for that financial product will hold them.

This financial services guide complies with the ASIC Class Order 04/194.

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 Francis Welsh

Qualifications	Diploma in Financial Services Certificate IV in Finance and Mortgage Broking
Memberships	Life member AMP Financial Planner Association in recognition of service to the industry FPA FBAA
Phone	0418522432
Email	frankw@communityfinancial.com.au
Authorised representative number	419033
Credit representative number	419031

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
- Gearing and margin lending
- Goals based investing
- SMSF borrowing
- Separately managed accounts

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

I am also 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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- salary

I am the director of Community Financial Services. I am paid a salary and receive profit distributions.

About Ross Hultgren

Experience	Ross has been providing professional financial advice and solutions to clients since 1987. Ross prides himself on developing excellent working relationships with all clients to provide comprehensive financial advice based on their individual needs and goals.
Qualifications	Diploma of Financial Planning Certified Financial Planner
Memberships	Financial Planning Association (FPA) Million Dollar Round Table (MDRT) Australian Financial Advisors (AFA)
Phone	03 5222 1664
Email	rossoffice@cwfs.net.au
Authorised representative number	248675
Credit representative number	370813

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
- Goals based investing
- Separately managed accounts

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
- dividends

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice plus dividends

About Yin Chin (Janice) Choo

Qualifications	Bachelor Of Business (Accounting) Diploma of Financial Planning Certificate IV in Finance and Mortgage Broking
Memberships	FPA
Email	janicec@communityfinancial.com.au
Authorised representative number	404962
Credit representative number	404966

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:

- Gearing and margin lending
- Goals based investing
- 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 self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Joanne Mulquiney

Qualifications	Diploma of Financial Services
Memberships	FPA
Phone	0437 697 251
Email	joannem@communityfinancial.com.au
Authorised representative number	413899
Credit representative number	413900

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:

- Gearing and margin lending
- Goals based investing
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Ryan Welsh

Qualifications	Dip FS Diploma Of Finance and Mortgage Broking Management
Memberships	FPA
Phone	0498 468 292
Email	ryanw@communityfinancial.com.au
Authorised representative number	431936
Credit representative number	431937

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)
- Separately managed accounts

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 self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Matthew Stokes

Qualifications	Diploma Of Financial Planning B Comm
Memberships	CPA Australia Member FPA
Phone	038353 9439
Email	matts@communtiyfinancial.com.au
Authorised representative number	431724
Credit representative number	431725

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:

- Gearing and margin lending
- Goals based investing
- Separately managed accounts

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
- dividends

I am an employee and shareholder of Community Financial Services Pty Ltd and receive a salary and dividends.

About Tracey Lamont

Qualifications	Diploma of Financial Planning
Memberships	FPA
Phone	0419 014 370
Email	traceyl@communityfinancial.com.au
Authorised representative number	440735
Credit representative number	440738

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- SMSF borrowing
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About David Kent

Qualifications	Diploma of Financial Planning
Memberships	FPA
Phone	0383539439
Email	davidk@communityfinancial.com.au
Authorised representative number	440901
Credit representative number	440904

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
- Gearing and margin lending
- Goals based investing
- SMSF borrowing
- Separately managed accounts

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 self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Ash Jain

Qualifications	Advance Diploma of Financial Planning
Memberships	FPA
Phone	0432 637 236
Email	ashj@communityfinancial.com.au
Authorised representative number	453644
Credit representative number	453646

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
- Gearing and margin lending
- Goals based investing
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts

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 self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Blair Copperwaite

Qualifications	Advanced Diploma of Financial Planning
Memberships	FPA
Phone	0425 831 131
Email	blairc@communityfinancial.com.au
Authorised representative number	455311
Credit representative number	455312

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
- Gearing and margin lending
- Goals based investing
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Brian Yole

Qualifications	Advance Diploma of Financial Planning
Memberships	FPA
Phone	0417378714
Email	briany@communityfinancial.com.au
Authorised representative number	249181
Credit representative number	370997

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with B & C Yole Pty Ltd acting for the B & C Yole Family Trust trading as Belmont Insurance Centre. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

I control a percentage of the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

About Nick Macris

Qualifications	Diploma Financial Services Bachelor of Business Diploma of Finance and Mortgage Broking
Memberships	FBAA
Phone	8353 9439
Email	nickm@communityfinancial.com.au
Authorised representative number	463958
Credit representative number	463959

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
- Gearing and margin lending
- Goals based investing
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts

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

I am also 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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Lachlan Patten

Qualifications	B Comm
Memberships	FPA
Phone	0417 345 939
Email	lachlanp@communityfinancial.com.au
Authorised representative number	470449
Credit representative number	470452

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
- Gearing and margin lending
- Goals based investing
- SMSF borrowing
- Separately managed accounts

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 an employee of Community Financial Services Pty Ltd and receive a salary and may receive bonus.

About Wade Vautier

Qualifications	Advanced Diploma Of Financial Planning
Memberships	FPA
Phone	0410 695 820
Email	wadev@communityfinancial.com.au
Authorised representative number	1007809
Credit representative number	475860

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- Separately managed accounts
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Ed Morrissy

Qualifications	Diploma of Financial Planning Advanced Diploma of Management Certificate 4 Finance and Mortgage Broking
Memberships	Financial Planning Association of Australia FBAA
Phone	0407 567 170
Email	edm@communityfinancial.com.au
Authorised representative number	248322
Credit representative number	371345

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
- Gearing and margin lending
- Goals based investing
- SMSF borrowing
- Separately managed accounts

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

I am also 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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Tesco Solutions Pty Ltd as trustee for Minerva Colac Unit Trust t/as Minerva Financial Strategies. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

I control a percentage of the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

About Avneet Dhindsa

Qualifications	Diploma of Financial Services
Memberships	FBAA FPA
Phone	0411 583 947
Email	avid@communityfinancial.com.au
Authorised representative number	457857
Credit representative number	457858

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
- Gearing and margin lending
- Goals based investing
- Separately managed accounts

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

I am also 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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Nitish Srivastava

Qualifications	Advanced Diploma of Financial Planning Diploma of Financial Services Superannuation and SMSF
Memberships	FPA
Phone	0422 272 247
Email	nitishs@communityfinancial.com.au
Authorised representative number	1233482
Credit representative number	478495

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- SMSF borrowing
- Separately managed accounts
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Helen Yau

Qualifications	B Comm CA Dip Fp
Memberships	Institute of Chartered Accountants Self Managed Super Fund Professionals of Australia (SPAA)
Phone	03 5278 9500
Email	Helen@sjcanny.com.au
Authorised representative number	432483
Credit representative number	460820

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- SMSF borrowing
- Separately managed accounts
- 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

I am paid a salary from S.J Canny Pty Ltd and do not earn any fees, commission or brokerage, but may receive bonuses and other benefits.

About Bradley Macdonald

Qualifications	Advanced Diploma Of Financial Planning Certificate IV Financial Services (Finance/Mortgage Broking)
Memberships	FPA
Phone	0424 144 816
Email	bradm@communityfinancial.com.au
Authorised representative number	320779
Credit representative number	420129

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- SMSF borrowing
- Separately managed accounts
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Alfredo Rossi

Qualifications	Diploma of Financial Planning
Memberships	FPA
Phone	0430 354 532
Email	fredr@communityfinancial.com.au
Authorised representative number	1237796
Credit representative number	482738

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
- Gearing and margin lending
- Goals based investing
- Limited selection of investment guarantees
- SMSF borrowing
- Separately managed accounts
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Tracy Smillie

Qualifications	Diploma of Financial Services
Memberships	FBAA
Phone	0499 999 917
Email	tracys@communityfinancial.com.au
Authorised representative number	1238137
Credit representative number	376643

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- Separately managed accounts
- 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 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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice: salary

I am an employee of Community Financial Services Pty Ltd and receive salary and may receive bonus.

About Alan Barnes

Qualifications	Diploma of Financial Planning
Memberships	FPA
Phone	03 8353 9439
Email	alanb@communityfinancial.com.au
Authorised representative number	1252456
Credit representative number	495925

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Stephen Reynolds

Experience	<p>Stephen has been providing professional financial planning advice and solutions to CWFS clients since 2006. Steve's greatest strength lies within advanced financial modeling for clients in pre and post retirement phases of their lives.</p> <p>Steve is now able to provide a more extensive scope of advice to his clients, which includes in the SMSF space with relation to property purchases inside the funds, as well as in the aged care space.</p>
Qualifications	<p>Bachelor of Commerce (with distinction in Accounting and Financial Planning)</p> <p>Diploma of Financial Services</p> <p>Certified Financial Planner</p>
Memberships	<p>Financial Planning Association</p> <p>Golden Key International Honour Society</p>
Phone	0404 071 770
Email	sreynolds@cwfs.net.au
Authorised representative number	319147
Credit representative number	372330

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section.

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 Community Financial Services and receive a salary plus a share of commission from Community Financial Services.

About Dylan Hultgren

Experience	Dylan has been providing financial planning advice and solutions to clients since 2012
Qualifications	Diploma of Financial Services
Memberships	FPA
Phone	03 5222 1664
Email	dhultgren@cwfs.net.au
Authorised representative number	438783
Credit representative number	438785

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
- Gearing and margin lending
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts

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 self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Mathew Nemtsas

Qualifications	Bachelor of Management Diploma of Financial Planning
Phone	0421 337 612
Email	mathewn@communityfinancial.com.au
Authorised representative number	1259757
Credit representative number	503723

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- Separately managed accounts
- 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

I am an employee of Community Financial Services Pty Ltd and receive a salary and may receive bonus.

About David Glover

Qualifications	Bachelor of Business (Financial Planning)
Phone	0418 903 900
Email	davidg@communityfinancial.com.au
Authorised representative number	1260054
Credit representative number	503963

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- Separately managed accounts
- 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

I am an employee of Community Financial Services Pty Ltd and receive a salary and may receive bonus

About Jason Cossai

Qualifications	Advanced Diploma of Financial Planning Diploma of Financial Planning
Phone	0429 003 959
Authorised representative number	1241302
Credit representative number	493822

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
- Goals based investing
- Limited selection of investment guarantees
- Limited Managed Discretionary Account service
- Self-managed super funds (SMSF)
- Separately managed accounts
- 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:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Tony Walsh

Qualifications	Certificate IV In Finance and Mortgage Broking
Memberships	FBAA
Phone	0437 585 131
Email	tonyw@communityfinancial.com.au
Credit representative number	498393

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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans
- SMSF loans
- rural loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- share of revenue

I am self employed and contracted by Community Financial Services to receive commissions and fees for advice.

About Rhys Hultgren

Qualifications	Certificate IV in Financial and Mortgage Broking
Memberships	Mortgage and Finance Association of Australia Financial Ombudsman Service Australia
Phone	0488 766 786
Email	rphultgren@cwfs.net.au
Credit representative number	497236

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

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- salary

I am an employee of Community Financial Services Pty Ltd and receive salary and may receive bonus.

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

The initial fee covers the cost of researching relevant financial strategies and if required, products, and preparing and implementing your personal financial plan. If you proceed we will agree on the most appropriate plan below for you.

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

Initial service	Fee amount
Statement of Advice Preparation	Between \$550 and \$3,300
Implementation Fee	Between \$550 and \$6,600
Transaction Without Advice (Per Transaction)	\$385.00
Strategic Advice Only (Hourly Rate)	\$220.00
Centrelink Assistance (Starting from)	\$330.00 - \$660.00
Strategic Financial Advice	\$285.00
Superannuation Consolidation	\$440.00

Ongoing service fees

The type of fee and the actual fee charged to you, will depend on the nature of the advice or the service provided. We will discuss the on-going fee and agree on the actual fees with you before proceeding.

Our goal will be to provide you with peace of mind, in the knowledge that your platform is efficient, is working for you in a safe and dynamic investment environment, and is providing financial protection for you and your family.

MONITOR

We will monitor and stay tuned to developments and trends within your investments and Superannuation environments.

REVIEW

We will offer you the opportunity to review your Financial Planning Platform at least once every two years. You will also have the opportunity to discuss investment strategy and allocation. We will also discuss with you any changes to your current circumstances, including; your employment status, ongoing family relationships, acquisitions, and any other changes which may affect your strategies and goals

COMMUNICATE

You will be issued with ongoing newsletters, budget updates, and other announcements, keeping you informed.

ACCESS

Allow you access, at any time of the year, to myself and our dedicated customer support team, on standby to help and assist you throughout the year with any matters in relation to financial services.

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
Ongoing Advice and Services Fee	From 0.1% up to 1%. For example, if your account balance was \$100,000, your fee would be \$1,100.00
Ongoing Advice and Services Fee	Between \$300 and \$7,500.00

Commissions

We 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.	Up to 33% of the premium each following year.	If your insurance premium was \$1,000, we would receive up to \$1,300.00 initially and \$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 2.5% and we will receive the remaining 97.5%.	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 2.5% and we will receive the remaining 97.5%.	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 97.5%) \$1560.49 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 97.5%) \$520.16 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 2.5% and we will receive the remaining 97.5%.	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 97.5%) \$83.23 to us.
Other banking products		Up to 0.55% of the balance each year.	If you made an investment of \$2,000 we would receive \$11.00 of the balance each year.

All fees and charges include GST.

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