

Financial Services and Credit Guide

Provident Financial Services

Provident Financial Services

Paul Carter Pty Ltd (ABN 16 079 780 895, ACN 079 780 895), trading as Provident Financial Services is an Authorised Representative (Authorised Representative number 249652) and credit representative (Credit Representative number 374238) of AMP Financial Planning Pty Limited ("the Licensee").

References to "our", "we", "us", "me" and "I" refer to Provident Financial Services.

This Financial Services and Credit Guide ("Guide") contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how to contact us
- the advice and services we provide
- information about the Licensee
- our fees and how we are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us

Not Independent

Generally, we provide personal advice in line with the Licensee's Approved Product and Services List (APSL) which may include financial products and services associated with the Licensee. We may receive commissions from life insurance products we recommend and non-monetary benefits such as training and educational seminars from product providers. For these reasons, we are not considered independent, impartial, or unbiased.

Our contact details

Address Nedlands Office:	Level 1, 81 Stirling Highway, Nedlands WA 6009
Address Wangara Office:	Unit 43, Inspiration Business Park, Vision Street, Wangara WA 6065
Phone:	08 9442 0000
Fax:	08 9442 0010
Email:	advice@provident.com.au
Website:	www.provident.com.au

Documents you may receive in the financial planning process

We will provide you with several documents as you progress through your financial planning and advice journey. We may provide these documents 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). The SoA 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 our advice.

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

If we recommend or arrange a financial product for you, we will provide a Product Disclosure Statement (PDS), or Investor Directed Portfolio Services (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 manage that product. You should read any warnings in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Our advice and services

We are authorised to provide personal or general financial advice on:

- Wealth Accumulation
- Personal insurance
- Superannuation strategies and retirement planning
- Retirement income streams, including pensions and annuities
- Budget and cash flow management
- Centrelink and other government benefits

We are authorised to provide advice on and arrange the following products:

- Superannuation
- Securities
- Retirement savings accounts
- Managed investment schemes including Investor Directed Portfolio Services (IDPS)
- Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products
- Life Products – Investment life insurance
- Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

Your adviser may also be authorised to advise on other specialist areas. These are listed in their adviser profiles.

Transaction services

In limited circumstances, we can arrange financial product transactions for you on your instruction without providing personal advice.

Instructing us

You can give us instructions by telephone, mail, email, or other methods, as agreed with your adviser.

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 can determine if our advice is still appropriate.

Privacy Collection Statement

We are committed to protecting your privacy and outline below how we maintain the privacy of the information we collect about you.

As part of the advice journey, 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 analyse your needs, objectives and financial situation, so our recommendations may not be appropriate or suitable for you.

We are also required to implement client identification processes under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006. We will need you to present identification documents such as passports and driver's licenses to meet our obligations.

We keep your personal information confidential and only use it in accordance with the AMP Group (the Group) Privacy Policy. Some of the ways we may use this information are set out below:

- We and the Licensee may use this information to provide financial and/or credit advice and services to you;
- We may disclose your information to other financial advisers, brokers and those who are authorised by the Licensee to review clients' needs and circumstances from time to time, including other companies within the Group;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us and the Group to provide financial and/or credit advice and services to you. A list of countries where these service providers are located can be found in the Group Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (you can opt-out at any time); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

We and the Licensee 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 we or the Licensee holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a privacy complaint. For a copy of the Group Privacy Policy visit <http://www.amp.com.au/privacy> or you can contact us.

Confidence in the quality of our advice

If at any time 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.
- Alternatively, you can contact the Licensee at:
 - Phone 1800 812 388
 - Email advicecomplaints@amp.com.au
 - Online at www.amp.com.au
 - In writing to:

Attention: Advice Complaints Department

AMP Financial Planning Pty Limited
Level 25, 50 Bridge Street
Sydney NSW 2000 Australia

They will try to resolve your complaint quickly and fairly. They will provide you with a decision about your complaint within 30 days of us receiving it.

We note that in some circumstances, it may not be possible for us to completely resolve a complaint within this timeframe. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes.

Any issues about financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3, Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue about your personal information	The Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001 1300 363 992 www.oaic.gov.au enquiries@oaic.gov.au

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

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. The Licensee 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 also covers claims arising from the actions of former employees or representatives of the Licensee, even where subsequent to these actions, they have ceased to be employed by or act for the Licensee.

About the Licensee

AMP Financial Planning Pty Limited; ABN 89 051 208 327
Australian Financial Services Licensee and Australian Credit Licensee; Licence No: 232706

Registered office is at 50 Bridge Street, Sydney NSW 2000 Australia.

The Licensee has:

- Approved the distribution of this Guide
- Authorised us to provide advice and other services as described in this Guide.

About the AMP Group

The Licensee is a member of the AMP group of companies. We can provide advice on products and services from a wide range of financial product and service providers, some of which are related or associated with the Licensee, namely:

- National Mutual Funds Management Limited
- NMMT Limited
- N.M. Superannuation Pty Limited
- ipac asset management Limited
- AMP Bank Limited
- SMSF Administration Solutions Pty Limited
- AMP Capital Investors Limited
- SuperIQ Pty Limited

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.

The Licensee maintains an APSL, from a diversified selection of approved Australian and International fund providers, including companies related to the Licensee. These have been researched by external research houses as well as our in-house research team. The Licensee regularly reviews products and services to ensure they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products on the APSL. However, if appropriate for your needs, we may, subject to the Licensee's approval, recommend other products.

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.

Our fees

We will discuss and agree the actual fees with you before we proceed and where relevant the fees and commissions will be disclosed in the advice document provided to you. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on a combination of a set dollar amount, or a percentage-based fee. Our agreed advice and service fees may include charges for one off or regular fees. We may also receive initial or ongoing commissions from certain product providers.

Licensee fees

All permissible fees and commissions will be paid directly to the Licensee. It will then pass on the amounts due to us through its payment system. The Licensee charges us a Licensee Fee each year. The Licensee Fee is determined as an annual amount based on a number of factors, including our business revenue, the number of advisers and/or accredited mortgage consultants in the practice and a practice fee.

Other costs

Other costs may apply in the process of providing our advice and services to you. We will agree all additional costs with you prior to incurring them.

The following table outlines the range of fee we charge and 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. All fees and charges include GST.

Initial fees

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

Our minimum statement of advice preparation fee is \$1,100 depending on the complexity of the advice. If the advice involves more complex strategies or multiple entities, additional charges may be incurred at the cost of \$330 per hour.

The fee may be less than the minimum SOA fee shown for transactions without our advice (execution only) or insurance only business. We will discuss the fee with you prior to the preparation of the statement of advice.

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

Initial service	Fee amount
Aged Care	Starting from \$5,700
Debt Management	Starting from \$4,300
Insurance	Starting from \$4,450
Investment	Starting from \$4,420
Retirement Planning	Starting from \$4,230
SMSF	Starting from \$5,450
Social Security / Centrelink	Starting from \$5,650
Superannuation	Starting from \$4,250
Asset sale considerations	Starting from \$5,150
Business Protection	Starting from \$5,250
Margin Lending / Gearing	Starting from \$4,650
SMSF Gearing / Limited Recourse Borrowings	Starting from \$5,200
Trust / Company structures	Starting from \$4,310

Annual advice and service fees

We also offer the following services for a fixed period of 12 months.

Service	Fee amount
Advice Review	From \$4,500 to \$50,000 for a 12 month period or between 0.10% to 1.00% pa of funds under management for a 12 month period eg if your funds under management was \$100,000, assuming the balance remains constant, your fee for 12 months would range between \$100 and \$1,000.

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Commissions

We may receive commissions when implementing certain products for you, in line with the below. Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented from 1 January 2020. We may receive commissions on increases or additions to existing policies of up to 77%.	Up to 22% of the insurance premium each following year.	On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would receive an ongoing commission of up to \$220.00 pa.

All fees and charges include GST.

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

Other benefits we may receive

In addition to the payments explained above we may receive other monetary and non-monetary benefits, support services or recognition from the Licensee to help us grow our business. These are not additional costs to you. They could include training, badging rights, technology and technology support, marketing, financing, events or other recognition we are eligible for. We may receive benefits from product issuers that may include non-monetary benefits that are valued at less than \$300. We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

From time to time, AMP Services Limited (ASL) may facilitate access to the Licensee and us to be trained and educated by product issuers on their products.

Personal and professional development

The Licensee provides personal and professional development opportunities such as education and professional development programs, offered annually to qualifying practices.

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.

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	Where you have been referred to us by someone else we may pay them a fee,
Cresmont Holdings Pty Ltd trading as Provident Insurance Services	General Insurance Broker	We will not receive any commission or referral fee.	
Provsight Pty Ltd trading as Provident Lending & Business Solutions	Business advisory and lending broker	We will not receive any commission or referral fee.	
Sentinel Financial Group Pty Ltd	Stockbrokers	We will not receive any commission or referral fee.	
Your LegalHQ Pty Ltd	Commercial Law & Litigation	We will not receive any commission or referral fee.	
Donnelle Hestelow of Estate Partners	Estate Planning Law	We will not receive any commission or referral fee.	

commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
Cresmont Holdings Pty Ltd trading as Provident Insurance Services	We will not pay any commission or referral fee.
Provsight Pty Ltd trading as Provident Lending & Business Solutions	We will not pay any commission or referral fee.
Mark Boag of Mortgage Express	We may pay a referral fee of up to 20% of any upfront commission or part of the fee for services paid by the Licensee and a referral fee of up to 20% of any ongoing commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$200 referral fee.
Stephen Guest of Gomm Finance Pty Ltd	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Porter Stein Public Accountant	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Oceanside Finance	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
Antony Marmion of V Homeloans	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.
SRG Group Pty Ltd	We may pay a referral fee of up to 40% of any upfront commission or part of the fee for services paid by the Licensee and a referral fee of up to 40% of any ongoing commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$400 referral fee.
Male & Co Financial Planning	We may pay a referral fee of up to 20% of any upfront commission or part of the fee for services paid by the Licensee and a referral fee of up to 20% of any ongoing commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$200 referral fee.
York Lending Group	We may pay a referral fee of up to 25% of any upfront commission or part of the fee for services paid by the Licensee. For example, if the upfront commission is \$1,000 we would pay up to \$250 referral fee.

Other business arrangements and interests

In addition to providing the services listed in this guide, we have a relationship with

- Cresmont Holdings Pty Ltd ABN 50 079 927 245 trading as Provident Insurance Services AR No. 253678, Authorised Representative of Resilium Insurance Broking Pty Ltd ABN 92 169 975 973 AFSL No. 460382 which provides General Insurance advice
- Provident Holdings Pty Ltd which is a holding company for Paul Carter Pty Ltd ABN 16 079 780 895 trading as Provident Financial Services.

We control a percentage of the equity interests in the business providing the services listed above. As a result, we 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.

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

Separately managed accounts (SMA)

A separately managed account (SMA) is an account where a responsible entity, based on advice from a professional investment manager, can make investment decisions on a client's portfolio and transact on those decisions without requiring the client's express consent each time. This means the responsible entity is responsible for the discretionary management of the client's investment portfolio.

We distribute the Prosper Managed Portfolios which are administered by MyNorth.

We are not the investment manager and have no relationship or association with the investment manager.

The responsible entity appoints a professional investment manager to advise on the SMA portfolio's management. The responsible entity makes all investment decisions relating to the SMA portfolios.

For more information about how the product works and the roles and responsibilities of the key parties, please refer to the Prosper Managed Portfolios PDS which we provide to you if we recommend the SMA product to you.

Fees

Other than the fees disclosed under 'Our Fees' above, we do not receive any other remuneration in relation to Prosper Managed Portfolios.

Note

If you are no longer our client, the responsible entity may have the discretion to move your investments out of the Prosper Managed Portfolios.

ABNs and Australian financial services licences (AFSL)

Responsible entity	NMMT Limited ABN 42 058 835 573 AFSL 234653
Investment manager	Evidentia Group ABN 39 626 048 520, AFSL 511802

Financial and Credit Adviser Profiles

About Paul Carter

Paul Carter is an Authorised Representative (AR number 249468) and credit representative (CR number 374237) of the Licensee.



Address	Level 1, 81 Stirling Highway, Nedlands WA 6009
Phone	08 9442 0000
Email	paul@provident.com.au

Qualifications (Finance related)

Diploma of Financial Planning

Professional memberships

FAAA- Financial Advice Association Australia

Professional designations

CFP - Certified Financial Planner (FPA)

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Margin lending facilities
- Derivatives (Limited to advising on and dealing in derivative-related products approved by the licensee)
- Self-managed super funds

How I am paid

I am an employee of Provident Financial Services and a shareholder of Provident Holdings Pty Ltd. I receive:

- Salary
- Up to 30% split on new commission and new fees
- dividends
- bonus where pre-determined criteria (eg profit targets) are met or exceeded

About Gregory Neill

Gregory Neill is an Authorised Representative (AR number 317542) and credit representative (CR number 371375) of the Licensee.

Address	Level 1, 81 Stirling Highway, Nedlands WA 6009
Phone	08 9442 0000
Email	greg@provident.com.au



Qualifications (Finance related)

Graduate Diploma in Financial Planning

Diploma of Financial Markets

Professional memberships

FAAA- Financial Advice Association Australia

Finsia - Financial Services Institute of Australia

Professional designations

CFP - Certified Financial Planner (FPA)

Fellow of Finsia

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Margin lending facilities
- Derivatives (Limited to advising on and dealing in derivative-related products approved by the licensee)
- Self-managed super funds including Limited Recourse Borrowing
- Aged Care

How I am paid

I am an employee of Provident Financial Services and a shareholder of Provident Holdings Pty Ltd. I receive:

- Salary
- Up to 30% split on new commission and new fees
- dividends
- bonus where pre-determined criteria (eg profit targets) are met or exceeded

About Simon Carter

Simon Carter is an Authorised Representative (AR number 1003411) and credit representative (CR number 495352) of the Licensee.

Address	Level 1, 81 Stirling Highway, Nedlands WA 6009
Phone	08 9442 0000
Email	simon@provident.com.au



Qualifications (Finance related)

Diploma of Financial Planning

Advanced Diploma of Financial Planning

Bachelor of Business

Professional memberships

FAAA- Financial Advice Association Australia

Professional designations

Financial Planner AFP (FPA)

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

How I am paid

I am an employee of Provident Financial Services and a shareholder of Provident Holdings Pty Ltd. I receive:

- Salary
- Up to 30% split on new commission and new fees
- dividends
- bonus where pre-determined criteria (eg profit targets) are met or exceeded

About Jack Raymond

Jack Raymond is an Authorised Representative (AR number 1283282) and credit representative (CR number 533625) of the Licensee.



Address	Level 1, 81 Stirling Highway, Nedlands WA 6009
Phone	08 9442 0000
Email	jack@provident.com.au

Qualifications (Finance related)

Bachelor of Commerce (Banking & Finance)

Graduate Diploma of Financial Planning

Master of Financial Planning

Advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this Guide.

In addition to the areas listed in that section, I can also advise on:

- Self-managed super funds
- Aged Care

How I am paid

I am an employee of Provident Financial. I receive:

- Salary
- Up to 30% split on new commission and new fees
- bonus where pre-determined criteria (eg profit targets) are met or exceeded