

# Financial Services and Credit Guide

FINANCIAL INTEGRITY GROUP PTY LTD



**FINANCIAL INTEGRITY GROUP**

Version: 8.0

Date prepared: 03 February 2020

Financial Integrity Group Pty Ltd

Authorised Representative of Charter Financial Planning

Unit 2, 29 Bougainville Street, Manuka ACT 2603

Phone: 02 6175 9888

Email: [withyou@financialintegrity.com.au](mailto:withyou@financialintegrity.com.au)



# Financial Services & Credit Guide

Financial Integrity Group Pty Ltd

Version: 8.0    Date Prepared: 03 February 2020

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

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee Charter Financial Planning Limited (Charter)
- our fees and how we, your adviser and Charter, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Charter.

## 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.

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

Name	Financial Integrity Group Pty Ltd
Australian Business Number	68 098 377 087
Corporate Authorised representative number	255435

### Our office contact details

Address	Unit 2, 29 Bougainville Street, MANUKA, ACT 2603 PO Box 3245, MANUKA, ACT 2603
Phone	02 6175 9888
Email	<a href="mailto:withyou@financialintegrity.com.au">withyou@financialintegrity.com.au</a>
Website	<a href="http://www.financialintegrity.com.au">www.financialintegrity.com.au</a>

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

# Our advice and services

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

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers and Credit Advisers** details on page 12.

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none"><li>— Investments strategies (strategic asset allocation and goals based investing)</li><li>— Budget and cash flow management</li><li>— Debt management (including borrowing for personal and investment purposes)</li><li>— Salary packaging</li><li>— Superannuation strategies and retirement planning</li><li>— Personal insurance</li><li>— Estate Planning</li><li>— Centrelink and other government benefits</li><li>— Annual advice and services, including regular portfolio reviews</li></ul>	<ul style="list-style-type: none"><li>— Superannuation, including retirement savings accounts</li><li>— Self-managed superannuation funds (SMSF)</li><li>— Managed investments</li><li>— Investor directed portfolio services (for example, administration platforms)</li><li>— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)</li><li>— Retirement income streams, including pensions and annuities</li><li>— Personal and group Insurance (life cover, disability, income protection and trauma)</li><li>— Life investment products including whole of life, endowment and bonds</li><li>— Exchange traded funds and Listed investment companies</li><li>— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker</li><li>— Limited selection of investment guarantees</li><li>— Self-Managed Super funds (SMSF)</li></ul>

Charter maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to Charter. These have been researched by external research houses as well as our in-house research team.

Charter 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 Charter'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 approved by Charter.

As at February 2020, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Charter are CBA, ANZ, Bankwest, AFG Home Loans – ING and Westpac.

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Financial Integrity Group 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

We can arrange to complete transactions for you on 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 will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

## 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.

## 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 fee charged to you will depend on the nature of the advice or service we provide.

We will discuss and agree the fees with you before we proceed.

The following section outlines the type 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:

- 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; and
- Ongoing commission - a percentage of the value of your investment balance, usually calculated at the end of each month in which you hold the investment.

## 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 Charter as the licensee. They retain 3.00% of all fees charged (a licensee fee) to cover their licensee costs and the balance is passed on to us. The amount is determined annually, based on a number of factors, including our business revenue and the number of advisers in the practice.

For details of our service fees, see our Schedule of fees.

## 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 my advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation including if we qualify under the licensee's excellence program, and business performance or business costs. These benefits are paid either at the licensee's discretion or depending on meeting certain qualifying criteria including the quality of my services, business goals and ranking against other practices in Charter. The amounts are set by the licensee from time to time (usually on an annual basis). We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

### Development, management and advice (DMA) run off payments

Eligibility to receive DMA run off payments is dependent on us continuing to be authorised by and meeting standards set by Charter. From 31 January 2020 we will be eligible to receive run-off payments based on the amount of advice revenue we generated in 2018. Advice revenue includes revenue directly attributable to advice provided to a client for an agreed fee. It excludes commissions from investment, insurance and banking products. These payments are to assist with our cashflow over 3 years as set out in the table below. Run-off payments will not be made after December 2022.

Year	Total annual amount (payable over 2 instalments)
2020	\$29,700.00
2021	\$19,800.00
2022	\$9,900.00

### Transition Support Payments (TSP)

The TSP payments we are to receive provide us with transitional cash flow support as we are no longer eligible to receive value participation scheme (VPS) payments. The TSP amounts are derived from a crystallised base that was unique for our practice.

Year	Annual TSP amount
2020	\$55,219.50
2021	\$73,626.00
2022	\$36,813.00

### Buyout option

If we leave the financial services industry, we are eligible to sell the register rights of our client base to Charter Financial Planning Limited. The valuation of these rights is based on a multiple of the annual financial planning revenue generated by our practice.

### Personal and professional development

Charter provides personal and professional development opportunities in the form of education and professional development programs, offered annually to qualifying practices.

#### Charter Leaders program

Each year, practices that meet particular criteria may be awarded entry into the Charter Leaders program. The criteria is based on a combination of factors including the quality of services, business goals and rankings against other practices in Charter. The Charter Leaders program provides access to personal and professional development courses organised by Charter. Charter may subsidise the cost of these courses up to amounts as determined by Charter from time to time.

### Business support

We might receive financial and non-financial assistance from the licensee including financing or subsidies or reimbursements for accounting, legal and bank fees or technology support; marketing, badging rights, or other once-off transitional support costs, to help us grow our business or implement appropriate succession planning options.

Provided we meet specific qualification criteria Charter will support the practice with up to \$3,750 per authorised representative to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority. Any support provided by Charter is paid directly to the education provider and not to us.

**Para-planning costs subsidy**

We may be eligible for a subsidy from AMP in relation to paraplaning costs, depending on the number of paraplaning requests that we make in a particular month.

If our practice submits a minimum of 5 paraplaning 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 Charter 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 Charter. 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 Charter has with providers of financial services and products as they could be seen to influence the advice you receive.

## About our licensee

Charter Financial Planning Limited

ABN 35 002 976 294

Australian Financial Services Licensee and Australian Credit Licensee No: 234665

Charter:

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

Charter's registered office is located at 33 Alfred Street, Sydney, NSW 2000.

## About the AMP Group

Charter 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 related or associated with Charter namely:

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

## Our referral arrangements

We have referral arrangements in place with the following professional service providers:

We may receive a referral from Financial Integrity General Pty Ltd, and Financial Integrity Money Pty Ltd, however, we do not pay or receive payment for this referral service.

# 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 business days, please contact AMP Advice Complaints:
  - Phone 1800 812 388
  - Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)
  - In writing:  
**Attention: National Manager, Advice Complaints**  
33 Alfred Street  
Sydney NSW 2000
- They 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 below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	<b>Australian Financial Complaints Authority (AFCA)</b> GPO Box 3 Melbourne VIC 3001  1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a> <a href="mailto:info@afca.org.au">info@afca.org.au</a>
Any issue relating to your personal information	<b>The Privacy Commissioner</b> GPO Box 5218 Sydney NSW 2001  1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

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

## Professional indemnity insurance

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

# 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 Charter may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Charter to review customers' needs and circumstances from time to time, including other companies within the AMP group (the 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 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 (subject to your ability to opt-out as set out in the Group Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Charter will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Charter holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

For a copy of Group's Privacy Policy visit <http://www.amp.com.au/privacy> or you can contact us.

# Our Financial Advisers and Credit Advisers

## About Jason Hedlund

Phone	02 6175 9888
Email	<a href="mailto:jason@financialintegrity.com.au">jason@financialintegrity.com.au</a>
Authorised representative number	268818
Credit representative number	407931

### Qualifications (Finance related)

Diploma of Financial Services (Financial Planning) [1 to 8]

### Professional memberships

AFA – Association of Financial Advisors

Version 8.0 (Jason Hedlund) (03 February 2020)

This profile is part of the Financial Services Guide and is only complete when the business profile Version 8.0, issued on 03 February 2020 is attached.

Your financial adviser Jason Hedlund is authorised by Charter Financial Planning to provide financial services.

## The advice I can provide

Strategies	Products
Guidance on budgeting and goal setting	Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
Savings and wealth creation strategies	Retirement income streams
Investment planning	Direct fixed interest
Superannuation planning	Retail & wholesale managed investment schemes
Pre-retirement planning	Socially responsible investments
Retirement planning	Hedge funds
Estate planning considerations	Master trust products
Centrelink planning	Superannuation products
Risk and insurance analysis	Personal and group insurance
Business succession planning	Investments and business succession insurance
Salary packaging advice	Limited selection of investment guarantees
Ongoing advice services, including portfolio reviews	

## How I am paid

My advice costs and payments from other professionals are received by Charter as the Licensee. Charter typically retains 3% (may be scaled down to 0%) of the gross payments and distributes the remaining 97% to Financial Integrity Group Pty Ltd.

Jason Hedlund has equity in Financial Integrity Group Pty Ltd and may receive capital and profit related benefits, besides salary.

## General insurance

Financial Integrity General Pty Ltd.'s Licensee is "Community Broker Network Pty Ltd, AFSL: 233750".

The following Advisers are authorised representatives of Community Broker Network Pty Ltd:

— Jason Hedlund

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 Charter Financial Planning Limited.

## 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.

### Advice costs

We receive initial, implementation and ongoing advice fees and commission for insurance products you purchase. Your financial plan will outline all fees and commissions inclusive of GST.

### Initial service fees

#### Initial Advice

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

Initial advice fees range between \$550 and \$2,200 for a single strategy and \$1,650 and \$7,700 for multiple strategies.

If, in developing your financial plan, we identify that you have a complex situation that requires extensive planning and development, our initial advice fee will change. In this case, we will provide you with an upfront quote of the amount payable before we proceed with developing your financial plan.

The initial advice fee covers the cost of researching and preparing your financial plan.

Before providing you with initial advice we will prepare an initial advice agreement.

The initial advice agreement sets out what our initial advice will cover and how much it will cost.

#### Advice Implementation

Implementation fees range between \$550 and \$2,200 for single advice strategies and \$1,650 and \$11,000 for multiple and complex advice strategies.

This covers the administrative time spent implementing the recommended strategies and products.

### Ongoing service fees

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

#### Ongoing Advice

Our ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.

If, during my assessment of your ongoing needs, we identify that you require ongoing advice outside of our standard advice offer, our ongoing advice fee will change. In this case, we will provide you with a quote of what you will be required to pay to receive these services.

Before providing you with ongoing advice we will prepare an annual advice agreement.

The annual advice agreement will set out what our ongoing advice will cover, your payment method, and how much it will cost.

### Additional advice

For additional advice, an hourly rate of \$264 is payable.

#### Payment Method & Frequency

The following payment terms are available to you:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
- Annual advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Annual advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in an annual advice agreement.

## 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 we may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 5.00% of all contributions made to the investment.	Up to 1.35% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$500.00 initially and \$135.00 pa.
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 up to 77% of the first year's premium for new policies implemented between 1 January 2019 and 31 December 2019.	Up to 33% 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 may receive commissions on increases or additions to existing policies of up to 130%.		We would receive an ongoing commission of up to \$330.00 pa.

All fees and charges include GST.

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



## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Financial Integrity General Pty Ltd. Our licensee, Charter Financial Planning Limited has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

Jason Hedlund has equity in Financial Integrity General Pty Ltd and may 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 Financial Advisers and Credit Advisers

## About Raad Ahmad

Phone	02 6175 9888
Email	<a href="mailto:raad@financialintegrity.com.au">raad@financialintegrity.com.au</a>
Authorised representative number	444434
Credit representative number	490168

### Qualifications (Finance related)

Master of Professional Accounting, Bachelor of Business Administration, Diploma of Financial Services (Financial Planning), Advanced Diploma of Financial Planning.

### Professional memberships

FPA - Financial Planning Association

Version 8.0 (Raad Ahmad) (03 February 2020)

This profile is part of the Financial Services Guide and is only complete when the business profile Version 8.0 issued on 03 February 2020 is attached.

Your financial adviser Raad Ahmad is authorised by Charter Financial Planning to provide financial services.

## The advice I can provide

Strategies	Products
Guidance on budgeting and goal setting	Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
Savings and wealth creation strategies	Retirement income streams
Investment planning	Direct fixed interest
Superannuation planning	Retail & wholesale managed investment schemes
Pre-retirement planning	Socially responsible investments
Retirement planning	Hedge funds
Estate planning considerations	Master trust products
Centrelink planning	Superannuation products
Risk and insurance analysis	Personal and group insurance
Business succession planning	Investments and business succession insurance
Salary packaging advice	Limited selection of investment guarantees
Ongoing advice services, including portfolio reviews	
	Self-managed super funds

## How I am paid

My advice costs and payments from other professionals are received by Charter as the Licensee. Charter typically retains 3% (may be scaled down to 0%) of the gross payments and distributes the remaining 97% to Financial Integrity Group Pty Ltd.

I am paid a salary from Financial Integrity Group and may also receive income distributions and other benefits.

## 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.

### Advice costs

We receive initial, implementation and ongoing advice fees and commission for insurance products you purchase. Your financial plan will outline all fees and commissions inclusive of GST.

### Initial service fees

#### Initial Advice

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

Initial advice fees range between \$550 and \$2,200 for a single strategy and \$1,650 and \$7,700 for multiple strategies.

If, in developing your financial plan, we identify that you have a complex situation that requires extensive planning and development, our initial advice fee will change. In this case, we will provide you with an upfront quote of the amount payable before we proceed with developing your financial plan.

The initial advice fee covers the cost of researching and preparing your financial plan.

Before providing you with initial advice we will prepare an initial advice agreement.

The initial advice agreement sets out what our initial advice will cover and how much it will cost.

#### Advice Implementation

Implementation fees range between \$550 and \$2,200 for single advice strategies and \$1,650 and \$11,000 for multiple and complex advice strategies.

This covers the administrative time spent implementing the recommended strategies and products.

### Ongoing service fees

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

#### Ongoing Advice

Our ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.

If, during my assessment of your ongoing needs, we identify that you require ongoing advice outside of our standard advice offer, our ongoing advice fee will change. In this case, we will provide you with a quote of what you will be required to pay to receive these services.

Before providing you with ongoing advice we will prepare an ongoing advice agreement.

The annual advice agreement will set out what our ongoing advice will cover, your payment method, and how much it will cost.

## Additional advice

For additional advice, an hourly rate of \$264 is payable.

### Payment Method & Frequency

The following payment terms are available to you:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
  - Annual advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
  - Annual advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in an ongoing advice agreement.

## Annual service fees

We also offer services for the below costs for a fixed period of 12 months. The cost of those services are as follows:

Service	Fee amount
Advice & Investment	Up to 1.20% p.a. of funds under management for a 12 month period e.g. if your funds under management is \$100,000, assuming the balance remains constant, your fee for 12 months based on 1.00% p.a. would be \$1,000.00

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

## 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 we may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 5.00% of all contributions made to the investment.	Up to 1.35% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$500.00 initially and \$135.00 pa.
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 up to 77% of the first year's premium for new policies implemented between 1 January 2019 and 31 December 2019.  We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 33% 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 \$330.00 pa.

All fees and charges include GST.

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

# Our Financial Advisers and Credit Advisers

## About Dyon Keil

Phone	02 6175 9888
Email	dyon@financialintegrity.com.au
Authorised representative number	1006910
Credit representative number	519635

### Qualifications (Finance related)

Graduate Diploma of Financial Planning, Advanced Diploma of Financial Services (Financial Planning), Diploma of Financial Services (Financial Planning), Diploma of Financial Markets.

### Professional memberships

Financial Planning Association of Australia (FPA)

Version 8.0 (Dyon Keil) (03 February 2020)

This profile is part of the Financial Services Guide and is only complete when the business profile Version 8.0, issued on 03 February is attached.

Your financial adviser Dyon Keil is authorised by Charter Financial Planning to provide financial services.

## The advice and services I can provide

I am authorised to provide all the services listed in the Our Advice and Services section of this guide. I am also a Credit Representative of Charter and am authorised to provide Strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant

Strategies	Products
Guidance on budgeting and goal setting	Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
Savings and wealth creation strategies	Retirement income streams
Investment planning	Direct fixed interest
Superannuation planning	Retail & wholesale managed investment schemes
Pre-retirement planning	Socially responsible investments
Retirement planning	Hedge funds
Estate planning considerations	Master trust products
Centrelink planning	Superannuation products
Risk and insurance analysis	Personal and group insurance
Business succession planning	Investments and business succession insurance
Salary packaging advice	Limited selection of investment guarantees
Ongoing advice services, including portfolio reviews	

## How I am paid

My advice costs and payments from other professionals are received by Charter as the Licensee. Charter typically retains 3% (may be scaled down to 0%) of the gross payments and distributes the remaining 97% to Financial Integrity Group Pty Ltd.

Dyon Keil receives a salary from Financial Integrity Group Pty Ltd for his role as a Financial Planner.

## 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.

### Advice costs

We receive initial, implementation and ongoing advice fees and commission for insurance products you purchase. Your financial plan will outline all fees and commissions inclusive of GST.

### Initial service fees

#### Initial Advice

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

Initial advice fees range between \$550 and \$2,200 for a single strategy and \$1,650 and \$7,700 for multiple strategies.

If, in developing your financial plan, we identify that you have a complex situation that requires extensive planning and development, our initial advice fee will change. In this case, we will provide you with an upfront quote of the amount payable before we proceed with developing your financial plan.

The initial advice fee covers the cost of researching and preparing your financial plan.

Before providing you with initial advice we will prepare an initial advice agreement.

The initial advice agreement sets out what our initial advice will cover and how much it will cost.

#### Advice Implementation

Implementation fees range between \$550 and \$2,200 for single advice strategies and \$1,650 and \$11,000 for multiple and complex advice strategies.

This covers the administrative time spent implementing the recommended strategies and products.

### Ongoing service fees

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

#### Ongoing Advice

Our ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.

If, during my assessment of your ongoing needs, we identify that you require ongoing advice outside of our standard advice offer, our ongoing advice fee will change. In this case, we will provide you with a quote of what you will be required to pay to receive these services.

Before providing you with ongoing advice we will prepare an ongoing advice agreement.

The annual advice agreement will set out what our ongoing advice will cover, your payment method, and how much it will cost.



## Additional advice

For additional advice, an hourly rate of \$264 is payable.

### Payment Method & Frequency

The following payment terms are available to you:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
  - Annual advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
  - Annual advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in an annual advice agreement.

## Annual service fees

We also offer services for the below costs for a fixed period of 12 months. The cost of those services are as follows:

Service	Fee amount
Advice & Investment	Up to 1.20% p.a. of funds under management for a 12 month period e.g. if your funds under management is \$100,000, assuming the balance remains constant, your fee for 12 months based on 1.00% p.a. would be \$1,000.00

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

## 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 we may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 5.00% of all contributions made to the investment.	Up to 1.35% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$500.00 initially and \$135.00 pa.
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 up to 77% of the first year's premium for new policies implemented between 1 January 2019 and 31 December 2019.  We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 33% 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 \$330.00 pa.

All fees and charges include GST.

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