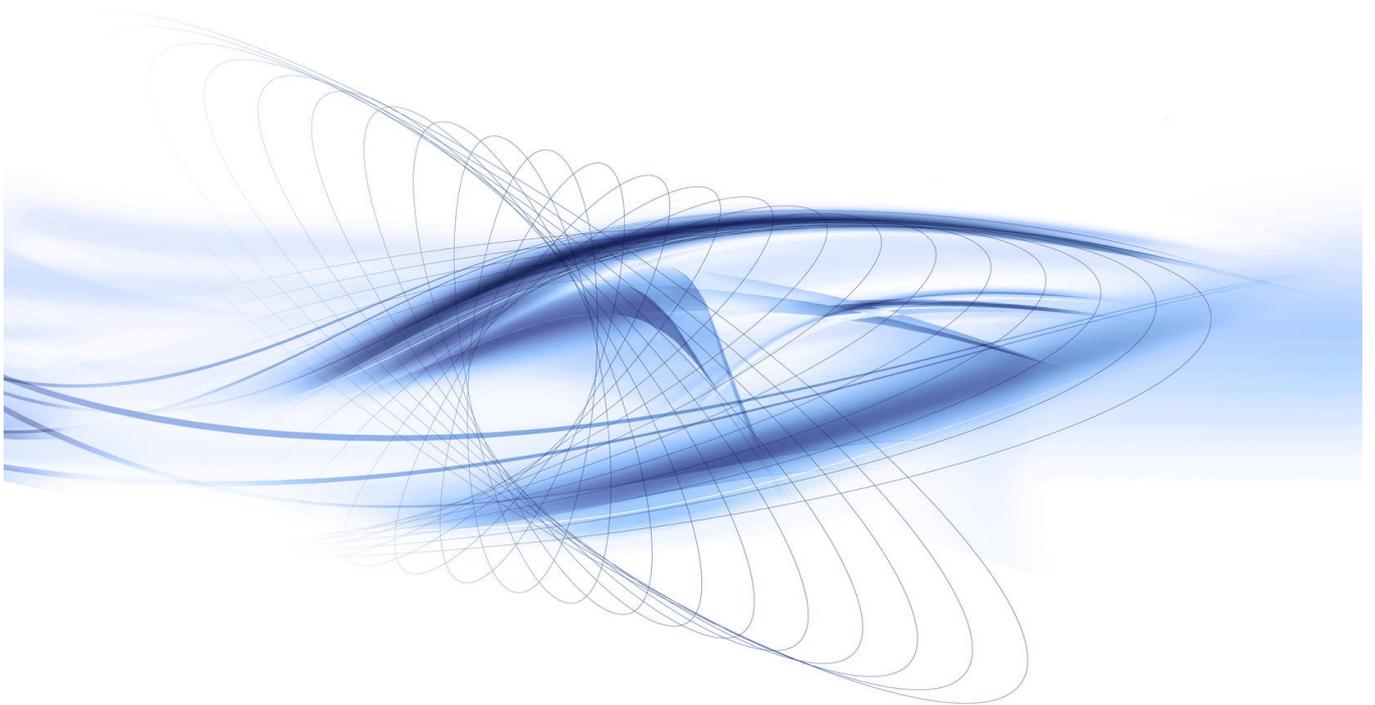


# Financial Services and Credit Guide

Navigate Financial Group Pty Ltd



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 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	Navigate Financial Group Pty Ltd as Trustee of the NFG Unit Trust
Australian Business Number	91 414 170 076
Australian Company Number	128 056 002
Authorised representative number	320684
Credit representative number	371350

## Our office contact details

Address	Level 5, 376 Bay Street, Brighton-Le-Sands, NSW 2216
	Level 2, 2 Pittwater Road, Manly, NSW 2095
Phone	02 8028-2600
Email	<a href="mailto:service@navigatefinancial.com.au">service@navigatefinancial.com.au</a>
Website	<a href="http://www.navigatefinancial.com.au">www.navigatefinancial.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.

Navigate Financial Group 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.

## Brighton-Le-Sands office contact details

Address	Level 5, 376 Bay Street, Brighton-Le-Sands, NSW, 2216
Phone	02 9599-1888
Fax	02 9599-1788
Email	<a href="mailto:brighton@navigatefinancial.com.au">brighton@navigatefinancial.com.au</a>

## Manly office contact details

Address	Level 2, 2 Pittwater Road, Manly, NSW 2095
Phone	02 9977-2244
Fax	02 9977-8985
Email	<a href="mailto:manly@navigatefinancial.com.au">manly@navigatefinancial.com.au</a>

## Chatswood office contact details

Address	Level 4, 282 Victoria Ave, Chatswood, NSW, 2067
Phone	02 9977-2244
Fax	02 9977-8985
Email	<a href="mailto:manly@navigatefinancial.com.au">manly@navigatefinancial.com.au</a>

## 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 18.

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)	— Borrowing within your SMSF
— Salary packaging	— Employer superannuation
— Superannuation strategies and retirement planning	— Managed investments
— Personal insurance	— Separately managed accounts
— Estate planning	— Investor directed portfolio services (for example, administration platforms)
— Centrelink and other government benefits	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Ongoing advice and services, including regular portfolio reviews	— Standard margin loans
— Aged care	— Retirement income streams, including pensions and annuities
	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Loans including mortgages and personal loans, reverse mortgages and deposit bonds
	— Commercial loans
	— SMSF loans
	— Rural loans
	— Life investment products including whole of life, endowment and bonds
	— Securities (including listed securities and debt securities)
	— Exchange traded funds and Listed investment companies
	— 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 (existing MDA clients only)
	— Limited selection of investment guarantees

AMP Financial Planning maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to AMP Financial Planning. 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 approved by AMP Financial Planning. These services may include those issued by companies related to AMP Financial Planning.

As at September 2018, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by AMP Financial Planning's are ANZ, AFG Home Loans, Commonwealth Bank, NAB, Macquarie Bank and ING.

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Navigate Financial 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 apply for 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.

## Changing service providers

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

## Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

## Our fees

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice; and
- Ongoing advice.

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

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

### Payment methods

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

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

All fees and commissions will be paid directly to AMP Financial Planning as the licensee. They retain a percentage (as a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue for the prior year.

For more information on our services, please see our **Schedule of fees** attached or available on request.

### Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

### Other benefits we may receive

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

In addition to the payments we may receive for our advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation, 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 our services, business goals and ranking against other practices in AMP Financial Planning. 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) recognition

We may be eligible for Development management and advice (DMA) recognition or equivalent payments based on our performance relative to other AMP Financial Planning practices in prior years.

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 across the year (the 'payment period').

For example, if there are 12 monthly payment periods in a year, and if our DMA rate is set at 3% and our revenue for the payment period was \$25,000 (assuming, for the purpose of this example, the revenue is the same for each payment period), we would receive  $\$25,000 \times 0.03 = \$750$  each month.

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

Ranking of practices is determined 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 measurement period.

### **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, 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 education and professional development programs, 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.

#### **Education and professional development programs**

AMP Financial Planning may subsidise the cost of our participation in approved education 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. Advisers can allocate a percentage of their grant towards travel and accommodation to attend an approved course.

AMP Financial Planning will also provide a grant to us if we meet specific qualification criteria by reimbursing the practice up to 20% of the licensee fees payable by the practice to the licensee in 2017 to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority.

#### **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. 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 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 AMP Financial Planning will receive fees from brokers or product issuers (including AMP group companies) for arranging client participation in Initial Public Offerings (IPOs) of financial products. The fee, which is generally a percentage of the fee paid to the broker, varies from offer to offer and by the level of participation by AMP Financial Planning. We may share in this fee based on the level of participation by our clients.

# Relationships and associations

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

## About our licensee

AMP Financial Planning Pty Limited

ABN 89 051 208 327

Australian Financial Services Licensee and Australian Credit Licensee

Licence No: 232706

AMP Financial Planning has:

- 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

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 related or associated with AMP Financial Planning, namely:

- 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)
- 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.

## AMP Financial Planning's relationships with other companies

AMP Services Limited (ASL) 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, ASL 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.

\*includes GST

By way of example:

- If total funds under administration for a particular investment product is \$10 million, ASL would receive \$33,000.

From time to time, ASL 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

This section of the FSCG sets out our relationships with platform providers and how these may influence the advice we give you.

### Overview

Where you invest through platform products and services (such as investor directed portfolio services or IDPS), we may receive remuneration from those platform providers. Fees, commission payments and other benefits may be calculated as a percentage of your financial interest in a product or service or on the total amount of business advised. The amount and calculation of those fees are shown in the relevant disclosure document. Some fees and commission payments we receive may relate to arrangements existing before 1 July 2013.

### Specific arrangements

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

#### WealthView eWRAP and PortfolioCare platform

WealthView and PortfolioCare products and services are issued by companies in the AMP Group. Other companies in the AMP Group also provide services in respect of WealthView and PortfolioCare. Administration services are performed by Asgard Capital management Limited (Asgard).

If you access a product in the WealthView or PortfolioCare range, then administration fees and, where applicable, 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 services and other services provided as mentioned above.

Further details about the fees and costs of investing in WealthView or PortfolioCare are detailed in the relevant product disclosure statement or IDPS Guide. For closed products, please review the product disclosure statement you received when first investing in your product together with any correspondence from the issuer outlining changes to those fees and costs. Note

that WealthView eWRAP and PortfolioCare Elements (super/pension, investment) closed to new members and investors in 2016.

## Our joint venture referral arrangements

We control a percentage of the equity interests in the joint venture providing the services listed below. As a result we will benefit from fees, dividends or income received from the profits or value of the joint venture that may result from any payments or other benefits received in respect of the services provided to you.

Provider and relationship	Services	Payment arrangement
Quick Tax Accounting External relationship	Accountant	30% of initial fees - for example if you pay us an initial fee of \$1000 we would pay a \$300 referral fee.
HJ Manly Pty Ltd External relationship	Accountant	30% of initial fees - for example if you pay us an initial fee of \$1000, we would pay a \$300 referral fee.
Navigate Accounting Pty Ltd	Accountant	30% of initial fees - for example if you pay us an initial fee of \$1000,

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Internal relationship		we would pay a \$300 referral fee.
Core Property External relationship	Property Buyers	30% of initial fees - for example if you pay us an initial fee of \$1000, we would pay a \$300 referral fee

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## 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 or accredited mortgage consultant 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 in the following below.

<b>Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters</b>	<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>
<b>Any issue relating to your personal information</b>	<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. 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 (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 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;
  - We may be disclosing your personal information to Philippines for the purpose of Administration.
- 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 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 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 the Group's Privacy Policy visit <http://www.amp.com.au/privacy> or you can contact us.

## Australian Finance Group (AFG)

AFG is an aggregator and it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services.

Lenders may offer incentives that are paid directly to the Accredited Mortgage Consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Accredited Mortgage Consultants may be invited to attend the AFG National Conference. This is an annual event which offers Accredited Mortgage Consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG subsidises some costs of attendance, which may include meals and accommodation. The value will depend upon a range of factors, including the nature of the courses and events planned.

Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

# Our services for Managed Discretionary Accounts

We offer limited types of Managed Discretionary Account services (MDA services) within approved investment platforms. We offer these services to existing clients of our MDA service only. 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.

The following risks are associated with investing through the MDA Service:

- Fair dealing: the risk of the authorised representative providing preferential treatment to some clients at the expense of other clients. For example, an attractive float is promoted to high net worth clients only and therefore other clients fail to receive an offer.
- Reasonable basis: the risk of the MDA operator not exercising diligence and thoroughness when making investment recommendations to the client.
- Failing to act responsibly and with a reasonable standard of care: where an MDA operator acts in his or her own interests before the benefit of their clients.
- An MDA service is not suitable for all clients. If you want to retain control of all investment decisions an MDA service will not be appropriate for you. However, if you are an experienced investor and understand the risks associated with having someone else make investment decisions on your behalf then it may be suitable for you.

## 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 within the necessary timeframe. You can then instruct us how you wish us to proceed. Please refer to 'Your relationship with us and using our services' in this guide. Under an MDA you may agree for us to respond on your behalf.

## Non-limited recourse products

We may recommend you invest your portfolio in a non-limited recourse product, specifically a margin loan. The amount of borrowing we recommend will be based upon your relevant personal circumstances and goals but only to a maximum of 60% of your investment.

The following risks are associated with non-limited recourse products:

- Gearing can magnify your losses as well as your gains.
- Interest cost may outweigh investment returns and this could potentially have an impact on your cash flow.
- A non-limited recourse product or facility imposes a legal obligation on you to pay an amount to another person or financial institution in the event of the occurrence or non-occurrence of something where the rights of the other person or financial institution are not limited to any property or asset that you have paid or set aside as security for the agreement.

A margin call occurs when your portfolio drops below the level of security needed to fund the loan.

As part of our ongoing service, we will manage any risks of a margin call on your behalf other than receiving notification of margin calls. The margin lender will directly give you notice of any margin calls. We are not authorised to receive those margin call notices on your behalf.

Our Statement of Advice sets out the strategy for a margin call to review the loan to value ratio back to acceptable levels. We prefer that this is managed through cash injection or lodgement of additional securities/collateral rather than a sell down of the investments or crystallising losses.

If the value of the investment is less than the value of the loan, it will be inadequate to clear the associated debt, so more assets may need to be sold. Also, you may incur capital gains tax liability on the sale of your other assets. If in the unfortunate event, that neither of these balances is sufficient, you may be left with a remaining debt that will need to be repaid on an ongoing basis via your cash flow.

In the event of you having to sell your principal residence, note that it is not subject to capital gains tax and whilst the sale would incur selling costs, there would be no additional tax liability.

For example, if you use \$10,000 of your own money and borrow \$90,000 via a margin loan to invest in \$100,000 in shares - if your shares suffer a significant decrease in value to \$80,000 and you are required to meet a margin call from the lender immediately to fully repay your margin loan, you may be forced to sell \$10,000 of your other assets and property to make up the shortfall in value due to the decrease in value of your shares which have been held as security for the margin loan.

### **Keeping you informed**

You will have access to information regarding the trading on your account. This information will set out the transactions that we have undertaken on your behalf, as well as a detailed valuation of the assets and liabilities in your portfolio.

You can elect to either have continuous online access to your portfolio, together with the receipt of an annual statement, or receive paper statements both quarterly and annually.

### **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 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. The Investment Program will be prepared in accordance with the requirements of Division 3 of part 7.7 of the Corporations Act 2001 (the Act) and will comply with the requirement to act in the best interest of the clients as required by Division 2, Part 7.7A of the Act. In addition, the Investment Program will include information about:

- the nature and scope of the discretions we will be authorised and required to exercise under the MDA contract
- 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.

### **Fees and costs**

The fees and costs for MDA services are disclosed in the 'Managed Discretionary Account fees and costs' section of the **Schedule of fees**.

If we recommend you an MDA service and charge you a fee for the service, these fees and costs will be provided to you at the time we provide you with personal advice (or as soon as practicable after that time).

This financial services guide complies with the conditions of ASIC's relief under ASIC Corporations (Managed Discretionary Account Services) Instrument 2016/968.

# Our Financial Advisers and Credit Advisers

## About Tony Borg



### Experience

Tony is an owner and Director of Navigate Financial Group. He is a senior Financial Adviser and has been providing Financial planning advice since 1991, with over 24 years experience. Tony provides innovative and responsive advice and helps to develop strategies that make a positive difference to his clients.

Tony's qualifications include a Diploma of Financial Planning, Tax Practitioner's Licence, Diploma of Stockbroking and is a Certified Financial Planner® and a Self-Managed Super Fund Specialist Advisor™. He is a member of the Financial Planning Association of Australia (FPA) and the Self Managed Superannuation Professionals Association of Australia.

Away from work Tony has been a Life Saver at Queenscliff Surf Life Saving Club since 2000, he enjoys surfing, paddling, Cycling and spending time with his family. Tony is also a keen supporter of the Manly Warringah Sea Eagles.

Phone	02 9977-2244
Email	<a href="mailto:tonyb@navigatefinancial.com.au">tonyb@navigatefinancial.com.au</a>
Authorised representative number	247880
Credit representative number	372056
Qualifications	Diploma of Financial Planning Professional Diploma in Stockbroking Certified Financial Planner® Self Managed Super Fund Specialist Advisor™
Professional Memberships	Financial Planning Association of Australia Self Managed Superannuation Professionals Association of Australia

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Securities (debt securities)
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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
- equity in the practice
- bonus where pre-determined criteria are met

I am a Director and shareholder of Navigate Financial Group Pty Ltd and Navigate Manly Pty Ltd. I receive a salary, bonus plus distributions from Navigate Manly Pty Ltd. Any potential bonus and distributions paid are based on meeting individual key performance indicators and the overall profitability of our business.

## About Harry Moustakas



### Experience

I am an owner and Director of Navigate Financial Group with over 25 years experience providing financial advice and strategies to a wide range of individuals, families and businesses. I see myself as a guide and coach and I aim to help my clients make better financial decisions. My intent is to help clients live richly today whilst planning for tomorrow. I have been working with many of my clients for over 15-20 years and this has led to long term trusted relationships and friendships.

By way of education I have studied mathematics and computer science at the University of Technology Sydney, Specialist Self Managed Super Fund course through University of Adelaide and I hold a Diploma of Financial Planning. I am a Certified Financial Planner and a Self managed Super Fund Specialist Adviser.

I am a member of the Financial Planning Association of Australia (FPA), the Self Managed Superannuation Professionals Association of Australia (SPAA) and a Justice of the Peace. In 2006 I won the Financial Planning Association of Australia inaugural value of advice Wealth Accumulation award (NSW).

Outside of work I enjoy spending time with family and friends and doing what I preach – living today, planning tomorrow.

Phone	02 9599-1888
Email	<a href="mailto:harrym@navigatefinancial.com.au">harrym@navigatefinancial.com.au</a>
Authorised representative number	250907
Credit representative number	371349
Qualifications	Diploma of Financial Planning Certified Financial Planner® Self Managed Super Fund Specialist Advisor™
Professional Memberships	Financial Planning Association of Australia Self Managed Superannuation Professionals Association of Australia

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Aged care
- Employer super
- Goals based investing
- Securities (including listed securities and debt securities)
- Separately managed accounts
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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
- equity in the practice
- bonus where pre-determined criteria are met

I am a Director and shareholder of Navigate Financial Group Pty Ltd and Navigate Brighton Pty Ltd. I receive a salary, bonus plus distributions from Navigate Brighton Pty Ltd. Any potential bonus and distributions paid are based on meeting individual key performance indicators and the overall profitability of our business.

## About Ryan O'Grady



### Experience

Ryan's main focus is providing superior customer service and enjoys working closely with clients, building lasting relationships. As a Financial Planner, Ryan is passionate about assisting and educating his clients during their financial decision making. He believes that this is achieved through, firstly finding out his client's goals and motivations, then taking the time to research and develop appropriate strategies to match their goals and finally implementing the strategy that the client feels is right for their situation.

Ryan has a Bachelor of Business majoring in Finance, a diploma in Financial Planning, SMSF accreditation and is also an AMP Horizons Academy graduate. Ryan was also recognised as a regional finalist for the AMPFP New Adviser of the Year Award.

Ryan's goal is to take the hassle and frustration away from clients when dealing with financial decisions, work on their behalf so that they can concentrate on the important things in life that they enjoy most.

Outside of work Ryan enjoys surfing, personal fitness, basketball and spending time with his young family. He is a sports enthusiast and especially enjoys watching Rugby League, American Football and Basketball for which he is a die hard Miami Dolphins and Miami Heat supporter.

Phone	02 9977-2244
Email	<a href="mailto:ryano@navigatefinancial.com.au">ryano@navigatefinancial.com.au</a>
Authorised representative number	468529
Credit representative number	468532
Qualifications	Bachelor of Business (Finance) Diploma of Financial Planning
Professional Memberships	Association of Financial Advisers Ltd

## 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
- Limited selection of investment guarantees
- SMSF borrowing
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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
- equity in the practice

I am a Director and shareholder of OG Investments Pty Ltd which has a licence agreement with Navigate Financial Group Pty Ltd. I receive a salary, bonus plus distributions from OG Investments Pty Ltd. Any potential bonus and distribution paid is based on meeting individual key performance indicators and the overall profitability of OG Investments Pty Ltd business.

## About Rory D'Agostino



### Experience

Rory D'Agostino is a dedicated Financial Planner and an accredited Mortgage Consultant committed to providing an excellent customer experience. Rory is passionate about building strong and lasting relationships with his clients and assisting them to make informed decisions to reach their financial goals.

Rory's approach, is to understand his clients goals and motivations, research effective strategies, implement a sound financial plan and provide ongoing financial advice to ensure his clients stay on track. There is nothing more satisfying to him then helping people achieve their goals.

Rory has completed a Bachelor of Commerce majoring in Finance, a Diploma of Financial Planning and a Certificate IV in Finance and Mortgage Broking .

Away from work, Rory enjoys an early morning surf, followed by a round of golf and spending time with family and friends. He is a diehard Cronulla Sharks fan.

Phone	02 9599-1888
Email	<a href="mailto:roryd@navigatefinancial.com.au">roryd@navigatefinancial.com.au</a>
Authorised representative number	1236699
Credit representative number	481547
Qualifications	Bachelor of Commerce Advanced Diploma of Financial Planning Certificate IV in Finance and Mortgage Broking

## 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
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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.

## How I am paid

I receive the following from our practice:

- salary
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

I am an employee and shareholder of Navigate Brighton Pty Ltd. I receive a salary, bonus plus distributions from Navigate Brighton Pty Ltd. Any potential bonus and distributions paid are based on meeting individual key performance indicators and the overall profitability of our business.

## About Dennis Spiroski



### Experience

Dennis is an enthusiastic Financial Planner passionate about providing superior customer service to his clients. He is devoted to continually expand his knowledge to ensure the best outcome for his clients throughout their ever changing life stages.

Dennis thrives on being able to assist clients to plan and implement strategies to build a successful and comfortable future, more importantly he is committed to building strong and lasting relationships with his clients.

Dennis has completed a Bachelor of Business majoring in property and an Advanced Diploma of Financial Planning. He is also an accredited Aged Care Professional.

Away from work, Dennis enjoys a round of golf, fishing and following his beloved Liverpool Football Team.

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Email	<a href="mailto:denniss@navigatefinancial.com.au">denniss@navigatefinancial.com.au</a>
Authorised representative number	1249240
Credit representative number	492893
Qualifications	Bachelor of Business (Prop) Advanced Diploma of Financial Planning
Professional Membership	Accredited Aged Care Professional

## 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
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts
- Investor directed portfolio services
- Limited Managed Discretionary Account service

- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Navigate Brighton Pty Ltd and receive a salary plus bonus from the practice. Any potential bonus paid is based on meeting individual key performance indicators and the overall profitability of our business.

## About Sonia Currey



### Experience

Sonia recognises that great professional and personalised advice can be life changing.

Sonia holds a Bachelor of Economics (double major in Finance and Accounting), the Advanced Diploma of Financial Planning and holds the Financial Planner AFP® status in addition to being accredited as a Self-Managed Superannuation Fund Specialist Adviser™.

She brings 23 years corporate experience to the advice process, having worked in senior roles with Australian Unity, SuperConcepts/AMP and The Australian Financial Review. Sonia is a member of the Financial Planning Association of Australia and the Self-Managed Superannuation Professionals Association of Australia. Sonia has been an active contributor to the financial planning industry.

She has written and presented youtube videos for AMP on SMSF property issues for trustees. She has written and delivered educational content and courses on superannuation, taxation, investments, insurance, Centrelink and SMSF legislation and its financial planning impacts. Sonia has written a technical advice column for financial planners, Strategic Insight, in Money Management Magazine. She has also won the award Presenter of the Year for financial planning education by the Securities Institute of Australia (now FinSia).

Her interests are spending time with her family, hiking, playing tennis, skiing, travelling and all things active by the beach.

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Authorised representative number	000 243 593
Credit representative number	503242
Qualifications	BEC, Adv Dip FP, AFP®, SSA®
Professional memberships	Financial Planning Association of Australia Self Managed Superannuation Professionals Association of Australia

## 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 expect for the following:

- Aged care
- Separately managed accounts
- Securities (debt securities)
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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

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

mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Navigate Manly Pty Ltd and receive a salary plus bonus from the practice. Any potential bonus paid is based on meeting individual key performance indicators and the overall profitability of our business.

## About Caroline Herrmann



### Experience

Carol joined Navigate Financial Group in administration and with her fantastic business skills and a passion for the industry she has worked her way up to become a Financial Adviser.

Carol sees Financial Planning as an opportunity to make a positive difference in each of her clients lives. She is very committed and she finds helping people whilst doing what she loves rewarding and motivating.

Originally from Brazil, Carol brings a different approach to the Australian Financial Planning industry, she will work with you to formulate the best outcome possible for you, your family and your personal goals. Carol's qualifications include a Diploma of Marketing, an Advanced Diploma of Management, a Bachelor of Business and a Diploma of Financial Planning.

Outside of work Carol is a passionate advocate for the less fortunate; she regularly volunteers for charity events and causes including the Cancer Council. Carol enjoys travelling and is a keen snowboarder – she makes regular trips to the Snowy Mountains. She also loves cooking and personal fitness

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Email	<a href="mailto:carolh@navigatefinancial.com.au">carolh@navigatefinancial.com.au</a>
Authorised representative number	1238067
Credit representative number	483021
Qualifications	Diploma of Financial Planning Diploma of Management Bachelor Business Administration

## 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
- Gearing and margin lending
- Goals based investing
- Limited selection of investment guarantees
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)

- SMSF borrowing
- Separately managed accounts
- Investor directed portfolio services
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Navigate Manly Pty Ltd and receive a salary plus bonus from the practice. Any potential bonus paid is based on meeting individual key performance indicators and the overall profitability of our business.

## About Jenna Carey



### Experience

Jenna is a committed financial planner whose biggest motivation is to see her clients prosper as a result of them reaching the best financial outcome.

She values working alongside both her clients and her team to formulate strategies, ensuring not only that the clients goals are met, but are extended. Jenna appreciates the importance of building strong relationships with clients to ensure she fully understands their financial and life goals to enable her to support them in achieving both.

Jenna holds a Bachelor of Commerce majoring in Accounting and Commercial Law and has also completed her Diploma of Financial Planning. Away from work, Jenna enjoys taking her dogs to the beach, playing tennis with friends and spending quality time with family.

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Email	<a href="mailto:jennac@navigatefinancial.com.au">jennac@navigatefinancial.com.au</a>
Authorised representative number	1270275
Credit representative number	513228
Qualifications	Bachelor of Commerce (Accounting & Commercial Law) Diploma of Financial Planning

## 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
- Employer super
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Limited selection of investment guarantees
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts
- Investor directed portfolio services
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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

adviser.

I am also a Credit Representative of AMP Financial Planning and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

## How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

I am an employee of Navigate Brighton Pty Ltd and receive a salary plus bonus from the practice. Any potential bonus paid is based on meeting individual key performance indicators and the overall profitability of our business.

## About Stephen Beaumont



### Experience

Steve is a senior financial planner attached to Navigate Financial Group. His career in the Financial Services Industry began in 1981 when he commenced with the then AMP Society as a Consulting Representative.

Prior to joining AMP, Steve obtained a Certificate of Personnel Administration (TAFE) and after, completed a Diploma in Life Insurance (Australian Insurance Institute). In the 1990s, he joined the Financial Planning Association, completed a Diploma in Financial Planning (Deacon University) and became accredited as a Certified Financial Planner.

Until 2007, he managed his own AMP financial planning practice before merging with Tony Borg's practice just prior to the formation of Navigate Financial Group. Apart from looking after his own clients, Steve assists Tony in servicing the needs of some of Tony's retired clients.

Phone	02 9977 2244
Email	<a href="mailto:stevebeaumont@optusnet.com.au">stevebeaumont@optusnet.com.au</a>
Authorised representative number	248361
Credit representative number	370741
Qualifications	Diploma in Life Insurance Diploma of Financial Planning Certified Financial Planner Practitioner
Professional Memberships	Financial Planning Association of Australia

## The advice and services I can provide

I am authorised to provide the services listed in the **Our advice and services** section of this guide, except for the following:

- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts
- Limited Managed Discretionary Account service
- Loans including mortgages and personal loans, reverse mortgages and deposit bonds

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 a Director and shareholder of Stephen W Beaumont Pty Ltd which contracts to Navigate Manly Pty Ltd in addition I receive a share of my fees/ commissions from Navigate Manly Pty Ltd.

## About Marc Ruhoff



### Experience

Marc joined Navigate Financial Group in 2008 and has been involved with the financial planning and mortgage broking industry for 8 years. He prides himself on providing holistic debt advice and focusing on his clients values and unique needs. His philosophy is to obtain a deep understanding of what is really important to his clients to help them achieve their financial goals. Marc makes sure he develops long term client relationships which results in him becoming an important source of contact for their financial needs.

Marc has completed extensive studies relating to financial planning which include, Diploma of Business, Advanced Diploma in Financial Services (Financial Planning), Diploma of Financial Services (Mortgage Broking).

Marc is a member of the following associations, Mortgage and Finance Association of Australia (MFAA) and a Member of Australian Finance Group (AFG)

Outside of work, Marc is passionate about anything related to sport, in particular following the Manly Sea Eagles and snow sports.

Phone	02 8028-2600
Email	<a href="mailto:marcr@navigatefinancial.com.au">marcr@navigatefinancial.com.au</a>
Credit representative number	372355
Qualifications	Diploma of Business Advanced Diploma in Financial Services Diploma of Finance and Mortgage Broking Management Accredited Mortgage Consultant
Professional memberships	Mortgage Industry Association of Australia

## The advice and services I can provide

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning, I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to

- residential mortgages and home loans
- deposit bonds
- personal loans
- reverse mortgages

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
- dividends
- equity in the practice
- bonus where pre-determined criteria are met

I am a Director and shareholder of Phalro Pty Ltd which has a licence agreement with Navigate Financial Group Pty Ltd. I receive a salary, bonus plus distributions from Phalro Pty Ltd. Any potential bonus and distribution paid is based on meeting individual key performance indicators and the overall profitability of Phalro Pty Ltd business.

## About Vanessa Brunker



### Experience

I have worked with Navigate since 2015 and am an accredited Mortgage Consultant. I am passionate about working with clients to find the right loan product solutions. I enjoy making a positive difference to my clients lives, helping them achieve their goals through refinancing, buying an investment property. All the hard work is rewarded when we improve our clients monthly budgets with less money paid in loan interest.

Phone	02 9977 2244
Email	<a href="mailto:vanessab@navigatefinancial.com.au">vanessab@navigatefinancial.com.au</a>
Credit representative number	500111
Qualifications	Diploma of Finance and Mortgage Broking Certificate IV Finance and Mortgage Broking Accredited Mortgage Consultant
Professional memberships	FBAA Australian Financial Complaints Authority AFCA

## The advice and services I can provide

I am an Accredited Mortgage Consultant and as a credit representative of AMP Financial Planning, I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to

- residential mortgages and home loans
- deposit bonds
- personal loans
- reverse mortgages

## How I am paid

I receive the following from our practice:

- share of revenue
- bonus where pre-determined criteria are met

I am a Mortgage Consultant and contract to Navigate Manly Pty Ltd using the trading name Mortgage Belt (ABN 36 719 617 195) I receive a share of my fees/ commissions from Navigate Manly Pty Ltd. Any potential bonus paid is based on meeting individual key performance indicators and the overall profitability of our business.

## Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

### Initial service fees

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

Initial service	Fee amount
Comprehensive Advice	Starting from \$2,500
Scoped Advice	Starting from \$800
Transaction on your behalf	Starting from \$250

### Ongoing service fees

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

Ongoing service	Fee amount
<p>Private Client</p> <p>This service is appropriate to clients who want an active and extensive advice and support service. The final fee will depend on your own requirements and complexity and will be agreed with you on an annual basis.</p>	Starting from \$3,000
<p>Advice Client</p> <p>This service is appropriate to clients who want an active advice and support service. The final fee will depend on your own requirements and complexity and will be agreed with you on an annual basis.</p>	Starting from \$1,500
<p>Service Client</p> <p>This service is appropriate to clients who want an active advice and support service. The final fee will depend on your own requirements and complexity and will be agreed with you on an annual basis.</p>	Starting from \$600

## 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 our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.50% of all contributions made to the investment.	Up to 0.80% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$450.00 initially and \$80.00 pa.
Insurance (including those held within superannuation)	Up to 77% of the first year's premium for new policies implemented from 1 January 2019.	Up to 33% of the insurance premium each following year.	On insurance policies implemented from 1 January 2019, if your insurance premium was \$1,000, we would receive an initial commission of up

	We may receive up to 88% of the first year's premium for new policies implemented between 1 January 2018 and 31 December 2018.		to \$770.
	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.
Loans	Up to 1.10% of the initial loan balance. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains % and we will receive the remaining %.	Up to 0.55% of the outstanding loan balance each year. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains % and we will receive the remaining %.	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG would retain up to \$33 and AMP Financial Planning receives \$1,067. AMP Financial Planning then passes (\$1,067 x %) Invalid formula 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 %) \$Invalid formula to us.
Deposit bonds	Up to 22% of the deposit bond fee. AFG retains between 0-3% and passes the remaining 97-100%* on to AMP Financial Planning. AMP Financial Planning then retains % and we will receive the remaining %.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88. AFG would retain up to \$2.64 and AMP Financial Planning receives \$85.36. AMP Financial Planning then passes (\$85.36 x %) \$Invalid formula 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.

\*The above ranges apply to loans settled prior to 1 February 2019. AFG will retain 1.5% of the initial and ongoing commissions on loans lodged and settled from 1 February 2019. The remainder of all commissions will be passed on by AFG to AMP Financial Planning. AMP Financial Planning retains the licensee fee to cover their costs and the balance is passed on to us.

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

## Managed Discretionary Account fees and costs

### Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example reduce it from \$100 000 to \$80 000). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You may be able to negotiate to pay lower contribution fees and management costs where applicable.

### To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) has a managed funds fee calculator to help you check out different fee options.

This document shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from your assets held under our MDA service.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

Type of fee or cost	Amount	How and when paid
<b>Fees when your money moves in or out of the managed investment product</b>		
<b>Establishment fee</b> The fee to open your investment	Nil	Not applicable
<b>Contribution fee</b> The fee on each amount contributed to your investment	Nil	Not applicable
<b>Withdrawal fee</b> The fee on each amount you take out of your investment	Nil	Not applicable
<b>Exit fee</b> The fee to close your investment	Nil	Not applicable
<b>Management costs</b>		
<b>The fees and costs for managing your investment<sup>1</sup></b> MDA service fee	Nil	Not applicable
<b>Indirect costs</b> External managed funds fees	Varies depending on the Managed Fund. Please refer to the fund manager PDS for fee information.	The fees are deducted from the managed fund unit price by the product issuer. This fee is not directly paid by you, but does impact the portfolio performance.
<b>Service Fees<sup>1</sup></b>		
<b>Switching fee</b> The fee for changing investment options	Nil	Not applicable

<sup>1</sup> Refer to the Additional Explanation of Fees and Costs section for an explanation of other fees and costs.

## Additional explanation of fees and costs

### Ongoing advice fees

We provide ongoing service as part of our MDA service. The fees for ongoing service are disclosed in the above section of the 'Schedule of fees'.