

# encounter™

## Financial Planning & Advice

### Financial Services and Credit Guide

Version 1a.4

Name	Encounter Financial Services Pty Ltd, ACN (150 889 857) as trustees for The trustee for EFS Unit Trust (ABN 62 018 732 449), trading as Encounter Group is an Authorised Representative (Authorised Representative number 408220) and credit representative (Credit Representative number 408218) of AMP Financial Planning Pty Limited ("the Licensee").
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References to "our", "we", "us", "me" and "I" refer to Encounter Financial Services Pty Ltd.

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

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

#### Not Independent

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

#### Our office contact details:

Address	3 Alexandrina Road Mount Barker SA 5251
Phone	08 8391 6446
Fax	08 7079 8312
Email	admin@encountergroup.com.au

#### Our office locations:

Mount Barker	3 Alexandrina Road Mount Barker SA 5251
Murray Bridge	4a Third Street Murray Bridge SA 5253
Mount Gambier	104 Commercial Street East Mount Gambier SA 5290
Port Lincoln	Mortlock Clinic, 52 Mortlock Terrace Port Lincoln SA 5606
Adelaide	Suite 5, 102 Greenhill Road Unley SA 5061

## Documents you may receive in the financial planning process

We will provide you with several documents as you progress through your financial planning and advice journey. We may provide these documents electronically to your nominated email address, unless otherwise agreed.

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

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

If we recommend or arrange a financial product for you, we will provide a Product Disclosure Statement (PDS), or Investor Directed Portfolio Services (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks, as well as the costs you will pay the product provider to manage that product. You should read any warnings in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

## Our advice and services

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

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

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

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

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

## Transaction services

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

## Instructing us

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

## Providing information to us

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

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

## Privacy Collection Statement

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

As part of the advice journey, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to analyse your needs, objectives and financial situation, so our recommendations may not be appropriate or suitable for you.

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

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

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

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

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

## Confidence in the quality of our advice

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

- Contact your adviser and tell them about your complaint.
- Alternatively, you can contact the Licensee at:
  - Phone 1800 812 388
  - Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)
  - Online at [www.amp.com.au](http://www.amp.com.au)
  - In writing to:

### Attention: Advice Complaints Department

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

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

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

<b>Any issues about 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 about your personal information</b>	<b>The Office of the Australian Information Commissioner</b> GPO Box 5218, Sydney NSW 2001 1300 363 992 <a href="http://www.oaic.gov.au">www.oaic.gov.au</a> <a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.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. The Licensee is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance also covers claims arising from the actions of former employees or representatives of the Licensee, even where subsequent to these actions, they have ceased to be employed by or act for the Licensee.

## About the Licensee

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

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

The Licensee has:

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

## About the AMP Group

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

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

If we recommend a product issued by the AMP Group or a third party product issuer, they will benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

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

Authorised Representatives and/or staff employed in our business may hold shares in AMP Limited, whose share price may be favourably affected by the sale of products issued by AMP Group companies.

## Our fees

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

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

## Licensee fees

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

## Other costs

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

The following table outlines the range of fee we charge and should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice. All fees and charges include GST.

## Fee type & Description

### Fixed & AdHoc Advice & Service Fees

AdHoc service by a Financial Planner - **\$300 per hour**

AdHoc service by Support Staff - **\$150 per hour**

Stand Alone Centrelink Advice/Support - Starts from - **\$550**

Execution Only (non-advised clients only) - **\$550**

If a Statement of Advice is presented and not implemented a fixed fee of **\$3,750** will be charged.

This is to cover the cost of fact finding, research, alignment to goals, and the production of advice document but excludes the implementation cost

### Initial Advice Fees

Initial Advice for a client couple (fact finding, research, alignment to goals, production of advice document and implementation) - starts from **\$5,750**

Initial Advice for a single client (fact finding, research, alignment to goals, production of advice document and implementation) - starts from **\$4,750**

Initial SMSF Advice (fact finding, research, alignment to goals, production of advice document(s) and implementation) - starts from **\$7,750**

Cash flow modelling (fact finding, research, alignment to goals, production of cash flow model including all assumptions - no product advice) - starts from **\$2,250**

Risk Insurance Advice (in addition to Initial Advice fee or Stand Alone Risk Insurance Advice) starts from - **\$2,750** (all commission will be rebated)

### Annual Advice & Service Fees

Ongoing Service Agreements start from **\$3,700** for a couple

Ongoing Service Agreements start from **\$2,900** for a single

### Commission (if taken)

#### Insurance:

Initial commissions: Up to **66%** of the first year's premium for new policies implemented from 1 January 2020.

We may receive commissions on increases or additions to existing policies of up to **130%**.

#### Ongoing commissions:

Up to **33%** of the insurance premium each following year.

For example: 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 pa.

## Other benefits we may receive

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

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

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

### Personal and professional development

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

## Other business interests and relationships

### Our Referral arrangements

We may introduce you to Yodal Pty Ltd to assist with your estate planning. While we may support you by facilitating the process, any legal advice will be provided via Yodal's legal panel and not by us. We will not receive a fee from Yodal to introduce you to them.

### Separately managed accounts (SMA)

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

We distribute the Research Choice Portfolios, which is/are administered by North.

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

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

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

### Fees

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

### Note

If you are no longer our client, the responsible entity may have the discretion to move your investments out of the Research Choice Portfolio.

# Financial and Credit Adviser Profiles



## About Dave Schultz

Phone	08 8391 6446
Email	dave@encountergroup.com.au
Authorised representative number	408221
Credit representative number	430285

### Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Advanced Diploma of Financial Services (Financial Planning)

### Professional memberships

AFA - Association of Financial Advisers

### Professional designations

FChFP - Fellow Chartered Financial Practitioner

### The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide.

- Self-Managed Superannuation Fund Advice

### How I am paid

I receive the following from our practice:

- salary dividends
- dividends

Based on the above, the following contains my remuneration details:

- Based on the above, the following contains my remuneration details:
- I am a director and shareholder of Encounter Financial Services Pty Ltd as trustee for the EFS Unit Trust. The EFS Unit Trust is the trustee of the Hayli Family Trust to which company profits are directed. I then receive distributions from that family trust.

## About Andrew Hentschke



Phone	08 8391 6446
Email	andrew@encountergroup.com.au
Authorised representative number	255616
Credit representative number	522089

### Qualifications (Finance related)

Diploma of Financial Planning

### Professional memberships

AFA - Association of Financial Advisers

### The advice and services I can provide

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

### How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

- I receive a salary plus 50% of the net revenue over the pre-determined target set and on achievement of activities specified within a balanced scorecard

## About Thomas Richardson



Phone	08 8391 6446
Email	tom@encountergroup.com.au
Authorised representative number	1298982
Credit representative number	548441

### Qualifications (Finance related)

Bachelor of Business (Financial Planning)  
Bachelor of Commerce (Accounting)

### 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.

### How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

- I receive a salary plus 50% of the net revenue over the pre-determined target set and on achievement of activities specified within a balanced scorecard