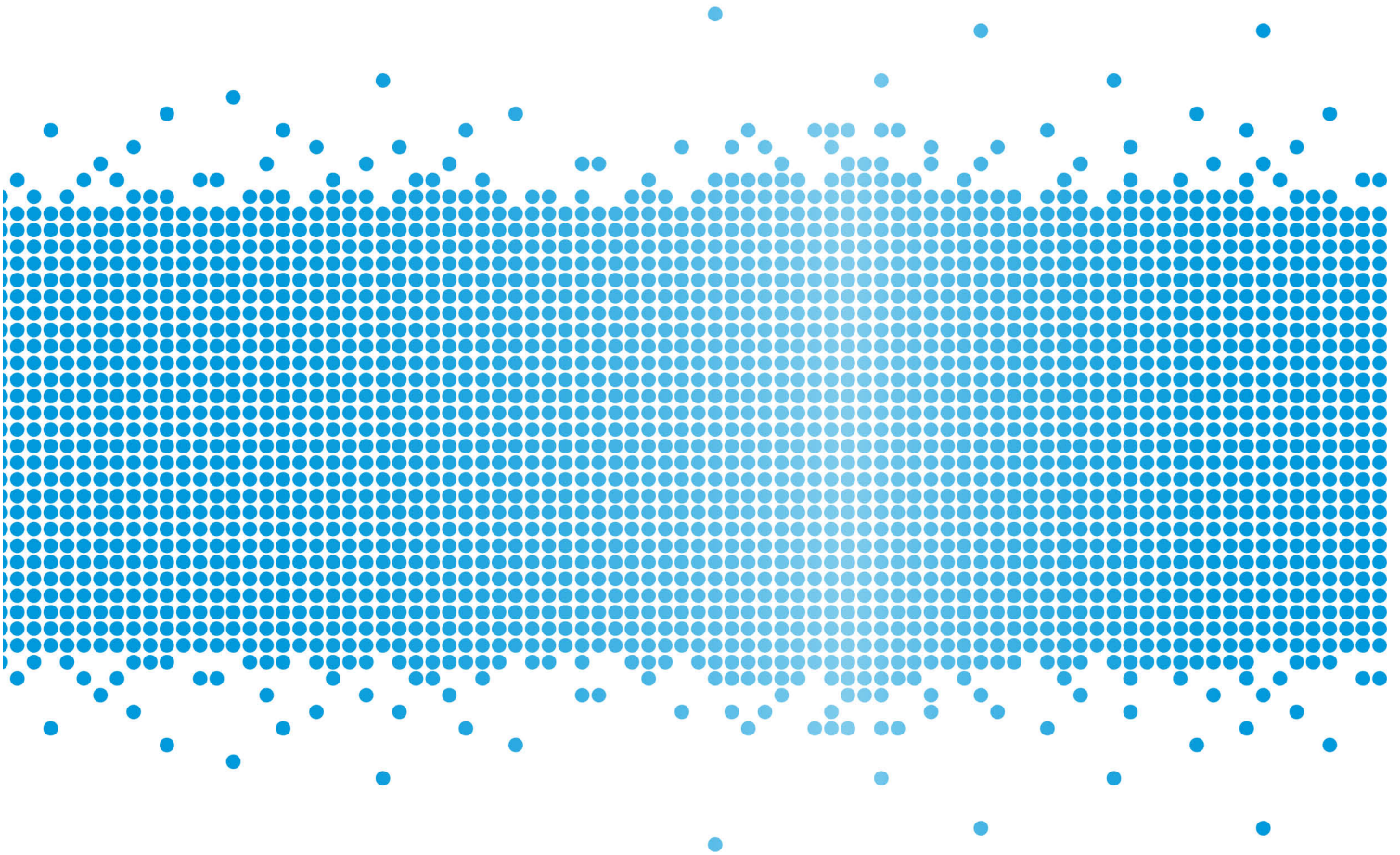


# Financial Services and Credit Guide

HANMOORE FINANCIAL SOLUTIONS

Version: 14.1

Date prepared: 1 October 2022



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

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

## Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

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

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for at least seven years after our relationship ends. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to 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.

### **Not Independent**

Generally, we provide personal advice in line with our 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.

## About our practice

At Hanmoore Financial Solutions (“Hanmoore”) we believe that you should be able to live the life you want.

Since 1984 our team of professional staff has been assisting clients by providing personalised financial advice, ensuring each client has a clear and solution based financial plan.

Working in partnership with the entire Hanmoore team, not just one person, you will be provided with long term strategic advice, not simple product based recommendations. We are committed to the highest standard of advice and service and we take the time to understand your needs.

We believe that by working together as a team

- You will be provided with the knowledge to enable you to make informed decisions
- You will be free from financial concerns and the fear of missed opportunities
- You will feel confident about the direction you are heading in
- You will be given the strategies to help you achieve the lifestyle you desire

This is what we believe and this is what we deliver to enable you to live the life you want.

<b>Name</b>	Hanmoore Holdings Pty Ltd trading as Hanmoore Financial Solutions
<b>Australian Business Number</b>	45 006 327 671
<b>Authorised representative number</b>	250162

### Our office contact details

<b>Address</b>	10-12 Chapel Street, Blackburn, Victoria, 3130 58-60 Napier Street, Essendon, Victoria, 3040
<b>Phone</b>	03 9878 4444 (Blackburn) 03 9370 4088 (Essendon)
<b>Fax</b>	03 9878 4441 (Blackburn) 03 9370 5871 (Essendon)
<b>Email</b>	<a href="mailto:info@hanmoore.com.au">info@hanmoore.com.au</a>
<b>Website</b>	<a href="http://www.hanmoore.com.au">www.hanmoore.com.au</a>

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

## Our advice and services

The below table sets out the types of financial products we are authorised to provide advice on and deal in. We can provide you with personal and general advice on the financial products listed in the table below. We also may be able to arrange for these financial products to be distributed to you without advice from us. In some cases, we may not be able to distribute a financial product to you under non-personal advice if your circumstances do not fit within a product's target market.

In addition to the areas listed in the below table, we may also be authorised to advise in other specialist areas. These are listed in our adviser profiles. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

Any additional advice or services we can offer you, will be outlined in **Our financial advisers and credit advisers** on page 12.

We are authorised to provide financial advice in relation to:	We are authorised to provide financial advice and deal in the following products:
— Wealth Accumulation	— Superannuation
— Personal insurance	— Retirement savings accounts
— Superannuation strategies and retirement planning	— Managed investment schemes including Investor Directed Portfolio Services (IDPS)
— Retirement income streams, including pensions and annuities	— Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products
— Budget and cash flow management	— Life Products – Investment life insurance
— Centrelink and other government benefits	— Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

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

Charter periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Charter's approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by Charter.

As at April 2022, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by Charter are ANZ, Macquarie Bank, AMP Bank, AFG Home Loans, Commonwealth Bank, and Bankwest.

### Transaction services

We can arrange financial product transactions for you on your instruction 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 after the end of our relationship. 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 annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

## Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is 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 actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. 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:

- Initial advice;
- Annual advice and services.

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

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

### Payment methods

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

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment (subject to the advice and service provided).

All permissible fees and commissions will be paid directly to Charter as the licensee. It will then pass on the amounts due to us through its payment system. Charter charges our practice 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.

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 are monetary and non-monetary benefits we may receive other than those explained above. These are not additional costs to you.

In addition to the payments we may receive for our advice and services, we may receive other support services or recognition from the licensee to help us grow our business. This could include training, badging rights, technology, financing, events or other recognition we are eligible for. We may receive benefits from products 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.

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

Eligibility to receive DMA run off payments is dependent on us continuing to be authorised by and meeting standards set by Charter. From 31 January 2020 we will be eligible to receive run-off payments based on the amount of advice revenue we generated in 2018. Advice revenue includes revenue directly attributable to advice provided to a client for an agreed fee. It excludes commissions from investment, insurance and banking products. These payments are to assist with our cashflow over 3 years until January 2023. Run-off payments will not be made after January 2023. In 2022, the total amount of DMA received will be \$36,300.

### **Transition support payments (TSP)**

The TSP payments we are to receive provide us with transitional cash flow support and are derived from a crystallised base that was unique for our practice. We will receive \$105,391.80 of TSP in 2022.

### **Buyout option**

Where we request Charter to buy-back our business prior to 31 December 2021 and this is approved by Charter, then if we leave the financial services industry, we are eligible to sell the register rights of our client base to Charter. The valuation of these rights is based on a multiple of the annual financial planning revenue generated by our practice.

### **Personal and professional development**

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

### **Business support**

We may receive financial and non-financial assistance from the licensee including financing, technology support and marketing or other once-off transitional support costs, to help us grow our business or implement appropriate succession planning options.

Provided we met specific qualification criteria Charter will support our practice with up to \$3,750 per authorised representative that was with us in December 2017. This support is to assist us in meeting the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority. Any support provided by Charter is paid directly to the education provider and not to us.

### **Placement fees**

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

# Relationships and associations

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

## About our licensee

Charter Financial Planning Limited

ABN 35 002 976 294

Australian Financial Services Licensee and Australian Credit Licensee No: 234665

Charter:

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

Charter's registered office is located at Quay Quarter Tower, 50 Bridge Street, Sydney NSW 2000 Australia.

## About the AMP Group

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

- |  |   |
|--|---|
| — National Mutual Funds Management Limited | — AMP Capital Funds Management Limited                |
| — NMMT Limited                             | — AMP Capital Investors Limited                       |
| — N.M. Superannuation Pty Limited          | — AMP Superannuation Limited                          |
| — ipac asset management limited            | — Australian Securities Administration Limited (ASAL) |
| — AMP Bank Limited                         | — SuperConcepts Pty Ltd                               |
| — SMSF Administration Solutions 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, and lender fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

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



## Our 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
<b>CPH Financial Services</b> Directors of Hanmoore are also a Director of CPH Financial Services	Accounting Services	Split in fees paid and dividends paid

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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 and tell them about your complaint.

— Alternatively you can contact Charter at:

Phone 1800 812 388

Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)

In writing:

**Charter Financial Planning Limited**

**Attention: Head of Advice Complaints and Client Remediation**

Quay Quarter Tower

50 Bridge Street

Sydney NSW 2000 Australia

Online at [www.amp.com.au](http://www.amp.com.au)

More information on Charter's complaints handling process can be found in their Complaint Handling Guide, available on <https://www.amp.com.au/support/complaints/complaints-process>.

They will try to resolve your complaint quickly and fairly. They will provide you with a decision in respect to 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 listed 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. Charter is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Charter, even where subsequent to these actions they have ceased to be employed by or act for Charter.

# Your privacy

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

## Privacy collection statement

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

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

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

- Your adviser and Charter may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Charter to review customers' needs and circumstances from time to time, including other companies within the AMP group (the Group);
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Group Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Group Privacy Policy); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

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

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

# Our Financial Advisers

## About Vijay Ghelani

Experience	Over 15 years experience in the financial services industry
Qualifications	Masters of Financial Planning, Masters of Applied Finance, Diploma of Financial Planning, Bachelor of Commerce
Memberships	FPA – Financial Planning Association
Professional designations	CFP – Certified Financial Planner (FPA)
Authorised representative number	289191
Credit representative number	407042

## The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities
- Derivatives (Limited to advising on and dealing in derivative-related products approved by the licensee)

I am also a credit representative of Charter and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an accredited mortgage consultant.

## How I am paid

I am paid a salary and bonuses from Hanmoore and I also have equity in the business which may result in me receiving additional capital and profit related benefits.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with CPH Financial Services. Charter has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

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

## About Chantel Munro

Experience	Over 10 years experience in the financial services industry
Qualifications	Advanced Diploma of Financial Services
Memberships	AFA – Association of Financial Advisers
Professional designations	FChFP – Fellow Chartered Financial Practitioner
Authorised representative number	343317
Credit representative number	407039

## The advice and services I can provide

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## How I am paid

I am paid a salary and bonuses from Hanmoore.

## About Stephen Gleeson

Experience	10 years experience in the financial services industry
Qualifications	Advanced Diploma of Financial Services
Memberships	AFA – Association of Financial Advisers
Professional designations	FChFP – Fellow Charter Financial Practitioner
Authorised representative number	334958
Credit representative number	451815

## The advice and services I can provide

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## About Vincent Armocida

Experience	10 years experience in the financial services industry
Qualifications	Bachelor of Finance
Memberships	FPA – Financial Planning Association
Professional designations	CFP – Certified Financial Planner (FPA)
Authorised representative number	1254545
Credit representative number	498569

## The advice and services I can provide

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## How I am paid

I am paid a salary and bonuses from Hanmoore.

## About Debra Wills

Experience	Over 28 years experience in the financial services industry
Qualifications	Diploma of Financial Planning
Memberships	FPA – Financial Planning Association
Professional designations	CFP – Certified Financial Planner (FPA)
Authorised representative number	302744
Credit representative number	407836

## The advice and services I can provide

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## How I am paid

I am paid a salary and bonuses from Hanmoore.



## About Chris Matthies

Experience	14 years experience in the financial services industry
Qualifications	Diploma of Financial Service (Financial Planning) Advanced Diploma of Financial Planning Bachelor of Business (Accounting) Advance Diploma of Business (Accountancy)
Memberships	FPA – Financial Planning Association
Professional designations	Financial Planner AFP (FPA) Accredited Aged Care Professional
Authorised representative number	392551
Credit representative number	409395

## The advice and services I can provide

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## How I am paid

I am paid a salary and bonuses from Hanmoore.

## 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 fees

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

Initial service	Fee amount
Once off advice fee	Between \$3,520 and \$8,800

### Annual advice and service fees

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

Ongoing service	Fee amount
Annual advice agreement	Varies depends on complexity of the service, represented as a minimum flat fee of \$3,520 or a percentage fee of 1.0% of funds under advice

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

### Commissions

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

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented from 1 January 2020.  We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 33% of the insurance premium each following year.	On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660.  We would receive an ongoing commission of up to \$330.00 pa.

All fees and charges include GST.

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