

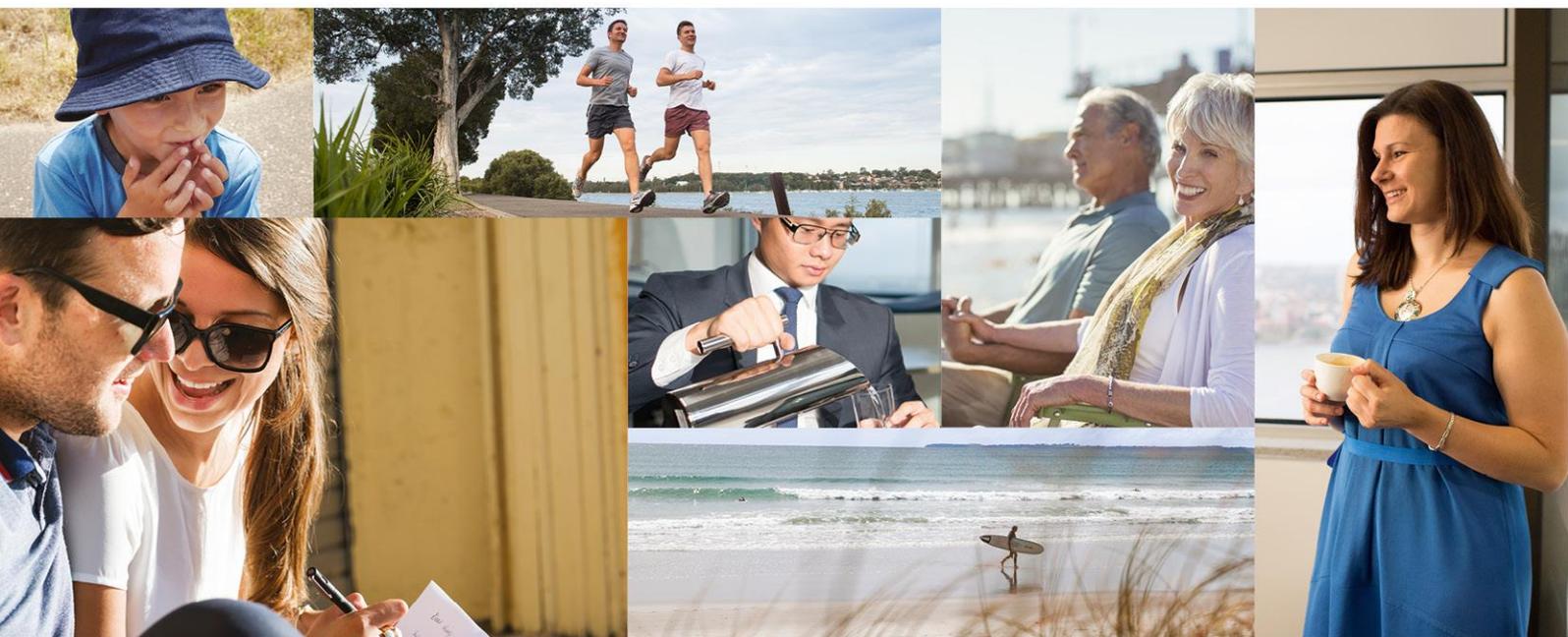
Financial Services and Credit Guide

Milestone Financial

Version: 9.0

Date prepared: 1 July 2020

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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, 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.

As part of the process of understanding your needs, we may provide you with summary documents outlining your goals and priorities. These are not advice documents and should not be relied upon to make financial decisions.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SOA), known as a 'Goals Plan'. The goals 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 goals plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

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

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

About the AMP Advice™ experience

AMP's passion is to help Australians achieve their goals.

By creating realistic and solid plans to sit behind the goals, AMP aims to help more Australians live a better tomorrow.

Every goal is considered important and when combined with the expertise of AMP's advice team, clients are putting themselves in a better position to reach their goals. Not only because they are in control every step of the way, but also because they will benefit from the advice that comes with balancing a plan for the future with the financial needs of now.

What to expect

Explore your goals

Your AMP Advice experience starts by exploring your goals and how you picture them coming to life using our innovative technology. In this step, a Goals Coach or adviser will help you understand and express your goals. You'll receive a Goals Summary document at the end of this conversation.

In the next step, one of our qualified advisers will help you visualise and understand the choices you need to make to reach these goals - keeping you in charge of how you balance your goals of tomorrow against the financial needs of today. After this consultation you will receive an Advice Exploration Summary document.

You'll also have access to your online customer profile where you'll see information relevant to you and your goals.

Plan to achieve your goals

If you choose to proceed, a qualified financial adviser can then work with you to build a plan to help you make your goals a reality. Our approach is not one-size fits all, and the summary of your goals will likely be the starting point for developing a strategy, and recommending products and services that are likely to leave you in a better position. This strategy is contained in a document called a Statement of Advice (SoA), known as a Goals Plan, and it contains our advice recommendations to help you to achieve your goals.

Track your progress

To achieve your goals we will offer to track your progress thus helping you stay motivated and accountable. How we can help you will depend on your needs and preferences, and we can discuss this with you further once your plan is finalised.

Stay in control

We have a process that puts you in control throughout the experience. We will only proceed with assisting you to implement our recommendations when we have your go-ahead and you will always have access to your information, goals and objectives through your online customer profile.

Our fees are based on the advice and services that you select, always leaving you in control.

About our Practice

At Milestone Financial we deliver the AMP Advice experience. AMP Advice is a trademark of AMP Limited and it is licensed to Milestone Financial.

Summary of the business

Name	Milestone Financial Services Pty Ltd trading as Milestone Financial
Australian Business Number	68 100 591 508
Authorised representative number	283214
Credit representative number	371268

Our office contact details

Address	12A Thesiger Court, Deakin, ACT 2600
Phone	02 6102 4333
Email	enquiries@milestonefinancial.com.au
Website	www.milestonefinancial.com.au

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

Our advice and services

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

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

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange. Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our financial advisers and credit advisers** on pages 16-22.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal purposes)	— Borrowing within your SMSF
— Salary packaging	— Managed investments
— Superannuation strategies and retirement planning	— Investor directed portfolio services (for example, administration platforms)
— Personal insurance	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Centrelink and other government benefits	— 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, reverse mortgages and deposit bonds
	— Commercial loans and commercial asset finance
	— SMSF loans
	— Rural loans
	— Life investment products including whole of life, endowment and bonds
	— Exchange traded funds and Listed investment companies
	— Debt securities
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker
	— Various structured products, instalment warrants over managed funds and protected equity loans
	— 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 June 2020, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by AMP FP are AMP Bank, Commonwealth Bank, Macquarie Bank, AFG Home Loans, NAB and ANZ.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Milestone Financial Services is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to 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.

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 servicing to you and will be entitled to the agreed 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 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
- Ongoing or annual advice and services.

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 and service fees:

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

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 over a 12 month period.

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

Fixed service fees

We offer a Goals exploration service which involves an initial consultation with a coach and then a session with an adviser to further explore and prioritise your goals and objectives. At this point you will receive summary documents outlining your goals, objectives and priorities. The standard fee for this service is \$350 including GST, however unless otherwise advised, this fee will be waived.

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.

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 support including financing, technology 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 for business operational costs. These benefits are paid either at the licensee's discretion or depending on meeting certain qualifying criteria including the quality of our services and advice provided to our clients, 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.

We might receive financial and non-financial assistance from the licensee including financing, badging rights or technology support to help us grow our business.

From time to time our practice participates in pro bono work and we may be eligible for a subsidy from the licensee of up to \$3,800 per client inclusive of GST.

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 AMP Financial Planning. From 31 January 2020 we will be eligible to receive run off payments based on the amount of advice revenue we generated in 2018. Advice revenue includes revenue directly attributable to advice provided to a client for an agreed fee. It excludes commissions from investment, insurance and banking products. These payments are to assist with our cashflow over 3 years as set out in the table below. Run off payments will not be made after January 2023.

Year	Total annual amount (payable over 24 instalments)
2020	\$316,800.00
2021	\$211,200.00
2022*	\$105,600.00

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 offers education, personal and professional development opportunities to our practice on an annual basis. Participation in these opportunities may be based on attainment of qualifying criteria or open eligibility.

Education and professional development

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.

Qualification for this subsidy ceased on 31 December 2018. Any subsidy we earned prior in 2018 is available to us until 31 December 2020.

Provided we meet specific qualification criteria AMP Financial Planning will support the practice with 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.

Both the subsidy and support mentioned above are paid by AMP Financial Planning directly to the education provider and not to us.

Amicus program

In addition to the above, certain practices that meet additional qualification criteria may 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 may subsidise the cost of their participation.

Paraplanning costs subsidy

We may be eligible for a subsidy from AMP in relation to paraplanning costs, depending on the number of paraplanning requests that we make in a particular month. If our practice submits a minimum of 5 paraplanning 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.

Advice Creation costs subsidy

AMP provides a discount on the cost of the advice creation service at the rate of 10%. We may be eligible for an additional discount from AMP depending on the number of requests that we submit in a particular month. If our practice submits greater than 7 Goals Plan requests per eligible authorised representative in our practice, we receive an additional discount of 10% in relation to these costs (representing a total discount of 20%). For example, if the total cost of 8 Goals Plans is \$2,000 we will receive a total discount of \$400 ($20\% \times \$2,000 = \400) and pay a discounted fee of \$1,600. If our practice submits greater than 10 Goals Plan requests per eligible authorised representative in our practice, we receive an additional discount of 20% in relation to these costs (representing a total discount of 40%). For example, if the total cost of 11 Goals Plans is \$2,000 we will receive a discount of \$800 ($40\% \times \$2,000 = \800) and pay a discounted fee of \$1,200.

Waiver of licensee fees

While practices authorised by AMP Financial Planning Pty Limited are normally charged a licensee fee, as part of our arrangement with AMP Financial Planning Pty Limited to take you through the AMP Advice experience, the licensee fee is waived.

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

* On completion of the sale of AMP's Australian and New Zealand wealth protection and mature businesses to Resolution Life, which is expected to occur on or around 30 June 2020, AMP Life Limited will cease to be a related body or associate of the Licensee.

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.

From time to time the AMP Group may provide us with referrals as a result of marketing campaigns or direct contact by a customer.

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

Our referral arrangements

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your written advice. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Australian Property Masters Pty Ltd	Direct Property Advice	If you are referred by us to Australian Property Masters for property advice, AMP Financial Planning will receive a referral fee of 75% of the sales commission received by Australian Property Masters which is usually 2.2% of the property value which will be passed on to us less any licence fee that applies. This fee reflects the time that we put into ensuring that the property purchase process happens as smoothly as possible and liaising with other professionals on our clients behalf. For example, if Australian Property Masters received a sales commission of \$5,000, we would receive a referral fee of \$3,750.

Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
Business Lift Coaching	We pay Business Lift Coaching a referral fee of 10% of any fees and/or commissions received by us for clients that they refer to us. For example, if we charge you a fee of \$1,000, we would pay Business Lift Coaching a referral fee of \$100.
Michael White, Sainteel Mortgages	We pay Michael White a referral fee of 10% of any initial loan commissions received by us for clients that he refers to us for debt advice. For example, if we receive an initial loan commission of \$2,000, we would pay Michael White a referral fee of \$200.

Confidence in the quality of our advice

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

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact AMP Advice Complaints:
 - Phone 1800 812 388
 - Email advicecomplaints@amp.com.au
 - In Writing:

Attention: National Manager, Advice Complaints
33 Alfred Street
Sydney NSW 2000
- They will try to resolve your complaint quickly and fairly. They will provide you with a decision in respect to your complaint within 90 days of us receiving it.
- We note that in some circumstances, it may not be possible for us to completely resolve a complaint within the 90 days. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response after the 90 day period, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

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

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

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. 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;
- 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 Financial Advisers and Credit Advisers

About Ian Hayes

I have been in the financial services industry since 2000 and a financial planner since 2005.

I started my career in private client wealth management in London before moving to Australia in early 2004. I joined Milestone Financial Services in 2004 as a paraplanner before progressing into an advising role and became a shareholder and director of the business in 2007.

In 2012, I was awarded the Financial Planning Association's Best Practice Award for a Certified Financial Planning® Professional in the ACT which recognised the outstanding outcomes that we deliver for our clients.

In 2016, I won AMP Financial Planning's Adviser of the Year Award for NSW/ACT and was a finalist in the National Award.



Phone	02 6102 4333
Email	ian@milestonefinancial.com.au
Authorised representative number	291953
Credit representative number	371947

Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Advanced Diploma of Financial Services (Financial Planning)

Certificate IV Financial Services (Finance/Mortgage Broking)

Master of Finance & Investments

Professional memberships

FPA - Financial Planning Association

Professional designations

CFP - Certified Financial Planner (FPA)

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:

- Loans including mortgages, 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

I am an employee, director and shareholder of Milestone Financial Services. I receive a salary plus dividends from the practice.

About Robert Smith-Saarinen

I have been in the financial planning industry since 1990. I have experience with a diverse range of businesses.

In 2006, I managed the distribution arm of a wholesale company providing legal, finance and financial services to the financial planning, accounting and legal industries.

My involvement in running a small business for over 20 years has contributed to Milestone's strong presence in the small business financial and business planning sector.

My passion is working with business owners on their personal and business financial planning needs.



Phone	02 6102 4333
Email	rob@milestonefinancial.com.au
Authorised representative number	254386
Credit representative number	372042

Qualifications (Finance related)

Certificate IV Financial Services (Finance/Mortgage Broking)

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, except for the following:

- Aged Care
- Debt Securities
- Protected Equity Loans, Instalment Warrants and Structured Products
- Loans including mortgages, 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

I am an employee, director and shareholder of Milestone Financial Services. I receive a salary plus dividends from the practice.

About Andrew Boulds

I joined Milestone as a paraplanner in September 2006 and transitioned to become a fully licensed financial planner in 2008.

I moved to Canberra from the United Kingdom where I worked for Zurich and The St James's Place Partnership, a national wealth management firm.

I have a variety of financial qualifications from both the UK and Australia including a Masters in Applied Finance, a Graduate Diploma in Financial Planning and various mortgage broking qualifications.

My dedication and passion to get the job done are highly valued by my clients.



Phone	02 6102 4333
Email	andrew@milestonefinancial.com.au
Authorised representative number	327630
Credit representative number	372060

Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Certificate IV Financial Services (Finance/Mortgage Broking)

Graduate Diploma in Financial Planning

Master of Applied Finance

Professional memberships

FPA - Financial Planning Association

Professional designations

CFP - Certified Financial Planner (FPA)

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:

- Loans including mortgages, 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
- share of revenue

I am an employee of Milestone Financial Services and receive a salary plus 2% of all initial advice fees, ongoing advice fees and initial commissions generated by the business.

About Aaron McInnes

I have been in the financial services industry since 2007 and bring a wealth of experience to the Milestone team. I share a passion with many clients in regards to wealth creation and wealth protection, with a focus on setting goals and timeframes in which to achieve these.

Previously I have run financial services businesses including a legal firm focusing on estate planning and business succession planning, mortgage broking and debt structuring and property investments and advice.

I believe that having a collaborative approach to clients planning needs to be able to tailor a financial plan to suit one's lifestyle goals is the key to clients' personal success. A proactive investor myself, I pride myself on bringing my experiences to clients to able to provide information and education, so that clients can feel comfortable in facilitating the right decisions that are best for them.



Phone	02 6102 4333
Email	aaron@milestonefinancial.com.au
Authorised representative number	326259
Credit representative number	400830

Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Advanced Diploma of Financial Planning

Diploma of Finance and Mortgage Broking Management

Professional memberships

MFAA - Mortgage & Finance Association of Australia

FPA - Financial Planning Association

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
- Debt Securities
- Protected Equity Loans, Instalment Warrants and Structured Products

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.

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

- residential mortgages and home loans
- personal loans
- deposit bonds
- 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
- share of revenue

I am an employee and shareholder of Milestone Financial Services Pty Ltd and receive a salary, 15% of advice fees and initial commissions which I generate for the business and dividends.

About Rebecca Hollis

I have worked in the financial services industry since 2013 and joined Milestone in 2015.

I have performed various administrative roles in the business including working as a New Business administrator and a Relationship Manager.

In 2018, I completed my Diploma of Financial Services and am now an Associate Adviser and a fully licensed financial planner.



Phone	02 6102 4333
Email	rebecca@milestonefinancial.com.au
Authorised representative number	1268946
Credit representative number	512537

Qualifications

Diploma of Financial Services (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
- Debt Securities
- Self-managed superannuation funds
- SMSF borrowing
- Standard margin loans
- Protected Equity Loans, Instalment Warrants and Structured Products
- Loans including mortgages, 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

I am an employee of Milestone Financial Services Pty Ltd and receive a salary plus 10% of the initial advice fees for clients which I introduce to the business

About Jacob Frend

I have been involved in a diverse range of public and private sector roles ranging from Aircraft Engineering Management for a Canberra-based regional airline to border protection with the Federal Government.

I have had a keen interest in the residential property market since I was 19 and enjoy educating and engaging with people regarding their property aspirations. This personal interest is what prompted me to undertake formal study in the financial services field and led to my decision to work in the industry in 2017.

I pride myself on my ability to adapt to changing client needs whilst striving to make purchasing property as seamless as possible.



Phone	02 6176 3112
Email	jake@milestonelending.com.au
Credit representative number	500696

Qualifications (Finance related)

Bachelor of Business

Diploma of Finance and Mortgage Broking Management

Professional memberships

MFAA - Mortgage & Finance 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
- bonus

I am an employee of Milestone Financial Services and receive a salary plus a bonus based on the initial loan commissions which I generate for the 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 service:

Initial service	Fee amount
Starter This is a 12 month initial service that suits those who have a limited range of goals.	Between \$4,455 and \$5,160
Core This is a 12 month initial service that suits those who require a more involved approach in meeting a wider range of goals.	Between \$5,590 and \$7,380
Complex This is a 12 month initial service that suits those whose needs and circumstances are more complex.	Between \$8,650 and \$11,400

All initial services include the offer of a meeting at the end of the service period to review progress with achieving your goals.

We can create a custom quote when your needs are unique. We charge for this service at a rate of \$330 per hour for advice and \$180 per hour for administration.

Fees for Credit Assistance

We may charge a fee for the advice and administration we provide in respect of arranging a loan product for you. This may be in addition to any initial commission we receive.

We would generally charge a fee for credit assistance if the initial loan commission is likely to be insufficient to cover our costs in arranging a loan or if it is likely that the loan will be discharged within a relatively short period of time.

For example, in the first scenario, if we were to arrange a \$100,000 loan for you, we may charge you a fee of \$2,000 and we may also receive an initial commission of \$660 based on an initial commission rate of 0.66% for the advice and administration we provide.

In the second scenario, if we were to arrange a \$500,000 loan for you which you intend to keep for only a short period of time, we may charge you a fee of \$3,000 for the advice and administration we provide. We may also be paid an initial commission of \$3,300 based on an initial commission rate of 0.66% but if the loan is subsequently discharged within 2 years then it is likely that the \$3,300 initial commission would be clawed back.

We will discuss with you any fees that we are going to charge before we start assisting you with your loan needs.

Annual service fees

We also offer services for clients who have already received initial advice for a fixed period of 12 months. The cost of those services are as follows:

Service	Fee amount
<p>Core</p> <p>Our Core package includes an annual advice review and is suitable for those who have a limited range of goals that need to be addressed.</p>	Between \$2,850 and \$3,450
<p>Comprehensive</p> <p>Our Comprehensive package includes an annual advice review and is suitable for those who have a wider range of goals that need to be addressed and who may need to have more regular contact with us.</p>	Between \$5,460 and \$6,180
<p>Premium</p> <p>Our Premium package includes an annual advice review and is suitable for those who have a wide range of goals that need to be addressed, who require regular contact with us and may have complex financial needs.</p>	Between \$8,220 and \$10,440

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

Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.95% of all contributions made to the investment.	Up to 0.7% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$70.00 pa.
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented prior 1 January 2020.	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.
	Up to 77% of the first year's premium for new policies implemented between 1 January 2019 and 31 December 2019		We would receive an ongoing commission of up to \$330.00 pa.
Loans	Up to 1.10% of the initial loan balance. AFG retains 1.5% and passes the remainder on to AMP	Up to 0.55% of the outstanding loan balance each year. AFG retains 1.5% and	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG would retain up to \$16.50 and AMP Financial Planning

	Financial Planning. AMP Financial Planning then retains 0% and we will receive the remaining 100%.	passes the remainder on to AMP Financial Planning. AMP Financial Planning then retains 0% and we will receive the remaining 100%.	receives \$1,083.50. AMP Financial Planning then passes (\$1,083.50 x 100%) \$1,083.50 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 \$8.25 and AMP Financial Planning receives \$541.75. AMP Financial Planning then passes (\$541.75 x 100%) \$541.75 to us.
Deposit bonds	Up to 22% of the deposit bond fee. AFG retains 1.5% and passes the remainder on to AMP Financial Planning. AMP Financial Planning then retains 0% and we will receive the remaining 100%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88. AFG would retain up to \$1.32 and AMP Financial Planning receives \$86.68. AMP Financial Planning then passes (\$86.68 x 100%) \$86.68 to us.
Other banking products		Up to 0.44% of the balance each year.	If you made an investment of \$2,000 we would receive \$8.80 of the balance each year.

All fees and charges include GST.

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