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### Purpose of this guide

The purpose of this guide is to:

- Help you decide whether to use any of the services offered.
- Tell you about how we and our associates are paid.
- Tell you about how we handle complaints.

### Other documents you may receive

The first time we give you personal advice, we will give you a document called a Statement of Advice. The purpose of the Statement of Advice is to help you to decide whether to act on our advice.

We may also give you a Statement of Advice on subsequent occasions when we give you personal advice.

Alternatively, if, when we give you personal advice, your circumstances and the basis for our advice are not significantly different from when we last gave you a Statement of Advice we may create a Record of Advice (ROA). This may be provided to you at the time the advice is provided. If it is not, you may request a copy of the ROA using the contact details above. You may request a copy of a ROA anytime within the seven years that we are required to hold your records. If you do so, we will provide a copy to you at no cost.

Whenever we recommend a product to you, we will provide you with a Product Disclosure Statement. The purpose of the Product Disclosure Statement is to help you decide whether or not to purchase or invest in the product.

### Our Services

We offer Life Planning utilising the Valuescope™ Life Planning Process. Through this process we unlock your deeper goals and priorities and link these to your financial planning needs.

*We can help you in the following areas:*

- Wealth accumulation
- Income and asset protection
- Superannuation
- Social security
- Debt management
- Retirement and redundancy planning
- Estate planning

*Our Australian Financial Services Licence authorises us to advise and deal in:*

- Basic deposit products
- Non-basic deposit products
- Government debentures, stocks or bonds
- Life risk insurance products
- Investment life insurance products
- Interests in managed investment schemes, including investor directed portfolio services
- Retirement savings accounts
- Securities
- Superannuation
- Standard margin lending

### Lack of Independence Disclosure Notice:

We can't call ourselves independent. Here's why.

The law makes it very difficult for most advisers to say they are independent, unbiased or impartial, even if they are not in any way linked to a financial product provider (like a bank).

If, for example, an adviser gets paid a commission to help a client arrange some insurance they are automatically prohibited from calling themselves independent. Most advisers who receive those commissions charge their clients very little (if anything) for the advice or the help they provide putting a policy into place. From time to time, we receive these commissions. So, although we always put your interests before ours when giving advice we cannot (by law) call ourselves independent, unbiased or impartial.

## How we are paid

All figures below include GST.

**We do not charge for your initial consultation with us.**

### Life Planning Clients

For all clients, we utilise the Valuescope™ Life Planning process, unique to GMP Financial and our fees are as follows:

#### Initial Fees

Standard	\$5,500 - \$6,600
Medium Complexity	\$6,600 - \$12,500
Comprehensive	\$12,500 - \$15,500

This fee is for fact finding, unlocking your deeper goals and priorities through the Valuescope™ process and for the preparation of a Statement of Advice,

A further \$2,250 is payable if you require advice in relation to insurance.

If GMP Financial refers you to a third-party service provider, this is done without any payment being received by GMP Financial.

#### Implementation Fee

There is no additional fee for implementation.

#### Ongoing Fees

The cost for ongoing management of your investments, sporadic advice and an annual review is either:

Between 0.55 percent and 2.0 percent per annum of funds under management (excluding borrowed funds), capped at \$50,000 per annum. This will be payable from the nominated administration services,

For example, we recommend you invest \$10,000 in an investment product. The applicable ongoing fees is 1% p.a. GMP Financial may receive \$100. Assuming the investment amount stays the same, each year GMP Financial will receive ongoing fees of \$100.

OR

A flat fee of between \$5,500 and \$50,000 per annum. This fee will either be deducted from your nominated administration service or invoiced to you separately, as agreed with you.



## Your adviser

Your adviser is Milton Wigdorowitz. Milton is authorised to advise and deal in the services as listed above.

Milton is the principal of GMP Financial Pty Ltd and is an Authorised Representative #464364.

He has 37 years' experience as a financial planner. He has completed his Diploma of Financial Planning with Deakin, Graduate Certificate in Financial Planning with Griffith University and is a Certified Financial Planner. Milton is a member of the Financial Planning Association of Australia Limited.

## How to give us instructions

You can give instructions to us in any one of the following ways:

- In person
- By phone
- By mail
- By email

## All Risk Insurance Clients

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 – 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

\* GMP Financial may receive the pre-1 January 2018 commission rates above from the product issuer if:

- > Your policy was issued before 1 January 2018 and you exercise an option to establish new or additional cover under your policy after 1 January 2018; or
- > Your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

Please note that all risk commission is paid by the product providers and is not an additional cost to you.

For example, you have an existing policy with us, issued in 2017, and in 2018 you decide to increase the cover on that policy with a corresponding increase in policy cost of \$100 pa. GMP Financial may receive up to \$140 (140% excl. GST) as initial commission on that increase. The ongoing commission payable to GMP Financial in respect of this increased policy cost may be up to \$38.50 (38.5% excl GST).

Or, we recommend an insurance product to you and it is issued on 2 April 2018. The annual policy cost is \$450. GMP Financial may receive up to \$360 (80% excl. GST) as an initial commission. Assuming the policy cost stays the same each year, GMP Financial may receive up to \$90 pa (20% excl. GST) as an ongoing commission.

From 2 September 2018, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to GMP Financial in respect of this increase will be up to \$80 (80% excl. GST) as the increase has occurred in 2018. The ongoing commission payable to GMP Financial in respect of this increased policy cost will be up to \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 September 2019)

## Available Products

A range of financial products offered by many leading financial product providers are available for recommendation by us.

Internal and external experts provide financial product research, which is used to carefully select and maintain an extensive list of Approved Products for us to select from. We conduct due diligence on external research report providers that provide us with research.

We will only recommend a product to you after considering its appropriateness to your individual objectives, financial situation and needs. The recommendations will be made after conducting an investigation into the financial products and may require us to investigate and consider a financial product which is not on the APL.

## All clients

Where we provide you with personal advice, we will provide you with more detail about how we will be paid for the action we recommend. This will include, where possible, telling you the actual amounts (in dollar terms) which we expect to be paid.

Authorised Representatives of GMP Financial Pty Ltd are paid by way of salary.

Milton Wigdorowitz is the principal of GMP Financial Pty Ltd and, directly or indirectly, shares in any profits it makes.

## Other benefits we receive

Product may provide us with non-monetary benefits from time to time. These include conferences, tickets to events, meals, back-office support and training.

Benefits may be (but are not always):

- Provided in return for fees; or
- Provided at no charge for educational purposes.

We may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events.

## Our preferred investment platforms are:

- MLC MasterKey
- MLC Wrap
- Asgard Infinity eWrap
- BT Panorama

## **Disputes handling & our complaints policy**

We treat any complaint we receive seriously. If you are dissatisfied with your experience as our client we ask that you communicate with us (e.g. by phone, email or in person) so we can try to resolve the issue for you. We'll do our best to help figure out the background of the matter with you.

We have adopted best practice complaints handling processes to ensure:

1. Acknowledgement of your concerns within 24 hours of receipt;
2. Speedy assessment and investigation;
3. Timely provision of a response (known as an IDR response) no more than 30 days after we receive your complaint.

If we cannot resolve the issue to your satisfaction within that time frame we will refer you to the free industry complaints handling body known as Australian Financial Complaints Authority Limited (AFCA).

We are a financial member of AFCA, the Government approved External Disputes Resolution scheme.

AFCA can be reached at 1800 931 678

AFCA's mail address is GPO Box 3, Melbourne Vic 3001

AFCA's website is [www.afca.org.au](http://www.afca.org.au)

## **Compensation arrangements**

We hold professional indemnity insurance which meets the requirements under section 912B of the Corporations Act 2001.

## **Referrals**

Where a third party refers you to us, we will usually pay them up to 30 per cent of our initial and ongoing commissions and fees.

Where we provide you with personal advice, we will provide you with more detail about what a third party is to be paid for referring you to us. This will include, where possible, telling you the actual amount (in dollar terms) which they expect to be paid.

For example, if GMP received initial risk commission of \$1,000 from the sale of an insurance product from a referral source, GMP may pay up to \$350 of that initial risk commission as a fee to the referrer. If GMP received ongoing commission of \$200 from the product provider, GMP may pay up to \$70 of that ongoing commission to the referrer who initially referred you to GMP.

Any fees paid to referrers are paid by GMP Financial from its own funds and are not charged to you.

For example, if GMP received initial risk commission of \$1,000 from the sale of an insurance product from a referral source, GMP may pay up to \$350 of that initial risk commission as a fee to the referrer. If GMP received ongoing commission of \$200 from the product provider, GMP may pay up to \$70 of that ongoing commission to the referrer who initially referred you to GMP.

Any fees paid to referrers are paid by GMP Financial from its own funds and are not charged to you.

## Privacy

### WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

### COLLECTING AND DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to other members of our organisation, anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

We are also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF) and its corresponding rules and regulations, to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you and from time to time in order to meet our legal obligations. We have certain reporting obligations pursuant to the AML/CTF Act, and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

## Other important information

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available on request.

It covers:

How you can access the personal information we hold about you and ask for it to be corrected;  
how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint.

How we collect, hold, use and disclose your personal information in more detail.  
We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

### DEFINITIONS

“We”, “our”, “us” means GMP Financial and its Authorised Representatives.

We will use your personal information to contact you or send you information about other products and services offered by our preferred suppliers. If you do not wish to receive marketing communications from us please call us on 03 9913 0590.