



## FINANCIAL SERVICE AND CREDIT GUIDE

THRIVE PLAN PTY LTD



**Authorised Representative of Charter Financial Planning Limited**

Member of the AMP Group

ABN 35 002 976 294

AFSL No 234665

Version 11

Date Prepared 1<sup>st</sup> July 2021

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
- our fees and how we, your adviser and, are paid in connection with those services.
- how we manage your private information
- how you can complain about a matter relating to us or

## 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 achieving your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

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

If we recommend or arrange a financial product for you, we will provide a product disclosure statement (PDS) 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.

## Lack of independence

We are not independent, impartial or unbiased in relation to the provision of personal advice because:

- We may receive monetary and non-monetary benefits from product providers.
- Generally, we recommend products that are contained within our approved products and services list (APSL) which contain products and services from external providers and some which are related or associated with. We may also hold shares in AMP Limited.

# About our practice

## Summary of the business

<b>Name</b>	Thrive Plan P/L
<b>Australian Business Number</b>	69 611 096 470

## Our office contact details.

<b>Address</b>	8 MacNamara Street, , Orange, NSW 2800
<b>Phone</b>	0263628255
<b>Email</b>	planning@thriveplan.com.au
<b>Website</b>	thriveadvice.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.

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** on page 12.

We can provide advice on	We can arrange the following products and services
— Investment's strategies (strategic asset allocation)	— Superannuation, including retirement savings accounts.
— Budget and cash flow management	— Managed investments
— Debt management (including borrowing for personal purposes)	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Salary packaging	— Retirement income streams, including pensions and annuities.
— Superannuation strategies and retirement planning	— Personal and group Insurance (life cover, disability, income protection and trauma)
— Personal insurance	— Life investment products including whole of life, endowment, and bonds.
— Centrelink and other government benefits	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.
	— Investor directed portfolio services.

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 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 of November 2020, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by Charter are CBA, ANZ, Bankwest, AFG Home Loans, ING and NAB.

## Tax implications of our advice

Under the Tax Agent Services Act 2009, Charter financial planning, trading as Thrive Plan P/L 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.

## 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 advice and services
- 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 us as the licensee. We retain an amount (a licensee fee) to cover our licensee costs and the balance is passed on to you. The amount is determined annually, based on a number of factors, including our business revenue and the number of advisers in the practice.

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.

## **CERTIFIED QUALITY ADVICE PROGRAM**

On meeting eligibility criteria and gaining access into the program, we may become eligible for discounts on licensee fees, a 10% increase in purchase price under the buyout option and a 10% increase in DMA payment should we qualify. Eligibility is assessed on professional operations and processes, high quality advice standards and education.

## **BUYOUT OPTION**

If we leave the financial services industry, we are eligible to sell the register rights of our client base to Charter Financial Planning Limited. The valuation of these rights is based on multiple of the annual financial planning revenue generated by our practice.

## **PERSONAL AND PROFESSIONAL DEVELOPMENT**

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

### **CHARTER LEADERS PROGRAM**

Each year, practices that meet criteria may be awarded entry into the Charter Leaders program. The criteria are based on a combination of factors including the quality of advice provision of services and business goals. The Charter Leaders program provides access to personal and professional development courses organised by Charter. Charter may subsidise the cost of these courses up to amounts as determined by Charter from time to time.

## **BUSINESS SUPPORT**

We might receive financial and non-financial assistance from the licensee including financing or subsidies or reimbursements for accounting, legal and bank fees or technology support; marketing, badging rights, 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 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 33 Alfred Street, Sydney, NSW 2000

## 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:

- NMMT limited AMP Superannuation Limited
- AMP Bank Limited Ipac Asset Management Limited
- SMSF Administration Solutions Pty Ltd Multiport Pty limited
- AMP Capital Investors Limited AMP Capital Funds Management Ltd
- Australian Securities Administration Ltd (ASAL) Cavendish Superannuation Pty Ltd
- National Mutual Funds Management Ltd N.M. Superannuation Pty Limited

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

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 other business activities and relationships

### Other business interests

In addition to providing the services listed in this guide, we have a relationship with Thrive Accounting Pty Ltd which provides accounting services. Charter is not involved in these activities and is not responsible for any services, advice or products provided by this business.

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

**Aggregated CAR arrangements**

Peter Bergin owns a percentage of the equity interests in Pinnacle Advisory Services Group Pty Ltd. Pinnacle Advisory Services Group Pty Ltd is also authorised by Charter to provide financial advice. Our revenue results may be aggregated with Pinnacle Advisory Services Group Pty Ltd's revenue results for the purpose of determining licensee fees and/or the recognition payments (as outlined under other benefits) that we and Pinnacle Advisory Services Group Pty Ltd may receive.

These benefits include reduced licensee fee.

## 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.
- They will try to resolve your complaint quickly and fairly. They will provide you with a decision in respect to your complaint within 45<sup>^</sup> 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.

<sup>^</sup>From 5 October 2021, the timeframe will reduce from 45 days to 30 days.

Any issues relating to	<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>
Any issue relating to your personal information	<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. 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, even where subsequent to these actions they have ceased to be employed by or act for .

# 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 analyse your needs, objectives and financial situation fully or properly, 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 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 to review customers' needs and circumstances from time to time;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser in providing financial advice and services to you. A list of countries where these service providers are located can be found in the 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 set out in the Privacy Policy) opt-out as; and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and 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 holds about you at any time to correct or update it as set out in the Privacy Policy. The Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

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

# Our financial advisers and credit advisers

## About Andrew Miller

<b>Experience</b>	What I love about being on the Thrive Team...is being able to make real change to our clients financial affairs. Being a trusted advisor affords me the opportunity to get to know our clients and help them on the road to financial freedom. We are also a team of high performing people that love our work, and have fun. In my view, what's different about Thrive compared with other firms is... Our team are genuinely about helping the clients, being approachable, and affordable to all. Our team specialises in working toward our client's goals with passion, and good old fashioned common sense advice. What I love about my role is .... The clients I work with, they are important to me. I want them to achieve their financial goals and love showing them the path to achieving their goals. Outside the office hours....i enjoy family holidays, dirt bike riding, time with family and friends, and I love a good blockbuster movie. Something most people don't know about me is...I ran a pub with my wife Genya in Surrey England in 2001-2002, it was an amazing experience! I can't share all my stories with you here, but when you're in the office, I'm happy to share those great yarns with you.
<b>Phone</b>	02 6362 8255
<b>Email</b>	planning@thriveplan.com.au
<b>Authorised representative number</b>	1245995
<b>Credit representative number</b>	500579

### Qualifications (Finance related)

Diploma of Financial Planning

Bachelor of Business (Accounting)

Bachelor of Business (Economics)

### Professional memberships

CA - Chartered Accountants Australia and New Zealand

### Professional designations

CA - Chartered Accountants

## The advice and services I can provide.

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

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 receive the following from our practice:

- salary
- equity in the practice

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

- Equity share

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Thrive Advice P/L. is not involved in these activities and is not responsible for any services, advice or products provided by this business.

I 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 Kim Bryant

<b>Experience</b>	<p>Our team at Thrive Plan provide a cross section of advice from tax, superannuation, retirement planning, insurance, managed investments, debt management, cashflow &amp; budgeting, and estate planning maximisation. The team is about helping the client to achieve best outcome now and in the future.</p> <p>I have been planning for 20 years, and thoroughly enjoy helping my clients to achieve their goals and needs, long, medium and short term.</p> <p>I love spending time with family and friends in my down time.</p>
<b>Phone</b>	0263 628 255
<b>Email</b>	kim@thriveplan.com.au
<b>Authorised representative number</b>	1004631
<b>Credit representative number</b>	530018

### Qualifications (Finance related)

Advanced Diploma of Financial Planning (Financial Planning)

Graduate Diploma of Financial Planning

Master of Financial Planning

### Professional memberships

FPA - Financial Planning Association

### Professional designation

Financial planner AFP

## The advice and services I can provide.

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## How I am paid

I receive the following from our practice:

- Salary

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

- I am a salaried employee of Thrive Plan Pty Ltd

## 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
Initial advice agreement	\$3,300 to \$12,000 depending on complexity of advice. Agreed upon prior to preparation of plan.

### Ongoing service fees

We provide ongoing services for clients with existing ongoing fee arrangements to help you stay on track to meet your goals. Our ongoing service fees vary depending on the scope and complexity of services provided. The cost of these services are as follows:

Ongoing service	Fee amount
Refer to annual fee table	

The amount of fees will depend on the service offering and these are provided in a separate advice or services agreement. Note that ongoing service are closed to new clients and are applied to existing 'ongoing advice agreements' prior to 1 March 2020.

### 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:

Service	Fee amount
Advice Review	The fee is dependent on a number of factors such as number of reviews required, complexity of advice and funds under management.
Investment Portfolio Review	The fee is dependent on number of factors such as number of reviews required, complexity of investments and funds under management.

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.