

Financial Services and Credit Guide

Our contact details:

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EJM Advice

Flack Advisory Services Group Pty Ltd (ABN 63 151 039 986, ACN 151 039 986), trading as EJM Advice is an Authorised Representative (Authorised Representative number 407071) and Credit Representative (Credit Representative number 234665) of Charter Financial Planning Limited ("the Licensee").

References to “our”, “we”, “us”, "me" and "I" refer to Flack Advisory Services Group Pty Ltd.

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

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

Not Independent

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

Documents you may receive in the financial planning process

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

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

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

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

Our advice and services

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

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

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

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

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

Transaction services

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

Instructing us

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

Providing information to us

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

incomplete or inaccurate, the advice or services we provide you may not be appropriate for you.

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

Privacy Collection Statement

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

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

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

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

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

We and the Licensee will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information we or the Licensee holds about you at any time to correct or update it as set out in the Akumin Privacy Policy. The Akumin Privacy Policy also contains information about how to make a privacy complaint. For a copy of the Akumin Privacy Policy visit http://www.akumin.com.au/privacy-policy or you can contact us.

Confidence in the quality of our advice

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

- Contact your adviser and tell them about your complaint.
- Alternatively, you can contact the Licensee at:
    - Phone 1800 812 388
    - Email complaints@akumin.com.au
    - Online at www.akumin.com.au
    - In writing to:

Attention: Advice Complaints Department

Charter Financial Planning Limited
Level 6, 88 Phillip Street
Sydney NSW 2000 Australia

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

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

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

About the Licensee

Charter Financial Planning Limited; ABN 35 002 976 294 Australian Financial Services Licensee and Australian Credit Licensee; Licensee No: 234665

Registered office is at Level 6, 88 Phillip Street, Sydney NSW 2000 Australia.

The Licensee has:

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

About Akumin Pty Limited & Entireti Limited

The Licensee is a wholly-owned subsidiary of Akumin Pty Limited.

Akumin Pty Limited is a subsidiary of Entireti Limited, a group that specialises in licensing and advice business services to financial planning practices and their clients.

AMP Limited holds a minority stake (currently 30%) in Akumin Pty Limited.

We can provide advice on products and services from a wide range of financial product and service providers, some of which are related or associated with the Licensee.

If we recommend a product issued by AMP Limited 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.

Salita Portfolio Services Pty Ltd, a wholly owned subsidiary of Entireti Limited, provides portfolio construction and investment services to third party product issuers and receives fees for those services.

Entireti Lending Solutions Pty Ltd, a wholly owned subsidiary of Entireti Limited, provides credit services to their clients and receives remuneration, including commissions, fees and other benefits for those services.

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

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

Our fees

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

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

Licensee fees

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

Note that some asset finance providers may pay commissions directly to us rather than through the licensee.

Other costs

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

The following table outlines the range of fee we charge and should be used as a guide only. We will discuss your

individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice. All fees and charges include GST.

Fee type & Description
Initial or ad hoc fees These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Standard Statement of Advice Depending on complexity of the advice, plan fees start at $3,300 for advice and may increase for more comprehensive plans. A quote will be provided based on the advice required.	Starting at $3,300
Complex Statements of Advice Plan costs for more complex advice such as insurance, equities, gearing, margin lending or credit advice will vary. A quote will be provided based on the advice required.	Between $3,300 and $4,950
Aged Care Package Advice Includes advice and assistance with assessment of aged care status, discussion of accomodation and fee ranges, structuring assets to maximise entitlements, and discussion of estate planning. A quote will be provided based on the advice required.	Between $4,400 and $7,900
Self Managed Super Fund Statements of Advice Self Managed Super Fund advice fees vary, and are based on an individual case basis. A quote will be provided based on the SMSF advice required.	Starting from $3,550
Additional or Further Advice Where you are an existing client, an additional fee may be payable if you require advice in an area outside the scope of your original Statement of Advice. A quote will be provided based on the advice required.	Starting at $3,300
Implementation of Advice For some advice strategies, an implementation fee may be charged. This will include completing all required paperwork and following up to ensure the advice is implemented.	Starting from $550
Support Services Includes: • Centrelink 'Only' Support Service - assistance with completion of forms and claims, lodgement of claims and follow up by our Centrelink Specialist. • Aged Care Support Service - assistance in completing forms and paperwork required for assessment and entry into aged care. • General Support Service – general advice or discussions, assistance completing any forms and paperwork, phone calls, or contact with fund managers, etc.	Claims $1,100; and/or $440 per hour, or part thereof Packages starting from $550; and/or $440 per hour $440 per hour

Annual advice and service fees

We also offer the following services for a fixed period of 12 months.

Service	Fee amount
Annual Package - Annual Review Meeting	Flat Fee negotiated with Adviser at time of appointment for a 12 month period.

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

Commissions

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.

Other benefits we may receive

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

corporate promotional merchandise tickets to sporting or cultural events and other similar items.
From time to time, Entireti Limited may facilitate access to the Licensee and us to be trained and educated by product issuers on their products.

Personal and professional development

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

Other business interests and relationships

Aggregated CAR arrangements

EJM Financial Services Pty Ltd owns equity interests in Flack Advisory Services Group, which is authorised by the Akumin Financial Planning Limited Licensee to provide financial advice. When the licensee fee is determined for the practices in our aggregation, it will be done based on the total revenue and total number of advisers of all the practices in the aggregation.

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 SoA. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
AIA Health	Health Insurance	Through the Private Health Insurance Referral Service, AIA Health will pay Akumin Financial Planning a referral fee of 20% of the client's first year's premium (plus GST), of which 16% (plus GST) will be passed onto our Practice, the remaining 4% (plus GST) will be retained by the licensee. All referral fees are paid to the licensee.
Allianz Australia Insurance Limited	General Insurance*: • Home & Contents • Car • Landlord's • Caravan & trailer	If we refer you to Allianz for general insurance, the Licensee will receive: • 14% of the premiums paid for home & contents or landlords insurance • 5% of the premiums paid for Car or Caravana & trailer insurance The Licensee will pass 80% to us. Example: If the total referral fee is $500, the Licensee will retain $100 and we will receive $400.
Entireti Lending Solutions	Credit services	If we refer you to Entireti Lending Solutions, we will receive 30% of both the upfront and trail commissions. E.g. if the upfront commission is $1,000, we receive $300. In year 2, if the trail commission is $1,000, we also receive $300.
Your Lending Solutions	Mortgage Brokers	If we refer you to Your Lending Solutions we will receive up to 20% of upfront commission or the fee negotiated with the client. This will increase to 25% of upfront commission or the fee negotiated by the client upon settlement of $15,000,000 in total loans. A 25% ongoing trail commission will be activated once $30,000,000 in loans under management is achieved. Trail commission will not be back paid; however, all existing clients will be incorporated into the trail commission calculations moving forward upon reaching the threshold. In return we will pay Your Lending Solutions 20% of upfront advice costs for referrals we receive from them.

*Please be aware that we're unable to offer advice on general insurance products, and this is not a recommendation to purchase insurance with Allianz.

Financial and Credit Adviser Profiles

About Diana Rogers



Diana Rogers is an Authorised Representative (AR number 279807) and credit representative (CR number 491690) of the Licensee.

Diana is a Certified Financial Planner. Her qualifications include - Diploma of Financial Services (Financial Planning), Advanced Diploma of Financial Services (Financial Planning), Graduate Diploma of Financial Planning, and Master of Applied Finance.

Diana has been in the financial services field since 2006, specialising in Retirement Planning and Aged Care.

Contact details

Address	126 Queen Street, Bendigo VIC 3550
Phone	(03) 5446 3463
Email	eaglehawkinfo@ejmadvice.com.au

Advice and services I can provide

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

In addition to the areas listed in that section, I can also advise on:

- Margin lending facilities
- Self-managed super funds
- Aged Care

How am I paid?

Diana is a director and shareholder of EJM Advice and receives a salary, dividends, and may also receive an incentive payment based on their achievement of key performance metrics including client experience, advice quality, revenue generation and other metrics.

About Daniel Fawcett



Daniel Lee Fawcett is an Authorised Representative (AR number 001292098) and credit representative (CR number 538921) of the Licensee.

Daniel has an Advanced Diploma of Business (Accounting) and also a Bachelor of Business (Financial Planning).

Daniel has been in the financial services industry since 2019 and is an authorised representative of Charter Financial Planning. Daniel has developed a broad knowledge of the industry during this time, specialising in superannuation, retirement planning and investment advice.

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- Margin lending facilities
- Aged Care
- Self-managed super funds

How am I paid?

Daniel Fawcett is an employee of EJM Advice and receives a salary.