Financial Services Pty. Ltd.
"Guiding you to a better future"

Financial Services Guide

Why this Guide is important to you

This Guide explains the financial planning services we provide, as well as giving you important information that will help you decide if you want to use any of these services. It explains who we are and:

- AMP Financial Planning, the company that authorises us to provide our services
- the services we provide
- how we deal with a complaint if you are unhappy with our services
- how we and AMP Financial Planning are paid
- AMP Financial Planning's relationships with others
- relationships that could influence the advice we give you
- where to get details on AMP's privacy policy

Other documents you may receive

If we provide you with personal advice, it will normally be documented in a **statement of advice**, which sets out our advice, the basis of that advice and details about the fees, costs and other benefits payable as a result of the advice given. If we provide further advice, a statement of advice may not be required. We will keep a copy of the further advice we provide. You can request a copy of the advice at any time using our contact details in this Guide.

If we recommend a financial product or arrange a financial product for you, we will make available a **product disclosure statement**, or IDPS guide where relevant, which provides you with important information about the product, such as its features and risks, to help you decide whether or not to buy that product.

Version: 10.1h

Date: 14 April 2015

1. About our practice

Name:	Kismet Financial Services Pty Ltd
ACN:	092 400 041
ABN:	89 283 452 208
Authorised representative number:	287681
Credit representative number:	370116

Mill Park

Address:	16 Kurrajong View Mill Park VIC 3082
Phone:	03 9467 3355
Email:	kismet@ampfp.com.au

Humevale & Leopold

Address:	P O Box 1367 Bundoora VIC 3083
Phone:	03 9467 3355
Email:	kismet@ampfp.com.au
Website:	www.kismetfs.com.au www.kismet.amp.com.au

2. Our services

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange. You can choose to receive advice addressing any of these aspects as well as the timing of our advice all at once or over time, as required to meet your needs as they arise. We will work with you to identify the level of advice and services appropriate for you to meet your financial goals.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in *Our financial planners.*

We can provide advice on:	We can arrange the following products and services:
▪ Investments and strategic asset allocation ▪ Budget and cashflow management ▪ Debt management (including borrowing for personal and investment purposes) ▪ Salary packaging ▪ Superannuation strategies and retirement planning ▪ Personal insurance ▪ Estate planning ▪ Centrelink and other government benefits ▪ Ongoing advice and services, including regular portfolio reviews ▪ In particular we specialise in: – Employer & Personal Superannuation – Self managed superannuation funds (SMSF) – Retirement planning – Centrelink and other government benefits – Mortgage and finance broking services – Gearing and margin lending – Financial Coaching	▪ Superannuation, including retirement savings accounts ▪ Employer superannuation ▪ Self managed superannuation funds (SMSF) ▪ Managed investments ▪ Investor directed portfolio services ▪ Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products) ▪ Standard margin loans ▪ Retirement income streams, including pensions and annuities ▪ Insurance (life cover, disability, income protection and trauma) ▪ Life investment products including whole of life, endowment and bonds ▪ Debentures, stocks or bonds issued or proposed to be issued by a government ▪ First home saver accounts ▪ Arranging for listed securities, shares and debentures to be bought and sold via a platform ▪ Arranging for listed securities, shares and debentures to be bought and sold via a broker ▪ Where an administration platform is recommended, we also offer a Limited Managed Discretionary Account service ▪ Limited selection of investment guarantees

Transaction services

If you do not require advice from us, but wish to complete a transaction, we can also arrange for you to apply for the kinds of products referred to above. In these cases, we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without advice from us, normally we will ask you to confirm your instructions in writing and sign an acknowledgement form. You can ask us for a copy of the form at any time. Product transactions can only be completed on those products where we are authorised by AMP Financial Planning.

Using our services

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 ongoing advice and services, the details will be documented and provided to you. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service 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.

How you can give us instructions about your financial products

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.

Providing information to us

To develop a successful financial strategy, including recommending suitable products which will meet your needs, we need to consider your personal circumstances and financial goals. We will ask you for information about your financial situation when we meet with you.

You have the right not to provide us with personal information. However, without this information, or if it is inaccurate, the advice you receive may not be appropriate for your needs, objectives and financial situation.

It is also important that you keep us up to date by informing us of any changes in your circumstances so we are able to determine if our advice continues to be appropriate.

Our approach to selecting products

To implement our advice, we will only recommend quality products and services that are suitable for you.

AMP Financial Planning has produced an approved products and services list, which includes products promoted or issued by AMP companies. A diversified selection of approved fund managers is accessible through investment products on the list. AMP Financial Planning periodically reviews these products to ensure that they remain competitive with similar products which address similar client needs and objectives. Generally, we recommend products which 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.

We can provide you with a copy of the approved products and services list if you request.

3. Our financial planners

About Genine Cowell

Authorised representative number:	248212
Credit representative number:	370115
Qualifications:	I have a Bachelor of Business Degree in Banking & Finance from Monash University and have also completed The Advanced Diploma in Financial Services (Financial Planning). I am currently studying for my Masters in Financial Planning.
Memberships:	Financial Planning Association and the AMP Financial Planners Association.
Phone:	0416 105 751
Email:	kismet@ampfp.com.au

The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

I am 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 am a director and shareholder of Kismet Financial Services Pty Ltd and receive dividends and drawings of up to 100% of fees and commission from Kismet Financial Services Pty Ltd.

My other business activities and relationships

In addition to the activities I conduct with AMP Financial PlanningI participate in the following activities and have the following associations. AMP Financial Planning has no involvement in these activities and is not responsible for any activities relating to these businesses. These businesses are my private concern and I do not act as a representative of AMP Financial Planning when conducting activities relating to them.

- Kismet Paraplanning
-

About Grant Hull

Authorised representative number:	324347
Credit representative number:	370812
Qualifications:	I attained the Diploma of Financial Services (Financial Planning) through Kaplan in 2006 and will complete the Advanced Diploma of Financial Services (Financial Planning) in early 2012.
Memberships:	Financial Planning Association and the AMP Financial Planners Association.
Phone:	0407 048 531
Email:	granthull@bigpond.com

The advice and services I can provide you

With the exception of any services listed below, I am authorised to provide the services as outlined in the *Our services* section of this Guide.

- Employer superannuation
- Self managed superannuation funds (SMSF)
- Standard margin loans
- Limited Managed Discretionary Account service
- Investor directed portfolio services
- Limited selection of investment guarantees

I am 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 am a contractor to Kismet Financial Services Pty Ltd and receive up to 40% of all fees and commissions generated from Kismet Financial Services Pty Ltd.

4. Our relationships and who we represent

Our relationships

It is important for you to understand our relationships with other service providers so you can decide on the services you wish to use.

Referral arrangements with other service providers

Payments for referrals

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. 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 other business activities and relationships

We conduct the following business activities separately to our relationship with AMP Financial Planning:

Other activities and relationships

In addition to the activities we conduct with AMP Financial Planning, we participate in the following activities and associations. AMP Financial Planning has no involvement in these activities and is not responsible for any activities relating to these businesses. These businesses are our private concern and we do not act as a representative of AMP Financial Planning when conducting activities relating to them.

- Kismet Financial Services operates Kismet Paraplanning, providing paraplanning services to other financial planners.

5. Working with AMP Financial Planning

How we work with AMP Financial Planning

We are a privately owned and managed business. Our practice and the representative(s) listed in this Guide provide services to you as authorised representative(s) of AMP Financial Planning Pty Limited.

AMP is one of Australia's largest and most established financial services organisations. AMP Financial Planning, stands behind the advice and services we provide.

AMP Financial Planning holds an Australian Financial Services Licence and Australian Credit Licence (No. 232706) and;

- has authorised the distribution of this Guide
- has authorised us to provide the advice and other services set out in this Guide
- is responsible for the services we provide
- is a Professional Partner of the Financial Planning Association of Australia

Together with AMP Financial Planning, we act on your behalf when providing advice and services to you.

Contact details

AMP Financial Planning Pty Limited
ABN 89 051 208 327

33 Alfred Street
Sydney NSW 2000
Phone: 133 888
www.amp.com.au

AMP Financial Planning's relationship with AMP companies

AMP Financial Planning is a member of the AMP group of companies, a wealth management business operating in Australia and New Zealand. AMP Limited is listed on the Australian Stock Exchange. AMP Financial Planning is related to, or has a substantial shareholding in the following companies, whose products or services we may recommend to you:

- AMP Bank Limited
- AMP Capital Investors Limited
- AMP Life Limited
- AMP Superannuation Limited
- National Mutual Funds Management Limited
- The National Mutual Life Association of Australasia Limited
- Cavendish Superannuation Pty Ltd
- AMP Capital Funds Management Limited
- Australian Securities Administration Management Limited
- Multiport Pty Ltd
- Super IQ PtyLtd (49% interest held by AMP Group)
- ipac asset management limited
- NMMT Limited
- N.M. Superannuation Pty Ltd

If we recommend a product or service issued by an AMP Group company, they will benefit from our recommendation by receiving product, administration and/or investment fees, as well as fees paid by fund managers to distribute their product. These fees are disclosed in the relevant product disclosure statement or other disclosure document.

AMP companies which issue products may also receive payments from fund managers for the inclusion and distribution of the relevant fund manager's investment options through products manufactured by AMP companies. These services and payments are included in the fees shown in the relevant product disclosure statement for the products.

Authorised representatives and staff may hold shares in AMP Limited, the ultimate holding company of the AMP Group which is listed on the Australian Securities Exchange. The share price of AMP Limited may be affected favourably by the sale of products issued by the product issuers listed in this document.

AMP Financial Planning's relationships with other companies

Issuers of products do not pay to be included on the approved products and services list, however product issuers or service providers that have been selected for inclusion may pay AMP Services Limited a fixed annual fee of up to $22,000 (including GST). This fee assists with the costs of distribution support provided by AMP Services Limited and its representatives.

Product issuers may also make payments to AMP Services Limited as follows:

- For investment products and loan products, up to 0.33%* pa of funds under administration, the balance of the cash account or the total loan value outstanding.
- For insurance products, up to 10%* of the total premium paid.

  * includes GST

The payments are usually made quarterly and are generally less any fixed fee that has been paid. Since this amount is calculated in the future, we cannot provide an exact figure at this point. However as an example, if:

- Total funds under administration for a particular investment product is $10 million with a nil fixed fee component, the issuer would pay AMP Services Limited $33,000 annually.
- Total premiums for insurance products are $1 million, the insurer would pay AMP Services Limited up to $100,000 annually.

From time to time, product issuers have access to AMP Financial Planning and its authorised representatives to advertise or give training on their products. Product issuers may contribute to the cost of attendance of AMP Financial Planning employees and authorised representatives at certain educational, professional development and other events on a public or restricted basis.

Our practice does not receive any part of these payments received by AMP Financial Planning.

WealthView eWRAP and PortfolioCare administration services

The range of WealthView and PortfolioCare administration services are issued by companies in the AMP Group. These companies have an agreement with Asgard Capital Management Limited (Asgard) under which Asgard administers the WealthView eWRAP and *Portfolio*Care administration services in addition to administration and support services also provided by AMP companies.

If you access a product in the WealthView eWRAP or *Portfolio*Care range, then administration and, where applicable, custodial share and 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 and support services described above.

A full description of the fees is in the relevant product disclosure statement or IDPS guide for the relevant service. Our practice does not receive any part of these payments.

6. Paying for the services we provide

Our preferred method of payment is by an agreed fee. We will negotiate and agree fees and payment options with you prior to providing our advice and services. You will therefore know the services to be provided to you and what they will cost, before any services commence. If we are the servicing planner for your employer, we will agree any advice fee with your employer and disclose this to you.

The actual costs will normally be shown in writing to you. You can ask us for details of the remuneration or other benefits at any time before implementation is completed.

You may choose to pay fees directly to AMP Financial Planning or where possible, they may be deducted from your product.

Our fees

The fees charged for our advice and services may be based on:

- A set dollar amount that is agreed between you and us and invoiced directly to you.
- A set dollar amount or percentage-based fee that is agreed between you and us and paid via your product.

Our agreed advice fees may include charges for:

- Initial advice
- Ongoing advice

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

All fees and commissions will be paid directly to AMP Financial Planning as the licensee, on our behalf. They may retain a percentage 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 for the prior year.

Fixed advice and service costs

We offer the following advice and services on a fixed cost basis:

Description	Fee amount*
Statement of Advice Preparation Fee (Personal Plan)	$1,210.00
Statement of Advice Preparation Fee (Comprehensive Plan)	$1,980.00
Platinum service (individual rate)	$3,960.00
Gold service (individual rate)	$2,640.00
Silver service (individual rate)	$1,680.00
Pension service (individual rate)	$1,440.00
Platinum service (couple rate)	$4,950.00
Gold service (couple rate)	$3,300.00

Description	Fee amount*
Silver service (couple rate)	$2,100.00
Pension service (couple rate)	$150.00
Base service (couple rate)	$825.00

*includes GST

Other benefits we may receive

Benefits from AMP Financial Planning

In addition to the payments we may receive for our advice and services we may receive other benefits. Benefits can include financial and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation. Further details will be disclosed to you when applicable.

We may also receive indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Development, management and advice recognition

We may qualify for Development, Management and Advice (DMA) recognition payments based on our ranking performance relative to other AMP Financial Planning practices in the previous year. Up to 30% of all AMP Financial Planning practices may qualify for DMA payments.

The DMA payment is based on a percentage of our practice revenue. Our DMA percentage will be set annually and may range from 0% to 10% depending on our ranking. The percentage is then applied to our practice revenue and the resulting payments are received twice a month.

For example, if our DMA is set at 3% and our revenue for the payment period was $8,500, we would receive $8,500 x 0.03 = $255. Assuming an average revenue of $8,500 per payment period, the total DMA allowance received in a year would be $255 x 24 = $6,120.

How our performance is ranked

Ranking of practices is determined yearly by a points system which is a broad measure of the growth and professionalism of our practice as compared to other practices in the AMP Financial Planning network. The points system is based on a combination of factors within a balanced scorecard such as the quality of our services, compliance, our business goals and our engagement with our clients through a measure called Advice Growth Index (AGI). AGI measures the value of our fee for service revenue and our clients' product holdings, over the previous year.

Business growth advice payments

All practices qualify for Business Growth Advice (BGA) payments. The payments are based on our practice revenue.

BGA payments are set at 1% of our practice revenue. Payments are received twice each month. For example, if our practice revenue was $8,500 in a payment period, we would receive $8,500 x 0.01 = $85. Assuming an average revenue of $8,500 per payment period, the total BGA allowance received in a year would be $85 x 24 = $2,040.

Business buy-back option

If we leave the financial services industry or can no longer appropriately service a selection of our clients, and cannot find a buyer for our business, 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 may buy back our business. The amount will vary depending on a number of factors including, our reason for leaving the financial services industry, the time our business has been established, the annual notional recurring revenue (both actual and any deemed revenue) of our practice and the quality of our previous advice.

Business conferences

Annual domestic conference

Usually held every year, AMP Financial Planning subsidises the expenses of authorised representatives and their partners who wish to attend. This benefit is valued up to $1,200. This value is approximate, and will ultimately depend upon AMP Financial Planning's choice of location.

Other Benefits

Loans with AMP Bank

If we take out a practice development loan with AMP Bank, AMP Financial Planning may, as a limited offer, pay a benefit such as the application fees on behalf of the practice.

Indirect benefits from product issuers

We may receive indirect benefits from product issuers for the services we provide you in relation to their products. Alternatively, these benefits may be paid to AMP Financial Planning who may pay a proportion to us. This may include product and service discounts provided to employees and authorised representatives of the practice as a result of our, or AMP Financial Planning's, relationship with these providers.

Any other benefits we will be disclosed in our written advice.

We may receive non-monetary benefits that are valued at less than $300 for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits. These benefits are in addition to other non-monetary benefits explained elsewhere in this Guide and that may be valued at more than $300, such as conference attendance.

7. Important information for you to know

Your privacy

Your privacy is important to AMP Financial Planning and us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy please refer to the Appendix to this FSG.

If you have a complaint

1. If you have a complaint about the advice or services provided to you by us or AMP Financial Planning, then please use the contact details in this guide to let us or AMP Financial Planning know. We will try to resolve your complaint quickly and fairly.

   If your complaint relates to a financial or credit service provided by us or AMP Financial Planning, and is not satisfactorily resolved within three business days, please lodge your complaint in writing to:

   Attention: National Complaints Manager
   Client solutions and advice services
   Level 8, 33 Alfred Street
   Sydney NSW 2000

   Email: advicecomplaints@amp.com.au

2. If you do not get a satisfactory outcome, you have the right to complain to the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service GPO Box 3 Melbourne VIC 3001	Phone: 1300 780 808 Fax: 03 9613 6399	Email: info@fos.org.au Website: www.fos.org.au

   FOS is an independent external dispute resolution service, of which AMP Financial Planning is a member. The Financial Ombudsman Service is free of charge. However, there are some limits on the size of claims that can be handled by FOS. For details of the current limits, please go to the FOS website.

You may also contact the Australian Securities & Investments Commission (ASIC) on freecall infoline 1300 300 630 to make a complaint and obtain information about your rights. You can also contact the Financial Planning Association (FPA) at www.fpa.asn.au to make a complaint (please note that the FPA cannot award compensation).

Compensation and insurance

Our practice

Our practice, financial planners and credit advisers are covered by professional indemnity insurance which is taken out to ensure sufficient resources will be available to meet any potential claims against our practice, financial planners and/or credit advisers.

AMP Financial Planning

AMP Financial Planning is covered by professional indemnity insurance satisfying the requirements under the Corporations Act and National Consumer Credit Protection Act for compensation arrangements.

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.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against AMP Financial Planning.

8. Our services for Managed Discretionary Accounts

We offer limited types of Managed Discretionary Account Services (MDA Services) within approved investment platforms. Through these services, you allow us to manage your investments for you, using our discretion and without obtaining your instructions before each transaction we undertake on your behalf. However, we do not (and we are not authorised to) open new accounts, withdraw funds or contribute funds to your investment.

What are the risks associated with using the MDA service?

By authorising us to make changes to your investments, you cannot claim we were not acting on your behalf if we acted within the authority given. Therefore, our acts bind you. It is important you understand what we are authorised to do and that you carefully read and understand the activities that you are authorising us to do on your behalf.

How can you instruct us to exercise rights relating to the financial products in your portfolio?

Generally, the financial products that we invest in on your behalf do not have any additional rights or entitlements attached to them. However, if there are, we will let you know. You can then instruct us how you wish us to proceed.

Do you have to enter into a contract for us to provide MDA services?

Yes. This MDA contract will set out the terms and conditions of the authority and also the investment program, which sets out how your money will be invested. We will agree and prepare the investment program for you based on your relevant personal circumstances, your financial objectives and your needs and review the program every 12 months.

Will the investment program in the MDA contract comply with the law?

If this is relevant, then the investment program set out in the MDA contract will comply with the law. The relevant law is Division 3 of Part 7.7 of the Corporations Act. The contract will also contain:

- Statements about the nature and scope of the discretions we will be authorised and required to exercise under the MDA contract.
- Any investment strategy that is to be applied in exercising those discretions.
- Information about any significant risks associated with the MDA contract.
- The basis on which we consider the MDA contract to be suitable for you.
- Warnings that the MDA contract may not be suitable to you if you have provided us with limited or inaccurate information. It will also specify that the MDA service may cease to be suitable for you if your relevant personal circumstances change.

Do we provide custodial or depository services for your portfolio?

We do not provide custodial or depository services. This means that you will either hold the investments in the portfolio, or the custodian nominated for that financial product will hold them.

This financial services guide complies with the ASIC Class Order 04/194.

Appendix: 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 planner and AMP Financial Planning (AMPFP) may have access to this information when providing financial advice or services to you;
- Your planner may, in the future, disclose information to other financial advisers, brokers and those who are authorised by AMPFP to review customers' needs and circumstances from time to time, including other companies within the AMP 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 AMP group in providing financial advice and services to you. A list of countries where these service providers are located can be accessed via the AMP 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 AMP Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your planner and AMPFP will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your planner or AMPFP holds about you at any time to correct or update it as set out in the AMP Privacy Policy. The AMP Privacy Policy also contains information about how to make a complaint about a breach of the *Australian Privacy Principles*. For a copy of AMP's Privacy Policy visit www.amp.com.au\privacy or you can contact us.

.