



# GOLCONDA GROUP

— YOUR COMPLETE WEALTH SPECIALISTS —

## Financial Services and Credit Guide

### Golconda Group

Golconda Group Pty Ltd (ABN: 25 618 391 165, ACN: 618 391 165, trading as 'Golconda Group – Your Complete Wealth Specialists' is an Authorised Representative (Authorised Representative number 1260371) and Credit Representative (Credit Representative number 504238) of AMP Financial Planning Pty Limited ("the Licensee").

References to "our", "we", "us", "me" and "I" refer to Golconda Group.

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.

#### Our contact details:

Address: **218-224 Beveridge Street, Swan Hill VIC 3585**

**PO Box 845, Swan Hill VIC 3585**

Phone: **03 5033 0109**

Fax: **03 5032 4091**

Email: **enquiry@golconda.com.au**

Website: **www.golconda.com.au**

## 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.

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 AMP Group (the Group) 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;
- 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 the Group;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us and the Group 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 Group Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (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 Group Privacy Policy. The Group Privacy Policy also contains information about how to make a privacy complaint. For a copy of the Group Privacy Policy visit <http://www.amp.com.au/privacy> or contact us.

## Confidence in the quality of our advice

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

- Contact your adviser and discuss your complaint.
- Alternatively, you can contact the Licensee at:
  - Phone 1800 812 388
  - Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)
  - Online at [www.amp.com.au](http://www.amp.com.au)
  - In writing to:

### Attention: Advice Complaints Department

AMP Financial Planning Pty Limited  
Level 25, 50 Bridge 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 unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes.

<b>Any issues about financial advice, investments, superannuation, insurance matters, or credit matters</b>	<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>
<b>Any issue about your personal information</b>	<b>The Office of the Australian Information Commissioner</b> GPO Box 5218, Sydney NSW 2001 1300 363 992 <a href="http://www.oaic.gov.au">www.oaic.gov.au</a> <a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.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. 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 after these actions, they have ceased to be employed by or act for the Licensee.

## About the Licensee

AMP Financial Planning Pty Limited; ABN 89 051 208 327  
Australian Financial Services Licensee and Australian  
Credit Licensee; Licence No: 232706

Registered office is at 50 Bridge 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 the AMP Group

The Licensee is a member of the AMP group of companies. 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, namely:

- National Mutual Funds Management Limited
- NMMT Limited
- N.M. Superannuation Pty Limited
- ipac asset management Limited
- AMP Bank Limited
- AMP Capital Investors Limited
- SuperIQ Pty Limited
- SMSF Administration Solutions 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.

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 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

All permissible fees and commissions will be paid directly 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.

### 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.

**Please refer to the Ongoing Care Package document provided as part of our advice for details of the services provided.**

Insurance Commissions
<p><b><u>Initial commissions</u></b> Up to 66% of the first year's premium for new policies implemented from 1 January 2020.</p>
<p><b><u>Ongoing commissions</u></b> Up to 33% of the insurance premium each following year.</p> <p>For example: 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 could receive an ongoing commission of up to \$220 pa.</p>
<p align="center"><b><u>Other Fees, Commissions or Payments</u></b> We <b>DO NOT</b> have any other fee, commission or payment arrangements in place with <b>ANY</b> providers or services.</p>

Fee Type & Description
<p align="center"><b>Initial or ad hoc fees</b></p> <p><b><u>Consultancy</u></b> This will be charged at our hourly rate based on the work and the team members involved. We will provide an estimate prior to incurring any costs.</p> <ul style="list-style-type: none"> <li>• Private Wealth <b>\$375 p/hr</b></li> <li>• Financial Planner <b>\$250 p/hr</b></li> <li>• Paraplanner <b>\$175 p/hr</b></li> <li>• Administration <b>\$125 p/hr</b></li> </ul> <p><b><u>Statement of Advice or Discussion Paper</u></b></p> <ul style="list-style-type: none"> <li>• <b>Starting from \$990</b></li> </ul> <p><b><u>Implementation of Advice</u></b> Unless stated otherwise, this fee is included in the quote provided.</p> <ul style="list-style-type: none"> <li>• <b>Starting from \$330</b></li> </ul> <p><b><u>Aged Care Package</u></b> Includes advice and assistance with assessment of aged care status, calculation all charges/fees. Maximising entitlements and discussion of estate planning.</p> <ul style="list-style-type: none"> <li>• <b>Starting from \$2,200</b></li> </ul>
<p align="center"><b>Annual advice and ongoing service fee</b></p> <p><b><u>Private Wealth Package</u></b> This service will be agreed between client and adviser <b>Starting from \$8,800</b></p> <p><b><u>Quarterly Package</u></b> Quarterly reviews (2 x face to face, 2 updates) <b>Starting from \$5,500</b></p> <p><b><u>Half Yearly Package</u></b> Half yearly reviews (1 x face to face, 1 Update) <b>Starting from \$3,850</b></p> <p><b><u>Annual Package</u></b> Annual reviews (1 x face to face) <b>Starting from \$2,200</b></p> <p><b><u>Review on Request</u></b> Review at your request, will be charged at our hourly rate based on the work and the team members involved.</p> <ul style="list-style-type: none"> <li>• Private Wealth <b>\$375 p/hr</b></li> <li>• Financial Planner <b>\$250 p/hr</b></li> <li>• Paraplanner <b>\$175 p/hr</b></li> <li>• Admin <b>\$125 p/hr</b></li> </ul> <p><b><u>Centrelink / DVA Package / MyGov</u></b> Assistance with ongoing Centrelink/DVA and MyGov correspondence &amp; payments etc <b>Starting from \$660</b></p> <p><b><u>Document Vault</u></b> Recording &amp; maintaining an up-to-date copy of your important documents &amp; information. <b>Starting at \$330</b></p>

## 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, AMP Services Limited (ASL) 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.

### Placement fees

From time to time the Licensee may 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 the Licensee. We may share in this fee based on the level of participation by our clients.

## Other business interests and relationships

### Our Referral arrangements

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

Provider	Payment arrangement
GMG Financial Group	We may pay up to 20% of initial fees as an introduction payment
Peat Partners	We may pay up to 25% of initial fees as an introduction payment
Pooles Accountants & Tax Specialists	We may pay up to 20% of initial fees as an introduction payment

### Separately managed accounts (SMA)

A separately managed account (SMA) is an account where a responsible entity, based on advice from a professional investment manager, can make investment decisions on a client's portfolio and transact on those decisions without requiring the client's express consent each time. This means the responsible entity is responsible for the discretionary management of the client's investment portfolio.

We distribute the InvestSense Multi-Asset portfolio's, which is/are administered by MyNorth, BT Panorama, Macquarie Wrap and Hub24.

We are not the investment manager and have no relationship or association with the investment manager.

The responsible entity appoints a professional investment manager to advise on the SMA portfolio's management. The responsible entity makes all investment decisions relating to the SMA portfolios.

For more information about how the product works and the roles and responsibilities of the key parties, please refer to the InvestSense PDS which we provide to you if we recommend the SMA product to you.

### Fees

Other than the fees disclosed under 'Our Fees' above, we do not receive any other remuneration in relation to this.

### Note

If you are no longer our client, the responsible entity may have the discretion to move your investments out of the InvestSense portfolio.

### ABNs and Australian financial services licences (AFSL)

Responsible entity	NMMT Limited ABN 42 058 835 573, AFSL 234653
Investment manager	InvestSense FSL Pty Ltd ABN 31 601 876 528, AFSL 408800

# Financial and Credit Adviser Profiles

## About **Brendan McKenzie**

Brendan Stuart McKenzie is an Authorised Representative (AR number 243177) and Credit Representative (395346) of the Licensee.

### Contact details

<b>Address</b>	218-224 Beveridge Street, Swan Hill VIC 3585 PO Box 845, Swan Hill VIC 3585
<b>Phone</b>	03 5033 0109 0488 323 214
<b>Email</b>	brendan@golconda.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
- Derivatives (Limited to advising on and dealing in derivative-related products approved by the Licensee)

### How am I paid?

As Managing Director and shareholder of Golconda Group Pty Ltd, Brendan is paid a salary, plus a share of profits from Golconda Group Pty Ltd.

**Brendan does NOT receive ANY sales incentive payments, commissions or fees from ANY other parties.**



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