



FINANCIAL  
SERVICES



# Financial Services Guide

Version 19.0

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## Important information

We recommend you read this Financial Services Guide (FSG) because it contains important information designed to help you decide whether to use any of the financial services offered by us, as described in this Guide, including:

- who we are and how we can be contacted
- information about Charter Financial Planning Limited (Charter), our Licensee
- the initial and ongoing advice and services we provide
- our fees and how we are paid in connection with those services
- your privacy
- how we deal with complaints

## Our practice



We understand that everyone's needs and goals are different. Whether you are looking for financial advice to help achieve your long term goals or facing a life changing event, we are here to help you choose the right path.

Crest Financial Services Pty Ltd (ABN 37 085 841 318), Corporate Authorised Representative (ASIC Number 250129), trading as Crest Financial Services is authorised by Charter to provide financial services.

Our business was established in 1999 with a merger of 3 existing financial services practices and we have offices in Newcastle, East Maitland and Nelson Bay.

We will provide you with strategies that allow you to take control of your own financial future. We build relationships with you and your family to secure each generation's financial wellbeing.

### Street and postal address

Level 1, 116 Darby Street  
NEWCASTLE NSW 2300

PO Box 310  
THE JUNCTION NSW 2291

Tel: 02 4929 2552

Fax: 02 4929 2991

Email: [crest@crestfs.com.au](mailto:crest@crestfs.com.au)

Web: [www.crestfs.com.au](http://www.crestfs.com.au)



We are one of a select number of businesses that has been awarded Certified Quality Advice Practice status by Charter. This program sets an industry benchmark for providing high-quality financial advice. The certification is awarded based on industry qualifications, demonstrated best practice business operations and proven success in meeting the financial needs of our clients.

## Our team

We have a dedicated team of advisers, paraplanners and support staff to help deliver quality financial planning services to you.

Included in this document is a profile for each adviser in our practice. The adviser profile contains information about your adviser; their contact details, qualifications, experience and any memberships they may hold.

## Documents you may receive

We will provide you a number of documents as you progress through our financial planning process. 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 to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we 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) or investor directed portfolio service (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 professionally manage your investment or insurance.

## Advice we can provide

### Our financial planning process

We treat each client as an individual and our advice process allows us to tailor a plan that best meets your goals.

#### Identify your goals

We help you identify your financial and lifestyle goals. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We help you to identify the range of issues that need to be addressed to meet your goals. You may choose to address some or all goals and issues.

#### Consider the opportunities and risks

We assess your current situation and investigate a range of strategies and financial product options for you to reach your goals.

### Bridging the gap

Based on discussions with you and the research conducted by us, we will devise a strategy to bridge the gap between where you are now and where you want to be.

### Bring your plan to life

We work closely with you to implement your financial strategy. We help you complete any necessary paperwork and we're available to attend meetings with your accountant, solicitor and general insurer so your strategy is implemented efficiently.

### Staying on track

With time, your circumstances will change and your financial plan will need to be adjusted. We design an ongoing service program to ensure your plan stays on track to meet your goals.

Sometimes life takes us in unplanned directions. When you need a little extra help, just ask us for additional advice. We are there to help you – whatever the occasion.

### Approved products

Charter maintains a broad approved list, containing investment and insurance products that have been researched by a number of external research houses as well as our in-house research team. It includes products issued by AMP companies and a diversified selection of Australian and International fund managers.

Charter periodically reviews the products on the approved list to ensure they remain competitive with similar products to address your needs and objectives.

A copy of the approved list of products and services can be supplied to you upon request.

Generally, we recommend products and portfolio administration services (PAS) which are on the approved list, provided they are appropriate to your needs. This may entitle us and Charter to receive additional benefits as disclosed in the other benefits section of this FSG. However, we may, subject to Charter's approval, recommend other products and PASs where it is appropriate for you.

### Types of advice

Crest Financial Services can provide you with strategic advice as well as arrange the types of financial products listed below.

Crest Financial Services can help you to identify the types of services and products that will be appropriate to meet your financial goals. In addition, you can choose whether to receive advice about a range of needs all at once, or we can provide advice about a single issue so your most important goals are achieved first. Further advice can then be provided over time about any other needs or goals as required.

Strategies	Products
Guidance on budgeting and goal setting	Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
Savings and wealth creation strategies	Retirement income streams
Investment planning	Direct fixed interest
Superannuation planning	Retail & wholesale managed investment schemes
Pre-retirement planning	Socially responsible investments
Retirement planning	Hedge funds
Estate planning considerations	Master trust products
Centrelink planning	Superannuation products
Risk and insurance analysis	Personal and group insurance
Business succession planning	Business succession insurance
Salary packaging advice	Margin lending facilities
Gearing strategies	Self managed super funds
	Limited Recourse Borrowing Arrangements
	Direct Shares
	Agribusiness
	Employer superannuation

### Transaction services

If you do not require advice from us, but you would like us to help you complete a particular transaction, we can also arrange for you to apply for the kinds of products referred to above. In these cases, we can act on your instructions and arrange for the transaction to be complete without providing you with personal advice.

In these circumstances we will generally ask you to confirm your instructions in writing and to sign a letter to acknowledge you have declined our offer of advice and that you understand the risks of a transaction service. You will be provided with a copy of the letter for your own records.

You can contact us directly with any instructions relating to your existing financial products. We will accept instructions from our existing clients via telephone, mail or email.

## About Patrick Hancock

Your financial adviser, Patrick Hancock Authorised Representative (ASIC number 1233962) and Credit Representative (ASIC number 478943) is authorised by Charter to provide financial and credit services.

Email address: [patrick@crestfs.com.au](mailto:patrick@crestfs.com.au)

### Education and Qualifications

Advanced Diploma of Financial Planning

Diploma of Financial Services (Financial Planning)

Bachelor of Finance (Business Finance)

Bachelor of Economics (Money, Banking, Trade & Finance; Economic Policy Analysis)

Bachelor of Business (Management; Industrial Relations & Human Resource Management)

Certificate IV Financial Services (Finance/Mortgage Broking)

### Experience

Patrick Hancock B.Bus. B.Econ. B.Fin. ADFP has been involved in the Financial Services Industry since 2004. His experience encompasses Superannuation, Life Insurance, and general Financial Planning. He is currently providing advice to clients covering a broad spectrum of financial planning services listed above with the exception of Limited Recourse Borrowing Arrangements, Self Managed Super Funds, Direct Shares, Salary Packaging, Hedge Funds, Age Care and Gearing & Margin Lending, however one of our other accredited advisers can assist.

## About Rhys Higgins

Your financial adviser, Rhys Higgins Authorised Representative (ASIC number 436262) and Credit Representative (ASIC number 446561) is authorised by Charter to provide financial and credit services.

Email address: [rhys@crestfs.com.au](mailto:rhys@crestfs.com.au)

### Education and Qualifications

Advanced Diploma of Financial Services (Financial Planning)

CERTIFIED FINANCIAL PLANNER®



### Experience

Rhys Higgins CFP®, ADFS(FP) has been involved in the Financial Services Industry since 2001. Rhys's experience encompasses Life Insurance, Superannuation and comprehensive Financial Planning. He is currently providing advice to clients covering a broad spectrum of financial planning services listed above with the exception of Limited Recourse Borrowing Arrangements, Aged Care and Direct Shares, however one of our other accredited advisers can assist.

### Memberships

CFP® Member of the Financial Planning Association (FPA)

## About Kerry Howden

Your financial adviser, Kerry Howden Authorised Representative (ASIC number 249829) and Credit Representative (ASIC number 407872) is authorised by Charter to provide financial and credit services.

Email address: [kerry@crestfs.com.au](mailto:kerry@crestfs.com.au)

### Education and Qualifications

Diploma of Financial Planning

CERTIFIED FINANCIAL PLANNER®



### Experience

Kerry Howden CFP® Dip FP has been involved in the Financial Services Industry since 1979. Kerry's experience encompasses General Insurance, Life Insurance and comprehensive Financial Planning. She is currently providing advice to clients covering a broad spectrum of financial planning services listed above with the exception of Limited Recourse Borrowing and Self-Managed Super Funds, however one of our other accredited advisers can assist.

### Memberships

CFP® Member of the Financial Planning Association (FPA)

## About Paul Howden

Your financial adviser, Paul Howden Authorised Representative (ASIC number 249834) and Credit Representative (ASIC number 406659) is authorised by Charter to provide financial and credit services.

Email address: [paul@crestfs.com.au](mailto:paul@crestfs.com.au)

### Education and Qualifications

Diploma of Financial Planning

Bachelor Degree of Commerce from the University of Newcastle

Graduate of the Australian Institute of Company Directors

CERTIFIED FINANCIAL PLANNER®



### Experience

Paul Howden CFP® Dip FP B Comm GAICD has been involved in the Financial Services Industry since 1994. Paul's experience encompasses Life Insurance, Superannuation and comprehensive Financial Planning. He is currently providing advice to clients covering a broad spectrum of financial planning services listed above.

## Memberships

CFP® Member of the Financial Planning Association (FPA)

Graduate Member of the Australian Institute of Company Directors

## About Mark Prior

Your financial adviser, Mark Prior Authorised Representative (ASIC number 249828) and Credit Representative (ASIC number 408458) is authorised by Charter to provide financial and credit services.

Email address: mark@crestfs.com.au

### Education and Qualifications

Advanced Diploma of Financial Services (Financial Planning)

### Experience

Mark Prior ADFS(FP) has been involved in the Financial Services Industry since 1981. Mark's experience encompasses Life Insurance, Superannuation and comprehensive Financial Planning. He is currently providing advice to clients covering a broad spectrum of financial planning services listed above with the exception of Limited Recourse Borrowing Arrangements, Gearing & Margin Lending, Aged Care and Self- Managed Super Funds, however one of our other accredited advisers can assist.

## About Andrew Thomas

Your financial adviser, Andrew Thomas Authorised Representative (ASIC number 456666) and Credit Representative (ASIC number 456669) is authorised by Charter to provide financial and credit services.

Email address: andrewthomas@crestfs.com.au

### Education and Qualifications

Advanced Diploma of Financial Services (Financial Planning)

Bachelor of Commerce (Finance, Economics)

Bachelor of Business (International Business)

Andrew is currently completing units towards his Masters of Financial Planning.

### Experience

Andrew Thomas B.Comm, B.Bus, graduated from the AMP Horizons Academy in March 2014. Andrew has been involved in the Financial Services Industry since 2011. His experience encompasses Superannuation, Life Insurance, and general Financial Planning. He is currently providing advice to clients covering a broad spectrum of financial planning services listed above.

## The cost of our advice

### Advice costs

The fees charged for our advice may be based on a combination of:

- A set dollar amount; or
- A percentage of the funds that you invest.

### Initial advice

This covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The agreement sets out what our initial advice covers and how much it costs.

The initial advice fee will also be disclosed in your SoA.

### Advice implementation

This is the cost to implement the recommended strategies and products and is based on a set dollar amount.

It is usually disclosed in your initial advice agreement and it will also be disclosed in your SoA.

### Ongoing advice

An ongoing advice agreement will set out our support packages including the advice and services we will provide, the frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated.

The fee covers the cost to review the strategies and the products recommended in your SoA. It may be charged as a set dollar amount or a percentage of your investments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

### Additional advice

For all other advice, an additional advice fee, based on a set dollar amount, may be payable.

### Insurance

For advice in relation to insurance, we receive payments from the insurance provider, which are factored into the annual premium. These may range from:

- 0% to 130% of the first year's insurance premium paid, and/or
- An ongoing payment of between 0% and 33% per annum of the following years' premium.

### Additional Research Fee

In circumstances where a client retains a product that is not researched by Charter Financial Planning (i.e. non-APL products), we need to expend additional time and resources familiarising ourselves with the operation of that product and staying up to date, as well as additional administration tasks such as (but not limited to):

- Gathering account information via telephone
- Monitoring contributions and pension payments via telephone
- Entering and updating information manually into client management software.
- Reviewing death benefit nominations - or an absence thereof via telephone.
- Reviewing and researching investment options – current and potential.
- Producing review reports via internal software
- Managing insurance claims.
- Maintaining authority to monitor and access information - some funds require updated authorities as often as every three months.
- Reviewing and researching of fund activities and annual reports

To recover the costs of spending additional time and resources for a client to maintain a non-APL product, additional ongoing research fees are applicable.

### Payment methods

We offer you the following payment options for payment of our advice fees:

- Bpay, direct debit (credit card or savings) and cheque
- Deduction from your investment

### Payments from other professionals

You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. The details of our current referral arrangements are explained below. If the value of a referral fee is not known to us until we provide you with advice, this will be disclosed in your Statement of Advice if applicable.

- You may be referred to AMP Bank for home and business lending services. We receive up to 0.65% initial commission and up to 0.25% ongoing commission. For example, for a loan of \$100,000, we would receive up to \$650 initial commission and up to \$250 ongoing commission.

### Payments to other professionals

We may pay a referral fee when clients are referred to us from other professionals

This will be disclosed in your Statement of Advice if applicable.

### Distribution of fees

Our advice costs and payments from other professionals are received by Charter as the Licensee.

Charter will typically retain 3% (may be scaled down to 0%) of the gross revenue received for the recommended financial services and/or products. Charter will pay Crest Financial Services Pty Ltd the remaining 97% of the gross revenue received.

Crest Financial Services financial advisers are paid a salary and may also receive bonuses and other benefits from Crest Financial Services Pty Ltd. The following advisers also have equity in the business which may result in additional capital and profit related benefits.

- Paul Howden
- Kerry Howden

### Other benefits we may receive

We may be offered or receive non-monetary benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both Crest Financial Services Pty Ltd and Charter maintain a register to record the non-monetary benefits we have received. A copy of this register will be made available within one month of a request.

### Development, management and advice recognition

- Up to 50% of Charter Financial Planning Limited practices' may qualify to receive a DMA payment to recognise and reward, growth and professionalism. The DMA payment may range from 0% to 5% of revenue depending on our ranking based on a scorecard with points allocated for service and advice quality, compliance rating, business goals and client engagement through a measure called Advice Growth Index (AGI). AGI measures the value of my fee for service payments and the growth in the value of our clients' product holdings over the previous year. For example, if my DMA is set at 1% and my revenue for the year was \$200,000, I would receive a total of \$2,000 for that year, paid over two instalments.

### **Value participation scheme**

- AMP may provide us with a cash payment based on the total value of in force annual premiums on insurance products and funds under management in AMP products. AMP will pay us up to 0.25% of total funds under management in AMP wealth management products and up to 3% of total premiums on some AMP insurance products. For example:
- If my clients have invested \$300,000 of funds into an AMP product I will receive an annual payment of \$750.

If my clients pay a combined annual premium of \$1,500 for insurance with AMP, I may receive an annual payment of \$45.

### **Top 20 business award**

- For operating a top 20 practice, based on revenue and the retention of the 'Certified Quality Advice Practice' status, Charter covers our cost of attending the national conference and financial planning software (total value of approximately \$15,000).

### **Buy out option**

- We are eligible to sell our client base to Charter. The value of the sale is based on a multiple of the ongoing revenue generated from financial products.

### **Business loans**

- We are eligible to receive finance for approved business costs at subsidised rates through AMP Bank.

## About Charter



Charter Financial Planning Limited ABN 35 002 976 294

Australian Financial Services Licensee 234665

Level 22, 33 Alfred Street, Sydney, NSW 2000

[www.amp.com.au](http://www.amp.com.au)

Charter is a member of the AMP Group.

Charter is a Professional Partner of the Financial Planning Association (FPA) is fully committed to the FPA's Code of Ethics and Rules of Professional Conduct. Charter is also a Corporate Member of the Association of Financial Advisers (AFA)

Charter has approved the distribution of this FSG.

## Relationships and associations

### Charter Financial Planning

Crest Financial Services can provide advice on products from a wide range of financial product providers, some of which are part of the AMP Group and as such are affiliated with Charter, including:

Product issuer	Product brands used by issuer
The National Mutual Life Association of Australasia Ltd	AMP
National Mutual Funds Management Limited	AMP
NMMT Ltd	Summit Generations AXcess
N.M. Superannuation Pty Limited	Summit Generations North
Multiport Pty Ltd	Multiport
ipac asset management limited	iAccess
AMP Bank Limited	AMP
AMP Capital Funds Management Limited	AMP
AMP Capital Investors Limited	AMP
AMP Superannuation Limited	AMP
AMP Life Limited	AMP

The Cavendish Group	Cavendish
Australian Securities Administration Limited (ASAL) and Super IQ Pty Ltd (49% interest held by AMP Group)	Ascend Self Managed Super

If we recommend a product issued by the AMP Group, 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.

Authorised representatives and staff at Crest Financial Services hold shares in AMP Limited, the ultimate holding company of the AMP Group which is listed on the Australian Securities Exchange, whose share price may be favourably affected by the sale of products issued by the AMP Group.

### Other activities

In addition to providing the financial planning services listed in this FSG, Crest Financial Services has a relationship with Crest Financial Services – Nelson Bay, and Crest Accounting which provide accounting services. Charter has no involvement in these activities and is not responsible for any services, advice or products provided by these businesses.

## Privacy

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 adviser and Charter 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 Charter 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 from March 2014.
- 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 adviser and Charter 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 adviser or Charter 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](http://www.amp.com.au/privacy) or you can contact us.

### Appointing a new financial adviser

Another financial adviser may be appointed to you if your adviser leaves Charter or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Charter will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

## Professional Indemnity

Professional indemnity insurance is maintained by Charter and your adviser to cover advice, actions and recommendations which have been authorised by Charter and provided by your adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

## What to do if you have a complaint

If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please lodge your complaint in writing to:

Charter Financial Planning Limited  
Attention: National Complaints Manager  
Channel Services  
Level 8, 33 Alfred Street  
Sydney NSW 2000

Email: [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)

Charter will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1300 780 808 Email: <a href="mailto:info@fos.org.au">info@fos.org.au</a> Web: <a href="http://www.fos.org.au">www.fos.org.au</a>
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

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FINANCIAL  
SERVICES

*The Crest Mantra*

### **Our Vision**

To provide exceptional financial and accounting services to individuals and businesses.

**Financial success** for our clients is **the most important** element of our business.

**Our clients' success is our success.**

### **Our Mission**

To **add value, security and confidence** to the lives of our clients and their families, through;

- Provision of **individually tailored expert advice,**
- Building and maintaining **strong partnerships** with our clients; built upon foundations of **credibility, honesty, trust** and the delivery of **exceptional customer service,**
- **Absolute commitment to our clients' personal** and financial goals.

### **Our Team**

We are a **dedicated** team of highly skilled professionals, **committed** to ongoing education and training for the benefit of our clients.



*"Working together for your future"*