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AUSTRALIAN MORTGAGE  
& FINANCIAL ADVISERS

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# FINANCIAL SERVICES GUIDE

**Our guide to assisting you with your financial needs**

Version 3 | June 2018

## LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Australian Mortgage and Financial Advisers Pty Ltd - AMAFA as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products AMAFA can provide
- The documents you may receive
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, Australian Mortgage and Financial Advisers Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to Australian Mortgage and Financial Advisers Pty Ltd’s authorised representatives.

***Australian Mortgage and Financial Advisers Pty Ltd (AMAFA) ABN 26 088 464 939 is an Australian Financial Services Licensee (AFSL 389206).***

***Distribution of the Financial Services Guide (version 3) by the providing entity has been authorised by Australian Mortgage and Financial Advisers Pty Ltd.***

***Authorisation date: 15<sup>th</sup> June 2018***

## Who we are and what we stand for

Established in 1999 as a mortgage broking business, AMAFA has grown into a Full Financial Services company. We have both an Australian Financial Services Licence (AFSL) and an Australian Credit Licence (ACL).

The foundation of our business is based on providing an ethical, honest and professional service. We believe every client must be able to make an informed decision on a strategy or product which has been tailored to their individual needs and circumstances.

We are committed to building long-term relationships with our clients.

## Our Responsibility

Your adviser provides financial advice and services on behalf of AMAFA and accordingly we are responsible for the financial advice and services they provide.

Our advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your adviser is obliged by law to act in your best interests and provide appropriate advice when providing financial advice to you.

As part of our commitment to you, AMAFA advisers adhere to the Code of Conduct of the Association of Financial Advisers (AFA)

## The Adviser Profile

Prior to providing any personalised financial advice products and/or services our advisers are

required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser Profile contains important information about your adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

If you have not received an Adviser Profile, please ask your adviser for a copy or contact us (see page 8 for contact details).

## What We Can Provide

AMAFA is licensed to provide financial product advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate planning strategies

We can advise in the following products:

- Basic deposit products
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Self-managed superannuation

AMAFA maintains an Approved Product List (APL). Subject to attaining required accreditation,

your adviser is able to recommend any product on the AMAFA APL.

There may be instances where your adviser will need to consider products outside of the APL. In these cases, your adviser may apply to AMAFA's Research Department to obtain a one-off product approval.

## Documents You May Receive

If you decide to obtain personal financial advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your adviser informed of any changes to your relevant circumstances.

Your adviser will also need to verify your identity.

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Renewal Notice

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a SoFA and RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually.

Should you commence an ongoing fee arrangement for the first time after 1 July 2013 (or in circumstances where the ongoing fee arrangement is significantly varied after 1 July 2013), your adviser will also issue a Renewal Notice every 2 years. The Renewal Notice will give you the option of renewing the ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

## How to Give Instructions

Your adviser may accept your instructions by phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you and they will let you know when this occurs.

## Your Privacy

Your adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your adviser. However, in this case, your adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

AMAFa respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

This Policy is located at:

<https://amafa.com.au/privacy-policy/>

## Disclosure of Information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

AMAFa may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia including the Philippines. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for AMAFA advisers.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

## Adviser Remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial fee for service; or
- An ongoing fee for service; or
- A contribution fee or implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

All fees or commissions are initially paid to AMAFA before being distributed in full to your adviser or to the relevant Practice.

## Licensee Remuneration

AMAFa receives a flat fee / and or percentage of the adviser's remuneration for the provision of

services required under its Australian Financial Services Licence.

## Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. You will receive more detailed information concerning any referral fee in your SoA or other relevant document.

## Other Forms of Remuneration or Benefits

AMAFA and/or its advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

## Related Companies

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

## Sponsorship

AMAFA and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

AMAFA may use these payments to pay for costs associated with such conferences, training or professional development days.

## Professional Indemnity

AMAFA maintains a group policy which includes appropriate Professional Indemnity Insurance cover for AMAFA as required by the Corporations Act 2001.

## Reporting Your Concerns

If you have a complaint about any financial service provided to you by your adviser, you should take the following steps:

1. Contact the Claims team at AMAFA to discuss your complaint.

Phone: 07 33782056

Online: [amafa.com.au](http://amafa.com.au)

Email: keith.marshall@amafa.com.au

Mail: Manager

Keith Marshall

P O Box 1006

Kenmore Qld 4069

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Credit and Investments Ombudsman Ltd (CIO) an External Disputes Resolution Scheme, of which AMAFA is a member.
5. The contact details for CIO are:
 

Phone: 1800 138 422

Fax: 02 9273 8440

Website: <http://www.cio.org.au>

Mail: PO Box A252 South Sydney  
NSW 1235

Online complaint form:

<http://www.cio.org.au/complaint-resolution/making-a-complaint/>

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge information line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

## CONTACT US

### Head Office

AMAFA

182 Huntingdale Street  
Pullenvale QLD 4069

T: (07) 33782056

F: (07) 33782069

G: [info@amafa.com.au](mailto:info@amafa.com.au)

W: <https://amafa.com.au>

For contact details of our various adviser offices, please visit our website at <https://amafa.com.au>.

### For More Information:

Please visit [moneysmart.gov.au](http://moneysmart.gov.au) for more information on financial advice.

## Adviser Profile

Your adviser is **Danielle Coventry**, ASIC Authorised Representative No. 302263 of Engage Marketing & Management Pty Ltd trading as Engage Financial Planning, Corporate Authorised Representative No. 470152 Australian Mortgage and Financial Advisers Pty Ltd, Australian Financial Services License No. 389206.

### Danielle Coventry's contact details are:

Office Address: 8 Coningham Street  
Gowrie, ACT 2903

Postal Address: PO Box 254  
Erindale Centre, ACT 2903

Mobile (Direct): 0448 886 467

Email: [danielle@engagefp.com](mailto:danielle@engagefp.com)

Website: [www.engagefp.com.au](http://www.engagefp.com.au)

### Danielle Coventry is authorised and specialises in the following areas:

- Superannuation - Personal
- Deposit and Payment Products - Non-basic Deposit Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Managed Investment Schemes including IDPS
- Retirement Savings Account Products

### Danielle Coventry's qualifications are:

- Self Managed Super Fund (SMSF): Kaplan (2015)
- Advanced Diploma of Financial Planning (Financial Services): Kaplan (2012)
- Diploma of Financial Planning (Financial Services): Tribeca (2006)

Danielle holds over 14 years' worth of financial industry experience, with her main specialty in Personal Insurance. She prides herself in providing one-on-one advice and service. Danielle has recently completed her Certificate IV in Finance and Mortgage Broking and is looking to expand in Broking services to her existing clients.



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Australian Mortgage and Financial Advisers Pty Ltd  
t/a AMAFA

ABN 26 088 464 939

Australian Financial Services Licensee No. 389206

## Financial Services Guide (FSG) Acknowledgement of Receipt

To be signed to confirm receipt of the FSG and kept on file

### Declaration

I / We acknowledge receipt of this Financial Services Guide.

Name:

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Name:

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Signature

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Signature

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