

Financial Services and Credit Guide

True North Lifestyle Pty Ltd

True North Lifestyle Pty Ltd (ABN 24 605 670 915, ACN 605 670 915) is an Authorised Representative (Authorised Representative number 1234746) and credit representative (Credit Representative number 479677) of AMP Financial Planning Pty Limited ("the Licensee").

References to "our", "we", "us", "me" and "I" refer to True North Lifestyle Pty Ltd

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

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

Not Independent

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

Our contact details:

Address: Level 11 , 66 Clarence Street, Sydney, NSW 2001

Level 4, 29 Kiora Road, Miranda NSW 2228

Level 1, 86-88 Mann Street, Gosford NSW 2250

Phone: 02 9994 8939

Email: office@truenorthlifestyle.com.au

Website: www.truenorthlifestyle.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.

Credit services

In addition to financial services, we are also authorised to assist you with advising and implementing loan products and consumer leases.

Credit documents you may receive

When we provide credit assistance, we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a Credit Proposal. We will retain this document and you may request it by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

Lenders and lessors

The Licensee has a broad panel of lenders and lessors for your Accredited Mortgage Consultant (AMC) to choose from. The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

As at September 2022, the lenders whose products are most commonly recommended by AMCs authorised by the Licensee are AFG Home Loans, NAB, Macquarie Bank, AMP Bank, Commonwealth Bank, ANZ

Benefits we may receive from lenders and lessors

Subject to compliance with relevant laws, including relating to conflicted remuneration, lenders may offer incentives that are paid directly to the AMC. These may include indirect benefits, for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Credit reports and valuations

We may be provided access to free services such as credit reports and valuations from our lenders. Details of any relevant services we may receive because of a recommendation we make to you, will be included in the Credit Proposal we provide to you.

Tiered Servicing Arrangements

Through your AMC's relationships with lenders, they may have access to tiered servicing arrangements. The benefits can include faster processing, better information or greater levels of assistance provided for obtaining loan approval. You will be advised of any tiered service arrangements that are in place with a particular lender that they have proposed at the time recommendations are made.

Access to these programs is not based solely on the volume of new or existing lending your AMC's customers have with each respective lender and does not entitle them to any additional commissions outside of what they have disclosed to you, any additional payments or preferential customer discounts.

Mortgage aggregators

Mortgage aggregators act as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders. They also provide some ancillary services. We aggregate via AFG.

The aggregator may invite AMCs to conferences and professional development events to hear industry updates and educational presentations by the aggregator and lender sponsors. The aggregator may subsidise some attendance costs, subject to compliance with relevant laws. The value will depend upon a range of factors, including the nature of the courses and events planned. Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act 2009 (Cth), will be disclosed in our advice to you prior to application.

Privacy Collection Statement

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

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

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

We keep your personal information confidential and only use it in accordance with the 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;
We may be disclosing your personal information to Philippines for the purpose of Administration and Data Entry
- 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 you can contact us.

Confidence in the quality of our advice

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

- Contact your adviser and tell them about your complaint.
- Alternatively, you can contact the Licensee at:
 - Phone 1800 812 388
 - Email advicecomplaints@amp.com.au
 - Online at 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 otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes.

Any issues about financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3, Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue about your personal information	The Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001 1300 363 992 www.oaic.gov.au enquiries@oaic.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. The Licensee is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance also covers claims arising from the actions of former employees or representatives of the Licensee, even where subsequent to these actions, they have ceased to be employed by or act for the Licensee.

About the Licensee

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
- SMSF Administration Solutions Pty Limited
- AMP Capital Investors Limited
- SuperIQ 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 types of fees that may apply.

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

Licensee fees

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.

If we agree to charge a fee for credit services, we will provide you with a quote and gain your acceptance before we proceed. Where we do not provide you a quote, there will be no charge directly to you for these activities and we will receive commissions from the lender only.

Fee type & Description	
Initial or ad hoc fees	
Core Advice	Between \$3,300 to \$6,600
Complex Advice	Between \$6,601 to \$12,100
Annual advice and service fees	
Annual Advice Review - 1 review over a 12 month fixed term	
-	Ranging between \$3,300 and \$19,800 per annum
Annual Service Agreement - agreed services over a 12 month fixed term	
-	Ranging between \$1,100 and \$3,300 per annum.
Commissions	
<u>Insurance:</u>	
Initial commissions: Up to 66% of the first year's premium for new policies implemented from 1 January 2020.	
We may receive commissions on increases or additions to existing policies of up to 66%.	
Ongoing commissions:	
Up to 33% of the insurance premium each following year.	
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 would receive an ongoing commission of up to \$330 pa.	
<u>Residential loans</u>	
Initial commissions: Up to 1.10% of the initial loan balance.	
Ongoing commissions: Up to 0.55% of the outstanding loan balance each year.	
For example: If your loan balance was \$100,000, initial commission would be up to \$1,100. The ongoing commission on a \$100,000 loan balance would be up to \$550.	
<u>Personal loans</u>	
Initial commissions: Up to 8% of the initial loan balance (capped at \$4,000). Up to \$1,990 where a flat brokerage fee applies.	
For example: If your loan balance was \$50,000 and a percentage-based fee applies, commission would be up to \$4,000.	
<u>Deposit bonds</u>	
Initial commissions: Up to 25% of the deposit bond fee.	
For example: If your deposit bond fee is \$400, the commission would be up to \$100.	

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

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your SoA. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Bluey Lending Services Pty Ltd trading as Bluey Home Loans or; Build Invest Grow Home Loan Services	Mortgage broking services	Mortgage broking commission are outlined in the back of the FSCG for your reference. We can receive up to 50% of the initial commission and up to 30% of the ongoing commissions outlined in the commission schedule within this FSCG.
AMP Bank	Home and business lending services	Up to 0.85% initial commission and up to 0.25% ongoing commission. For example, for a loan of \$100,000, we would receive up to \$850.00 initial commission and up to \$250.00 ongoing commission.
AiA Health Insurance	Health insurance	AiA Health pay up a referral fee of up to 20% of the client's 1st year's premium (plus GST), 16% (plus GST) will be passed on to the Practice and 4% (plus GST) will be retained by the licensee. For example, for a insurance policy of \$1,000 per annum in the first year, we would receive up to \$176.00 inc GST revenue of that payment and the licensee would receive up to \$44.00 inc GST per annum.
Beacon Age Care Specialist		Beacon Age Care Specialist are an additional service we provide to our clients for age care advice. To help with complex scenarios to ensure they are maximising their finances for the in-home care costs, Centrelink age pension strategies and using the most suitable funding strategy to their needs.

Financial and Credit Adviser Profile

About Kane Hansen

Kane Hansen is an Authorised Representative (AR number 449222) and credit representative (CR number 449223) of the Licensee.

Contact details

Address	Level 11 , 66 Clarence Street, Sydney, NSW 2001
	Level 4, 29 Kiora Road, Miranda NSW 2228
	Level 1, 86-88 Mann Street, Gosford NSW 2250
Phone	02 9994 8939
Email	kane@truenorthlifestyle.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

I am also an Accredited Mortgage Consultant. I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

How am I paid?

I receive the following from our practice:

- salary
- dividends
- equity in the practice

Based on the above, the following contains my remuneration details:

- As the director and main shareholder of the business I take a salary with a shared profit split based on the company performance that is paid as a dividend when there are funds available. I also own equity and shares in the company which have voting rights and an asset value that is part of the incentive to continue to work hard for the company and help deliver a result to our clients to ensure the company value continues to grow.

My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with True Wealth Academy Pty Ltd. AMP Financial Planning has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

I control a percentage of the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

Our Team

Kane Hansen

Director & Senior Financial Adviser

Kane is a financial adviser, business owner, entrepreneur, author, and a big proponent of giving back. As the founding adviser of True North Lifestyle, he helps people from all walks of life take control of their finances and build their dream lives.

After being accepted into the Financial Planning Career Changer internship program with a large bank in 2011, through hard work and determination, he became a top performer among the other better-educated interns. His efforts didn't go unnoticed, and he was quickly employed by a large, successful practice.

After a multimillion-dollar acquisition and partnership arrangement in 2015, a misalignment of values saw Kane sell his share of the business to start his own practice, True North Lifestyle. Through True North, Kane can help more people create the lifestyles they desire, focusing on smart money management and creating financial freedom. He believes that everyone should have the opportunity to develop strong financial literacy.

Denise Woodward

Senior Associate Adviser

Denise is a financial adviser with over two decades of experience in the finance industry. She began her career as an account executive for professional lines of insurance before moving into underwriting. After putting her career on hold to start a family, she returned to the industry to pursue a role in financial planning.

Denise is always seeking new ways to expand her knowledge, hone her expertise, and advance her professional development. In 2022, to meet evolving industry standards and further her education, Denise successfully undertook the FASEA (Financial Standards and Ethics Authority) National Examination and commenced a Graduate Diploma of Financial Planning.

In 2023, Denise joined True North Lifestyle as a senior associate adviser, working closely with clients to support them on their unique journeys, helping them achieve their ideal lifestyles.

Judy

Senior Customer Service Officer

Judy is a client services manager with a background in IT (information technology). After completing a Bachelor of Computer Science, she hit pause on her career to raise two children. During this time, she kept busy by being involved in community sports clubs and the local school, holding various committee positions over the years.

When a family friend offered her a role as a client services manager at a newly acquired financial planning business, she accepted the challenge and stepped into the world of finance. After almost two decades in the industry, she hasn't looked back. Judy thrives on client and colleague interactions and loves assisting the True North team and their clients to achieve exceptional results.

Mark

Customer Service Officer

Mark is a client support specialist with years of experience in the finance industry. He holds a Certificate in Professional Education and a Bachelor of Science in Entrepreneurial Management.

To put himself through school, Mark worked in a fast-food restaurant and as a supermarket bagger before graduating and transitioning into finance. In the Philippines, he worked as a licenced financial adviser for five years and is currently a working student.

Iffah

Customer Service Officer

Iffah is a client support specialist with a background in corporate banking. She holds a Bachelor of Islamic Banking and Finance and has worked at one of the most prestigious banks in Malaysia.

Growing up in a small town in Penang, Nur Iffah was raised by her grandparents to be kind, compassionate, and thankful. After receiving her Unit Trust Licence and Islamic Insurance (Takaful) Licence, she gave back to the community by helping people manage their money and plan for retirement.

Debbie

Accounts & Payroll

Debbie is a bookkeeper and administrator with almost three decades of experience in the accounting industry. To accompany her years of on-the-job experience, she holds a Certificate in Business Administration and a Certificate IV in Accounting and Bookkeeping.

Before joining True North Lifestyle, Debbie worked as an administration manager for a non-profit organisation. Over the years, she has also worked several part-time jobs to support, raise, and be present for her four children. With her kids all grown up, she now aims to be a good role model for her grandchildren.

Karen

Executive Assistant / Appointment Scheduler

Karen is an office administrator with over four decades of secretarial and office administration experience.

As well as years of on-the-job experience, she has several qualifications, including a Certificate III in Information Technology, Certificate IV in Adult Tertiary Preparation, Certificate III in Native Animal Rehabilitation, and is currently completing a Certificate IV in Veterinary Nursing.