milestone financial

Financial Services and Credit Guide



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Milestone Financial Services Pty Ltd (ABN 68 100 591 508) is an Authorised Representative (Authorised Representative number 283214) and credit representative (Credit Representative number 371268) of Akumin Financial Planning Pty Limited (”the Licensee”).

References to “our”, “we”, “us”, "me" and "I" refer to Milestone Financial Services 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: 12A Thesiger Court, Deakin, ACT 2600

Phone: 02 6102 4333

Email: enquiries@milestonefinancial.com.au

Website: www.milestonefinancial.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 March 2025, the lenders whose products are most commonly recommended by AMCs authorised by the Licensee are AFG Home Loans, NAB, Macquarie Bank, Westpac, St George 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 Akumin Limited (Akumin) 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, including passing on your details to third parties such as product issuers;
- 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 Akumin and Entireti;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist us, Akumin and Entireti 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 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 Akumin Privacy Policy. The Akumin Privacy Policy also contains information about how to make a privacy complaint. For a copy of the Akumin Privacy Policy visit http://www.akumin.com.au 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 complaints@akumin.com.au
  - Online at www.akumin.com.au
  - In writing to:

Attention: Advice Complaints Department

Akumin Financial Planning Pty Limited
Level 6, 88 Phillip 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

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

Registered office is at Level 6, 88 Phillip 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 Akumin Pty Limited & Entireti Limited

The Licensee is a wholly-owned subsidiary of Akumin Pty Limited.
Akumin Pty Limited is a subsidiary of Entireti Limited, a group that specialises in licensing and advice business services to financial planning practices and their clients.
AMP Limited holds a minority stake (currently 30%) in Akumin Pty Limited.

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.

If we recommend a product issued by AMP Limited 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.

Salita Portfolio Services Pty Ltd, a wholly owned subsidiary of Entireti Limited, provides portfolio construction and investment services to third party product issuers and receives fees for those services.

Entireti Lending Solutions Pty Ltd, a wholly owned subsidiary of Entireti Limited, provides credit services to their clients and receives remuneration, including commissions, fees and other benefits for those services.

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

Unless stated otherwise, all permissible revenue, including any advice and service fees and commissions will be paid 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 We offer a range of initial service packages to suit all types of initial advice needs. All of our initial advice fees are fixed fees and usually range from $4,800 to $15,0000 including GST.
Annual advice and service fees You can elect to enter into a 12-month advice and services agreement as part of your financial planning strategy. The fees usually range from $3,260 to $12,000 including GST depending on the level and complexity of service. Details of the services and fees will be set out within the agreement.
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 110%. Ongoing commissions: Up to 22% of the insurance premium each following year. For example: 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 $220 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, Akumin Pty Limited 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.

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 to you at the time of referral. Our current referral arrangements are detailed below:

Provider	Services	Payment arrangement
Australian Property Masters	Direct Property Advice	Australian Property Masters will pay a referral fee equal to 75% of the sales commission received by Australian Property Masters which is usually 2.2% of the property value. For example, if Australian Property Masters received a sales commission of $5,000, we would receive a referral fee of $3,750.
AIA Health	Private Health Insurance Referral Service	AIA Health will pay a referral fee of 20% of the client's first year's premium (plus GST), of which 16% (plus GST) will be passed onto the Practice, and the remaining 4% (plus GST) will be retained by the licensee. All referral fees are paid to the licensee.
Allianz Australia Insurance Limited	We may refer you to Allianz, who will assist you with your general insurance needs including: ▪ Home & contents insurance ▪ Car insurance ▪ Landlord's insurance ▪ Caravan & trailer insurance	If we refer you to Allianz for general insurance, the Licensee will receive: 14% of the premiums paid for Home& contents or Landlords insurance. 5% of the premiums paid for Car or Caravan & trailer insurance. The Licensee will pass 80% to us. Example: If the total referral fee is $500 the Licensee will retain $100 and we will receive $400.
Entireti Lending Solutions	Credit Services	If we refer you to Entireti Lending Solutions, we will receive 30% of both the upfront and trail commissions. E.g. if the upfront commission is $1,000, we receive $300. In year 2, if the trail commission is $1,000, we also receive $300.

We may introduce you to Yodal Pty Ltd to assist with your estate planning. While we may support you by facilitating the process, any legal advice will be provided via Yogal's legal panel and not by us. We will not receive a fee from Yodal to introduce you to them.

Other Business arrangements and interests

202609 AKU MILES PEP PTY LTD (ACN 702 462 584) is a minority shareholder in Milestone Financial. Both Akumin Financial Planning Pty Limited (ABN 89 051 208 327) ("the licensee") who is responsible for authorising your adviser , and 202609 AKU MILES PEP PTY LTD (ACN 702 462 584) sit within Entireti Limited.

Robert Smith-Saarinen

Robert Smith-Saarinen is an Authorised Representative (AR number 254386) and credit representative (CR number 372042) of the Licensee.



Contact Details

Address	12a Thesiger Court, Deakin, ACT 2600
Phone	02 6102 4333
Email	rob@milestonefinancial.com.au

The 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

How I am paid

I receive the following from our practice:

- Salary
- Dividends

I am an employee, director and shareholder of Milestone Financial Services. I receive a salary plus dividends from the practice.

Andrew Boulds

Andrew Boulds is an Authorised Representative (AR number 327630) and credit representative (CR number 372060) of the Licensee.



Contact Details

Address	12a Thesiger Court, Deakin, ACT 2600
Phone	02 6102 4333
Email	andrew@milestonefinancial.com.au

The 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

How I am paid

I receive the following from our practice:

- Salary

I am an employee of Milestone Financial Services. I receive a salary from the practice.

Aaron McInnes

Aaron is an Authorised Representative (AR number 326259) and credit representative (CR number 400830) of the Licensee.

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Contact Details

Address	12a Thesiger Court, Deakin, ACT 2600
Phone	02 6102 4333
Email	aaron@milestonefinancial.com.au

The 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

How I am paid

I receive the following from our practice:

- Salary
- Share of Revenue
- Dividends

I am an employee, director and shareholder of Milestone Financial Services. I receive a salary plus dividends from the practice.

Michael Simmons

Michael Simmons is an Authorised Representative (AR number 1254255) and credit representative (CR number 553438) of the Licensee.



Contact Details

Address	12a Thesiger Court, Deakin, ACT 2600
Phone	02 6102 4333
Email	michael@milestonefinancial.com.au

The 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:

- Self-managed super funds

How I am paid

I receive the following from our practice:

- Salary

I am an employee of Milestone Financial Services. I receive a salary from the practice.

Gillian Burns

Gillian Burns is a credit representative (CR number 538675) of the Licensee.



Contact Details

Address	12a Thesiger Court, Deakin, ACT 2600
Phone	02 6102 4333
Email	gillian@milestonelending.com.au

The advice and services I can provide

I am 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 I am paid

I receive the following from our practice:

- Salary
- Bonuses

I am an employee of Milestone Financial Services. I receive a salary and I may receive bonuses linked to the initial loan commissions I generate for the business