

Financial Services and Credit Guide

Coastline Advice

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

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee, AMP Financial Planning Limited (AMP Financial Planning)
- our fees and how we, and AMP Financial Planning are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or AMP Financial Planning

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you 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), 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 and others 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 at least seven years after our relationship ends. You may request a copy of such records by contacting our office during that period.

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 Record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal for at least seven years from the date our relationship ends. You may request a copy by contacting our office. 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.

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 manage that product. You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Not Independent

Generally, we provide personal advice in line with our 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.

About our practice

Summary of the business

Name	Coastline Financial Group Pty Ltd trading as Coastline Advice
Australian Business Number	21 117 070 710
Authorised representative number	297140
Credit representative number	386067

Our office contact details

Address	Head Office: Suite 1, 110 Surfcoast Hwy, Torquay, Victoria 3228
Phone	0352 64 7700
Fax	0352 01 0957
Email	Enquiries@coastlinefg.com.au
Website	www.coastlineadvice.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

Coastline Financial Group Pty Ltd has more than one office. This FSCG details information about our practice only. You can obtain the FSCG for other offices by contacting them on the details below.

Torquay office contact details

Address	Suite 1, 110 Surfcoast Hwy, Torquay, Vic 3228
Phone	03 5264 7700
Fax	03 5201 0957
Email	enquiries@coastlinefg.com.au

Anglesea office contact details

Address	Shop 20, 87-89 Great Ocean Rd, Anglesea, Vic 3230
Phone	03 5263 3964
Fax	03 5201 0957
Email	enquiries@coastlinefg.com.au

Bass office contact details

Address	71-73 McBride Ave, Wonthaggi, Vic 3995
Phone	03 5672 1810
Fax	03 5201 0957
Email	enquiries@coastlinefg.com.au

Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us. In some cases, we may not be able to distribute a financial product to you under non-personal advice if your circumstances do not fit within a product's target market.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers and Credit Advisers** on page 13.

We can provide financial advice in relation to:	We can provide advice and arrange the following products and services:
<ul style="list-style-type: none">— Investment strategies (strategic asset allocation and goals based investing)— Budget and cash flow management— Debt management (including borrowing for personal and investment purposes)— Salary packaging— Superannuation strategies and retirement planning— Personal insurance— Centrelink and other government benefits— Aged care	<ul style="list-style-type: none">— Superannuation, including retirement savings accounts— Self-managed superannuation funds (SMSF)— Borrowing within your SMSF— Employer superannuation— Managed investments— Investor directed portfolio services (for example, administration platforms)— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)— Standard margin loans— Retirement income streams, including pensions and annuities— Personal and group Insurance (life cover, disability, income protection and trauma)— Loans including mortgages, reverse mortgages and deposit bonds— Commercial loans and commercial asset finance— SMSF loans— Rural loans— Life investment products including whole of life, endowment and bonds— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker— Limited selection of investment guarantees

AMP Financial Planning maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to AMP Financial Planning. These have been researched by external research houses as well as our in-house research team.

AMP Financial Planning periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to AMP Financial Planning's approval, recommend other products.

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

If we recommend a new platform or portfolio administration service, we use those approved by AMP Financial Planning. These services may include those issued by companies related to AMP Financial Planning.

As at October 2021, the lenders whose products are most commonly recommended by accredited mortgage consultants authorised by AMP Financial Planning are Macquarie Bank, NAB, AMP Bank, AFG Home Loans, Commonwealth Bank and ANZ.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Coastline Financial Group Pty Ltd, trading as Coastline Advice is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years after the end of our relationship. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Changing service providers

To ensure that you are provided at all times with servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another financial planning practice within the AMP network or transfer our servicing rights with you to another licensee (the new service provider). If we do this, the new service provider will provide the servicing to you and will be entitled to the agreed fees. The new service provider will enter into a new servicing arrangement with you. We'll write to you in advance of a transfer occurring, to introduce your new service provider. You may notify your new service provider at any time if you want to vary or end your servicing arrangements.

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 are able to determine if our advice continues to be appropriate.

Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. 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:

- Initial advice
- Ongoing advice and services
- Annual advice and services

Please note that for services in relation to insurance and some credit products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the loan, or on renewal of insurance products

We may also receive commissions for deposit bonds. Details are in the schedule of fees.

Payment methods

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

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment (subject to the advice and service provided)

All permissible fees and commissions will be paid directly to AMP Financial Planning as the licensee. It will then pass on the amounts due to us through its payment system. AMP Financial Planning charges our practice 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.

For more information on our services, please see our **Schedule of fees** attached or available on request.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Other benefits we may receive

The following are monetary and non-monetary benefits we may receive other than those explained above. These are not additional costs to you.

In addition to the payments we may receive for our advice and services, we may receive other support services or recognition from the licensee to help us grow our business. This could include education or training support, badging rights, technology, 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.

Development, management and advice (DMA) run off payments

Eligibility to receive DMA run off payments is dependent on us continuing to be authorised by and meeting standards set by AMP Financial Planning. From 31 January 2020 we will be eligible to receive run off payments based on the amount of advice revenue we generated in 2018. Advice revenue includes revenue directly attributable to advice provided to a client for an agreed fee. It excludes commissions from investment, insurance and banking products. These payments are to assist with our cashflow over 3 years as set out in the table below. Run off payments will not be made after January 2023.

Year	Total annual amount
2021	\$72,600.00
2022	\$36,300.00

Business buy-back option

Where we request AMP Financial Planning to buy-back our business on or prior to 31 December 2021 and this is approved by AMP Financial Planning, then if we leave the financial services industry or can no longer appropriately service a selection of our clients, AMP Financial Planning will either look after our clients or appoint you to another adviser or financial planning practice within the AMP network.

If this happens, AMP Financial Planning makes available a facility for practices to transfer the servicing rights of their clients. The valuation will vary depending on certain factors including the annual recurring revenue of our practice and the level of our service standards.

Personal and professional development

AMP Financial Planning offers education, personal and professional development opportunities to our practice on an annual basis. Participation in these opportunities may be based on attainment of qualifying criteria or open eligibility.

Education and professional development

Provided we meet specific qualification criteria AMP Financial Planning will support the practice with up to 20% of the licensee fees payable by the practice to the licensee in 2017 to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority. We may also be eligible for education or training support to assist with the development of advisers in our practice. This support may be dependent on a number of factors including the experience of the adviser and their tenure at our practice.

The support mentioned above is paid by AMP Financial Planning directly to the education provider and not to us.

Placement fees

From time to time AMP Financial Planning will 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 AMP Financial Planning. We may share in this fee based on the level of participation by our clients.

Relationships and associations

It is important that you are aware of the relationships that AMP Financial Planning has with providers of financial services and products as they could be seen to influence the advice you receive.

About our licensee

AMP Financial Planning Pty Limited

ABN 89 051 208 327

Australian Financial Services Licensee and Australian Credit Licensee

Licence No: 232706

AMP Financial Planning has:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

AMP Financial Planning's registered office is located at 33 Alfred Street, Sydney, NSW 2000.

About the AMP Group

AMP Financial Planning is a member of the AMP group of companies. We can provide advice on products from a wide range of financial product providers, some of which are related or associated with AMP Financial Planning, namely:

- | | |
|--|---|
| — National Mutual Funds Management Limited | — AMP Capital Funds Management Limited |
| — NMMT Limited | — AMP Capital Investors Limited |
| — N.M. Superannuation Pty Limited | — AMP Superannuation Limited |
| — ipac asset management limited | — Australian Securities Administration Limited (ASAL) |
| — AMP Bank Limited | — SuperConcepts Pty Ltd |
| — SMSF Administration Solutions Pty Ltd | |

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.

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.

Separately managed accounts (SMA)

Key relationships and associations

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

We distribute the My Future First Managed Portfolios.

Mynorth & Netwealth are the platforms that administer the My Future First Managed Portfolios.

Coastline Financial Group Pty Ltd trading as Coastline Advice is not the investment manager. The responsible entity appoints a professional investment manager to provide advice about the management of the SMA portfolios. The responsible entity makes all investment decisions relating to the SMA portfolios.

We have no relationship or association with the investment manager.

Fees

Other than the fees disclosed under 'Our Fees' above, we do not receive any other remuneration or other benefits in respect of, or that is attributable to, the provision of services related to the My Future First Managed Portfolio.

Key roles

Entity	Role
Responsible entity (RE)	Issues the SMA. The RE must meet regulatory requirements including investment governance and is ultimately responsible for the effectiveness and governance of the investment options (model portfolios and customisations) available via the SMA. The RE manages the platform, custodial and administrative services.
Investment manager	Provides advice to the responsible entity on the composition and management of the managed portfolios.
Platform	Provides custodial and administrative services, reporting and access to a menu of diversified investments.
Practice (us)	Reviews the appropriateness of the SMA product for the client at least once a year.

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

Note

If you are no longer a client of Coastline Financial Group Pty Ltd trading as Coastline Advice, the responsible entity may have the discretion to move your investments out of the My Future First Managed Portfolio.

ABNs and Australian financial services licences (AFSL)

Responsible entity	NMMT Limited, ABN 42058835573, AFSL 234653
Investment manager	Netwealth Investments Limited, ABN 85090569109, AFSL 230975

AMP Financial Planning's relationships with other companies

From time to time, AMP Services Limited (ASL) may facilitate access to AMP Financial Planning and its authorised representatives for issuers to train or educate AMP Financial Planning and its authorised representatives on their products.

Confidence in the quality of our advice

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

- Contact your adviser or accredited mortgage consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact AMP Financial Planning:
 - Phone 1800 812 388
 - Email advicecomplaints@amp.com.au
 - In Writing:
AMP Financial Planning Limited
Attention: Head of Advice Complaints and Client Remediation
33 Alfred Street
Sydney NSW 2000
- They will try to resolve your complaint quickly and fairly. They will provide you with a decision in respect to 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 listed in the following table.

Any issues relating to 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 relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.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. AMP Financial Planning 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 covers claims arising from the actions of former employees or representatives of AMP Financial Planning, even where subsequent to these actions they have ceased to be employed by or act for AMP Financial Planning.

Your privacy

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

Privacy collection statement

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 AMP Financial Planning 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 AMP Financial Planning to review customers' needs and circumstances from time to time, including other companies within the AMP group (the 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 Group in providing financial 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 Phillipines for the purpose of client services.
- 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 Group Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and AMP Financial Planning 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 your adviser or AMP Financial Planning 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 complaint about a breach of the Australian Privacy Principles.

For a copy of the Group's Privacy Policy visit <http://www.amp.com.au/privacy> or you can contact us.

Australian Finance Group (AFG)

AFG is an aggregator and it acts 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 as well as providing some other ancillary services.

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

Accredited mortgage consultants may be invited to attend the AFG National Conference. This is an annual event which offers accredited mortgage consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG may subsidise some costs of attendance, 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.

Our financial advisers and credit advisers

About Darryn Jacobs



Phone	0352 64 7700
Email	Darryn@coastlinefg.com.au
Authorised representative number	247953
Credit representative number	370837

Qualifications (Finance related)

Advanced Diploma of Financial Services (Financial Planning)

Diploma of Financial Services (Finance/Mortgage Broking Management)

Professional memberships

AFA - Association of Financial Advisers

MFAA - Mortgage & Finance Association of Australia

FPA - Financial Planning Association

Professional designations

FChFP - Fellow Chartered Financial Practitioner

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, except for the following:

- Aged care

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also an Accredited Mortgage Consultant. As a credit representative of AMP Financial Planning I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans
- rural loans

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.

How I am paid

I receive the following from our practice:

- salary
- equity in the practice

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

- Director of Coastline Financial Group Pty Ltd trading as Coastline Advice and as such receive a salary plus dividends from Coastline Financial Group

About Christopher Kelly



Phone	0352 64 7700
Email	Chris@coastlinefg.com.au
Authorised representative number	296416
Credit representative number	374925

Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Certificate IV Financial Services (Finance/Mortgage Broking)

Diploma of Finance and Mortgage Broking Management

Advanced Diploma of Business Management

Professional memberships

AFA - Association of Financial Advisers

MFAA - Mortgage & Finance Association of Australia

Professional designations

FChFP - Fellow Chartered Financial Practitioner

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, except for the following:

- Aged care

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also an Accredited Mortgage Consultant. As a credit representative of AMP Financial Planning I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans
- rural loans

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.

How I am paid

I receive the following from our practice:

- salary

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

- I am an employee of Coastline Financial Group and as such receive a salary which may incorporate a financial incentive component as part of my employment and performance within my role from Coastline Financial Group

About Michael Brussel



Phone	0352 64 7700
Email	Mike@coastlinefg.com.au
Authorised representative number	442545
Credit representative number	442546

Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Certificate IV in Finance and Mortgage Broking

Bachelor of Commerce (Finance and Marketing)

Professional memberships

AFA - Association of Financial Advisers

FBAA - Finance Brokers Association of Australia

Professional designations

FChFP - Fellow Chartered Financial Practitioner

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, except for the following:

- Self-managed super funds (SMSF)
- SMSF borrowing

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also an Accredited Mortgage Consultant. As a credit representative of AMP Financial Planning I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans
- rural loans

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.

How I am paid

I receive the following from our practice:

- salary

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

- I am an employee of Coastline Financial Group and as such receive a salary which may incorporate a financial incentive component as part of my employment and performance within my role from Coastline Financial Group

About Daniel Weigl



Phone	0352647700
Email	d.weigl@coastlinefg.com.au
Authorised representative number	1267783
Credit representative number	511636

Qualifications (Finance related)

Certificate IV in Finance and Mortgage Broking

Bachelor of Commerce (Financial Planning and Management)

Professional memberships

AFA - Association of Financial Advisers

MFAA - Mortgage & Finance Association of Australia

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, except for the following:

- Aged care
- Employer super
- Self-managed super funds (SMSF)
- SMSF borrowing

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also an Accredited Mortgage Consultant. As a credit representative of AMP Financial Planning I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans
- rural loans

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.

How I am paid

I receive the following from our practice:

- salary

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

- I am an employee of Coastline Financial Group and as such receive a salary which may incorporate a financial incentive component as part of my employment and performance within my role from Coastline Financial Group

About Michael Morse



Phone	0352647700
Email	michael.m@coastlinefg.com.au
Authorised representative number	1003868
Credit representative number	536638

Qualifications (Finance related)

Diploma of Financial Services (Financial Planning)

Advanced Diploma of Financial Planning

Bachelor of Business (Banking & Finance)

Professional memberships

AFA - Association of Financial Advisers

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, except for the following:

- Commercial loans and commercial asset finance
- SMSF loans
- Rural loans
- Aged care
- Employer super
- Gearing and margin lending
- Self-managed super funds (SMSF)
- SMSF borrowing
- Loans including mortgages, reverse mortgages and deposit bonds

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

I am also a credit representative of AMP Financial Planning and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an accredited mortgage consultant.

How I am paid

I receive the following from our practice:

- salary

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

- I am an employee of Coastline Financial Group and as such receive a salary only from Coastline Financial Group

Schedule of fees

These prices 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.

Initial fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Core Strategy- may include basic super, insurance & or investment strategies (typically clients in their early life stage)	starting from \$1,650 GST inclusive
Progressive Strategies - may include more advanced super, retirement, insurance, investment strategies, modelling and or retirement needs analysis (typically clients in their middle to pre-retirement life stages)	starting from \$2,750 GST inclusive
Premium Strategies - may include more complex super, retirement, insurance, investment, Centrelink, gearing, smsf strategies, modelling and or retirement needs analysis (typically clients in their pre-retirement/retirement life stage)	starting from \$5,950 GST inclusive
Additional Advice	An hourly rate between \$110 and \$440 per hour (GST inc) may be charged outside our typical packages such as but not limited to Claims Handling, Age Care, Centrelink, Credit Services, business Related Services such as liaising with network professionals. All additional work will be quoted prior to work commencing.

Annual advice and service fees

We also offer the following services for a fixed period of 12 months.

Service	Fee amount
Core Strategies - reviewing the basic super, insurance & or investment strategies (typically clients in their early life stage)	From \$990 to \$5,950 GST inclusive for a 12 month period.
Progressive Strategies - reviewing the more advanced super, retirement, insurance, investment strategies, modelling and or retirement needs analysis (typically clients in their middle to pre-retirement life stages)	From \$1,650 to \$5,950 GST inclusive for a 12 month period.
Premium Strategies - reviewing the more complex super, retirement, insurance, investment, Centrelink, gearing, smsf strategies, modelling and or retirement needs analysis (typically clients in their pre-retirement/retirement life stage)	From \$5,950 to \$30,000 GST inclusive for a 12 month period.

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Commissions

We may receive commissions when implementing certain products for you, in line with the below. Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	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 130%.	Up to 33% of the insurance premium each following year.	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 \$330.00 pa.
Residential Loans	Up to 1.10% of the initial loan balance. Until 1 February 2022, AFG retains 1.5% of this and we will receive the remainder.	Up to 0.55% of the outstanding loan balance each year. Until 1 February 2022, AFG retains 1.5% of this and we will receive the remainder.	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. Until 1 February 2022, after the 1.5% aggregator fee is deducted by AFG, we would receive \$1,083.50 of the initial commission and \$541.75 of the ongoing commission based on the above example.
Personal Loans	Up to 2.75% of the initial loan balance. Up to \$1,990 where a brokerage fee applies. Until 1 February 2022, where an aggregator fee applies, AFG will retain 1.5% of this and we will receive the remainder.	N/A	If your loan balance was \$50,000 and a percentage-based fee applies, commission would be up to \$1,375. Until 1 February 2022, after the 1.5% aggregator fee is deducted by AFG: — We would receive \$1,354.37 based on the above example. — Where the \$1,990 brokerage fee applies, we would receive \$1,960.15.
Deposit bonds	Up to 25% of the deposit bond fee. Until 1 February 2022, AFG retains 1.5% of this and we will receive the remainder.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$100. Until 1 February 2022, we would receive \$98.50 after the 1.5% aggregator fee is deducted by AFG.

^ Until 1 February 2022, an aggregator fee of 1.5% is deducted by AFG before the remaining commission is passed on to us. From 1 February 2022, this fee will no longer be charged before we receive the commissions.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.