

# CREDIT GUIDE

What you need to know about our services  
and how we will work with you

Arrive Wealth Management Perth Pty Ltd as  
Trustee of the AWM Investment Trust

## **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 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.

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## About our firm

<b>Name</b>	Arrive Wealth Management Perth Pty Ltd as Trustee of the AWM Investment Trust
<b>Australian Business Number</b>	30 408 475 470
<b>Australian Company Number</b>	110 207 899
<b>Credit representative number</b>	382090

### Our office contact details

<b>Address</b>	Level 12 197 St Georges Terrace PERTH WA 6000
<b>Phone</b>	08 6141 3270
<b>Email</b>	michael_pham@arrive.com.au
<b>Website</b>	<a href="http://www.perth.arrive.com.au">www.perth.arrive.com.au</a>

## About Arrive Wealth Management

Arrive Wealth Management (Arrive), is a trading name of Hillross Financial Services Limited ABN 77 003 323 055

Australian Financial Services Licence and Australian Credit Licence No: 232705

Hillross has approved the distribution of this Credit guide.

### Contact details

Hillross Financial Services Limited  
33 Alfred Street  
Sydney NSW 2000  
[www.hillross.com.au](http://www.hillross.com.au)

# Michael Pham

Credit representative number	496043
Phone	08 6141 3270
Email	michael_pham@arrive.com.au

## Qualifications (Finance related)

Bachelor of Business

## Professional memberships

FBAA - Finance Brokers Association of Australia

## The credit services I can provide you

I am an Accredited Mortgage Consultant and as a credit representative of Hillross I am authorised to assist you with advising and implementing loan products and consumer leases.

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

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

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 firm:

- salary
- dividends
- equity in the firm
- share of revenue

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

- Michael Pham will receive a base salary and a share of revenue where pre-determined criteria are met from the firm.
- On revenue from credit advice and loans established prior to 31 December 2020, as an Accredited Mortgage Consultant with Arrive Wealth Management Perth Pty Ltd, Michael Pham will earn a 70% share of revenue post Arrive licensee fee and AFG aggregator fee. Michael may also gain a 70% equity share in our firm's mortgage register.
- On revenue from credit advice and loans established after the 1 January 2021, Michael Pham is an employee and shareholder of Arrive Finance Pty Ltd. Arrive Finance Pty Ltd is a related corporate body of Arrive Wealth Management Perth Pty Ltd.

## Payments for referrals

Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral.

## How we work with Hillross

Our firm and the representatives listed in this document provide services to you as credit representatives of Hillross.

Our relationship with Hillross allows us to access education, professional development, technological administration systems, compliance and other risk management services and advice solutions in relation to the credit services that we are authorised to provide to you.

Hillross is authorised to allow us to provide credit assistance to you on its behalf.

Together with Hillross, we act on your behalf when providing advice and services to you.

### 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 training, 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 Arrive. 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	\$21,000.00
2022	\$10,500.00

### Business buy-back option

Where we request Arrive to buy-back our business on or prior to 31 December 2021 and this is approved by Arrive, then if we leave the financial services industry, Arrive makes available a facility for its authorised representatives to transfer their clients. If this happens, Hillross may buy back the servicing rights of our clients. The facility is subject to certain conditions (such as, reason for sale, time the firm has been operating with Arrive, level of adherence to Hillross compliance requirements and achieving a satisfactory level of customer service), and provides a minimum value for our register of clients. The minimum value is based on a multiple of firm revenue. If at some future time we should look to sell our firm, Arrive may purchase the servicing rights of our clients in these circumstances.

### Personal and professional development

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

## Our approach to selecting products to meet your needs

Accredited Mortgage Consultants of Arrive can recommend loans issued by AMP Bank through AFG. Arrive is a member of the AMP group of companies which includes AMP Bank Limited.

Accredited Mortgage Consultants 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 Bank Limited.

As at October 2021, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Arrive are Westpac, Macquarie Bank, AFG Home Loans, ANZ, NAB and Bank SA.

For details on the credit services we can provide, please go to *The credit services I can provide you* section.

While there may be other products and services also suitable for you, we can only advise and deal in products and services approved by Hillross. We can provide you with a copy of the approved products and services list if you request.

# Our services and costs

## Advice and service fees

The following section outlines the advice and service fees we charge when you ask for our help. These are fees paid by you when you have agreed to receive our advice and services.

If we agree to charge a fee for our credit activities, including implementation of any loans, 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. All fees and commissions are inclusive of GST.

### Credit Advice

To provide credit advice, research and assistance for clients in meeting lending requirements

The fee for the preparation of the credit proposal advice is based on the estimated time and expertise involved to provide the relevant advice and assistance. The fee for credit proposal advice will be quoted as a fixed dollar fee in writing to you and agreed upon prior to the commencement of any advice.

## Commissions

Commission may be payable by the lender once your application for credit has been approved. Any commission amounts will be disclosed to you when providing our advice. These amounts are paid to us from the lender. They are not an additional charge to you.

As a guide we may receive:

Product type	Initial commission	Ongoing commission	Example
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.

Product type	Initial commission	Ongoing commission	Example
Personal Loans	<p>Up to 2.75% of the initial loan balance.</p> <p>Up to \$1,990 where a flat brokerage fee applies.</p> <p>Until 1 February 2022, where an aggregator fee applies, AFG will retain 1.5% of this and we will receive the remainder.</p>	N/A	<p>If your loan balance was \$50,000 and a percentage-based fee applies, commission would be up to \$1,375.</p> <p>Until 1 February 2022, after the 1.5% aggregator fee is deducted by AFG:</p> <ul style="list-style-type: none"> <li>— We would receive \$1,354.37 based on the above example.</li> <li>— Where the \$1,990 brokerage fee applies, we would receive \$1,960.15.</li> </ul>
Deposit bonds	<p>Up to 25% of the deposit bond fee.</p> <p>Until 1 February 2022, AFG retains 1.5% of this and we will receive the remainder.</p>	N/A	<p>For example, if your deposit bond fee is \$400, the commission would be up to \$100.</p> <p>Until 1 February 2022, we would receive \$98.50 after the 1.5% aggregator fee is deducted by AFG.</p>

^ 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 commissions are inclusive of GST.

All permissible fees and commissions will be paid directly to Hillross as the licensee. It will then pass on the amounts due to us through its payment system. Hillross 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 in the practice and a practice fee.

## 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 some ancillary services.

Subject to compliance with relevant laws, lenders may offer incentives that are paid directly to the Accredited Mortgage Consultant by the lender. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits or direct 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.

# Privacy collection statement

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

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 Accredited Mortgage Consultant and Hillross may have access to this information when providing financial advice or services to you;
- Your Accredited Mortgage Consultant may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Hillross 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 accessed via the Group 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 (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 Accredited Mortgage Consultant and Hillross 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 Hillross 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 Group's Privacy Policy visit [www.amp.com.au/privacy](http://www.amp.com.au/privacy) or you can contact us.



## 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 Accredited Mortgage Consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Hillross:  
Phone 1800 812 388  
Email [advicecomplaints@amp.com.au](mailto:advicecomplaints@amp.com.au)  
In writing:  
**Hillross Financial Services 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 below.

Any issues relating to credit matters	<b>Australian Financial Complaints Authority (AFCA)</b> GPO Box 3 Melbourne VIC 3001 1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a> <a href="mailto:info@afca.org.au">info@afca.org.au</a>
Any issue relating to your personal information	<b>The Privacy Commissioner</b> GPO Box 5218 Sydney NSW 2001 1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

You may also call 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

Your Accredited Mortgage Consultant maintains a professional indemnity insurance to cover their advice and the recommendations provided by them. Hillross is also covered by professional indemnity 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 Hillross even where subsequent to these actions they have ceased to be employed by or act for Hillross.