

AMP SMSF Administration

Financial Services Guide

Introduction

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the products or services offered by us in this guide. It contains information about remuneration that may be paid to us and other relevant persons in relation to the services and products offered, and information on how complaints against us are dealt with.

We are required to provide you with the information contained in this FSG if we are likely to provide you with a financial service such as general financial product advice.

We have set out the information in this FSG under the following headings:

We have set out the information in this FSG under the following headings:

- who we are and how we can be contacted
- the financial services we offer
- how you can give us instructions
- our relationships and how these can influence the advice we give you
- how we and any other relevant parties are paid
- compensation arrangements
- how complaints against us are handled
- Where to get details on our Privacy Policy

In this document:

- “you” and “your” means the Trustee(s) of your self-managed super fund (“SMSF”)
- “us”, “we”, or “our” means SMSF Administration Solutions Pty Ltd, ABN 76 097 695 988, AFSL No. 291195 trading as AMP SMSF Administration

Who we are and how we can be contacted

We are SMSF Administration Solutions Pty Ltd ABN 76 097 695 988 provider of the AMP SMSF Administration services We hold an Australian Financial Services (AFS) Licence no. 291195.

We are 100% owned by the AMP group and we are a leading innovator in the field and have over 30 years' SMSF administration service experience. We offer SMSF administration services for thousands of trustees and the professionals who support them.

We offer SMSF administration services which includes the establishment of your new SMSF, or the transfer of your existing SMSF to us to use our administration services, regular reconciliation review of your fund and completion of all annual accounting, regulatory and Australian Taxation Office (ATO) compliance requirements We provide these services through our online administration platform interface – the Dashboard. Please refer to our [Administration Services Guide](#) for further information.

You can contact us by telephone, email or by post.

AMP SMSF Administration

Phone: 137 174

Email: ampsmf@superfundadmin.com.au

Address: GPO Box 2717, Adelaide SA 5001

The financial services we offer

Our AFS licence authorises us to carry on a financial services business to provide financial product advice to retail and wholesale clients for the following classes of financial products:

- debentures, stocks or bonds issued or proposed to be issued by a government
- deposit and basic deposit products
- life products
- interests in managed investment schemes including investor directed portfolio services
- interests in managed investment schemes limited to managed discretionary account services
- miscellaneous financial investment products limited to MDA services
- retirement savings accounts products
- securities
- superannuation

Our AFS licence also authorises us to deal in the above financial products. This means we can arrange and administer the application, acquisition, amendments and cancellation of financial products on your instruction. We may refer you to other providers of financial products and services, or arrange for them to issue products and services to your SMSF.

We do not provide any personal advice or investment advice. We provide factual information or may provide general advice that does not take into consideration your personal objectives, financial situation or needs. You need to decide what is right for you and your SMSF after considering your personal circumstances and goals.

How you can give us instructions and the Dashboard

Generally, you need to give us instructions in writing (e.g. email or letter) or another method as agreed by us either by contacting us using the contact details set out above or through our online interface, the Dashboard.

The Dashboard allows you to access your SMSF information from any device, any time. The Dashboard is also where we deliver SMSF administration communications to you.

Some products and services may have their own rules around how to provide instructions or execute certain transactions. Please refer to the product disclosure statement ('PDS') or other disclosure document of the product for these details.

Our relationships and how these could influence the advice we give you

We are 100% owned by the AMP Group. We provide access to products or services issued by other AMP Group companies online via your Dashboard. The provider of those products or services will pay us a referral fee when you acquire them, we do not deduct them from your SMSF however some of the providers may deduct them from your return.

Where we enter into transactions with related parties, we operate in accordance with the related party protocols and AMP Group policies and procedures which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

We also provide access to products and services issued by unrelated companies, where we receive a referral fee when you acquire them. Please see below for details.

How we and any other relevant parties are paid

We will charge fees when you purchase our administration services. Fees will generally be deducted on a monthly basis from the nominated bank account of your SMSF. Fees for annual based services will be deducted annually and as required for ad-hoc services. You agree to execute all to authorise and enable us to do so. All fees can be found in the [Administration Services Guide](#). We may change our fees from time to time, generally with 30 days' prior notice.

We also have arrangements in place with the below listed providers where we receive referral payments from the provider of the product or service when you acquire their product or service.

The product or service provider pay these referral amounts to us — we do not deduct them from your SMSF. The payments are listed below. Note: where a % p.a. is referred to, these will be incurred on a yearly basis.

Product issuer or service provider	Name and description of product/service	Referral fee paid to us (including GST)
AMP Bank Limited (part of AMP Group)	SuperEdge Cash Account Cash account which SMSF can use to link to investments.	0.275% p.a. of account balance
AMP Capital Funds Management Limited (part of AMP Group)	Core infrastructure fund An investment fund providing exposure to infrastructure assets across energy and utilities transport and social sectors, both within Australia and across global markets.	0.1% p.a. of total funds under management
Australian Group Insurances Pty Ltd (AGI)	SMSF Master Insurance Plan AGI providers trustees and members of SMSFs with life insurance under a policy owned by AGI and underwritten by AIA Australia Limited.	27% p.a. of the premium payable
Australian Moneymarket Pty Ltd	Australian Money Market Investment platform providing access to a range of term deposits across many financial institutions.	Up to 0.11% of account balance which in some cases will result in a reduction in the term deposit rate available from AMM
DDH Graham Limited	BOQ Money Market Deposit Account Cash account which SMSFs can use to link to investments	0.275% p.a. of account balance
Macquarie Bank Limited	Macquarie Cash Management Account (CMA) Cash account which SMSFs can use to link to various investment options.	0.275% p.a. of account balance

Product issuer or service provider	Name and description of product/service	Referral fee paid to us (including GST)
National Mutual Funds Management Ltd (part of AMP Group)	Wholesale Australian Property Fund An investment fund providing exposure to a diversified commercial property portfolio of Australian office, retail and industrial properties.	0.1% p.a. of total funds under management
Ratesetter Australia RE Limited	Ratesetter Lending Platform Investment in peer to peer lending for retail and SMSF investors.	2.5% p.a. of gross interest received
Third Party Platform Pty Ltd	Desktop Broker Online brokerage platform	Up to the greater of \$7 per trade or 0.05% of the value of the trade

In addition to the above we may also receive referral fees for non financial products and services.

Before making a decision about any of the above products or services, you should read the relevant Product Disclosure Statement. It will contain more information about the product or service and fees that may be charged. The relevant Product Disclosure Statements are available via the service provider/issuer's website.

What is paid to our employees for providing financial services to you

Employees, directors and representatives receive salaries, incentive bonuses and other benefits from us. The amount of bonuses and other benefits (which may include commissions) which employees, directors, and representatives may be entitled to will depend on various factors, such as: the performance of that person during the year, and in some cases the particular products, features and level of sales attributable to that person during the year, as well as our overall financial and strategic (eg. Customer advocacy) performance. Non-executive directors receive fees (and superannuation) for their services. Employees and representatives may also receive non-monetary benefits including conferences and functions (both in Australia and overseas), study support and gifts such as movie tickets. It is not possible to determine in advance what (if any) additional benefits any employee will receive as these benefits are not generally attributed to any particular product (that the employee recommends or advises on) or service they provide.

Further information

You may request details of the fees and benefits (including any commissions) that may be payable. However, any request must be made within a reasonable time after you are given this FSG - this is so you have all the information you require before the financial services identified in this FSG are provided to you.

Compensation arrangements

We are covered by professional indemnity insurance satisfying the requirements under s912B of the *Corporations Act 2001* for compensation arrangements. The insurance covers claims arising from the actions of our employees or representatives, even where subsequent to these actions they have ceased to be employed by or act for us. You do not have a direct right to claim under this insurance, which is taken out to ensure we have sufficient resources available to meet claims against us. The insurance is subject to terms and exclusions.

How complaints against us are handled

We are committed to providing a quality service to our clients. However, in the event you make a complaint we will acknowledge its receipt, assign it to an appropriate person for investigation and resolution and respond to you as quickly as we can. We will keep you informed of our progress towards resolution.

We have a dispute resolution process in place, requiring all complaints to be properly considered and dealt with within 90 days.

Your enquiry or complaint may be received by telephone, email or by post.

AMP SMSF Administration

Phone: 137 174
Email: ampsmsf@superfundadmin.com.au
Address: GPO Box 2717, Adelaide SA 5001

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: GPO Box 3, Melbourne VIC 3001

Where to get details on our Privacy Policy

It is important you can trust us with your Personal Information, as defined in the Privacy Act 1988 (Cth). We will collect, use and disclose personal information in accordance with our Privacy Policy.

To understand our customers' administration needs effectively, we need to collect certain personal information. We may collect personal information directly from you, your employer, your financial adviser or anyone authorised by you or acting on your behalf.

Where our disclosure documents ask for personal information, we will normally state the purposes for which it is being collected and to whom it may be disclosed. We collect, hold, use and disclose customers' personal information so we can establish, manage, administer the products and services provided by us, and comply with legal and regulatory obligations. It's your choice whether to provide your personal information. However, if you don't, we might be unable to fulfil your request for a specific product or service or be unable to identify you to protect you against fraud.

For further information on how we handle your personal information please read our Privacy Policy at amp.com.au/privacy, refer to the relevant disclosure document or contact us.

Contact us

phone 137 174
web amp.com.au/smsf
email ampsmsf@superfundadmin.com.au
mail GPO Box 2717
ADELAIDE SA 5001

© Copyright 2021. All rights reserved. The Financial Services Guide is provided by SMSF Administration Solutions Pty Ltd, ABN 76 097 695 988, AFSL No. 291195, part of the AMP Group and provider of the AMP SMSF Administration services. Fees and charges are current as at 15th November 2021 and are subject to change. Any advice in this document is general in nature and does not take into account your personal objectives, financial situation or needs. It's important you consider the appropriateness of any advice having regard to your particular circumstances and read any relevant disclosure documents before deciding what's right for you. As a trustee of your SMSF you are ultimately responsible for your SMSF, including the investment decisions that you make for your SMSF. If you need assistance, please seek a financial adviser.