

Overview of your business and practices additional information

This document is to be submitted alongside a completed and signed copy of the Distribution Agreement with AWM Services Pty Ltd (AMP). The purpose of this document is to provide AMP with information about your business and practices, so we can make an assessment about whether we accept your distribution of the products outlined in Schedule 2 of the Distribution Agreement.

Please note that terms referred to in this document are as defined in the Distribution Agreement.

Employee name and your role at the Licensee

Counterparty details

AFSL name and number

Principal / Managing Director name

Head office address

Contact number/s

Number of Financial Advisers authorised by you

Number of Credit Representatives authorised by you

Number of Corporate Authorised Representatives

Business model description

Types of advice: To help us understand your business what are the types of advice that your business can provide or if you specialise in a particular area or strategy (please select the tick boxes below as they apply to you)

Superannuation/ retirement account

Life insurance products

Managed investment schemes incl. IDPS

Lending (example home loans)

Wealth accumulation

Gearing

Budgeting and cashflow

Centrelink related advice

Self-managed superannuation funds

Margin lending

Securities/ direct shares

Aged care advice

Strategic debt advice/ debt strategies

Rollover advice

Retirement income streams

Other (please specify):

Which of the below advice areas do you mostly provide advice on (tick as many as they apply to you)

Superannuation/ retirement account

Life insurance products

Managed investment schemes incl. IDPS

Lending (example home loans)

Wealth accumulation

Gearing

Budgeting and cashflow

Centrelink related advice

Self-managed superannuation funds

Margin lending

Securities/ direct shares

Aged care advice

Strategic debt advice/ debt strategies

Rollover advice

Retirement income streams

Other (please specify):

New clients: How do you source new clients or referrals (please select the tick boxes below as they apply to you)

Professional referral partners (Accountants, Solicitors, Mortgage Brokers)

Existing client referrals (existing clients refer family, friends, work colleagues etc)

Social media campaigns/ online marketing (**If selected**, please provide examples/ artefacts of your marketing campaigns used to source new clients and links to your social media accounts)

Free super search/ free super checks (**If selected**, please provide examples of these marketing campaigns and links to websites that advertise free super search campaigns)

Other

Advice service engagement: How do you or your representatives typically engage with clients to deliver advice services (please select the tick box below that best describes the majority of client engagement)

We primarily deliver services in face-to-face appointments (**select one only**)

We primarily deliver services virtually via video conferencing (**select one only**)

We primarily deliver services via phone-based appointments (**select one only**)

Representative location(s): Our representatives are based in the following states across Australia (please select the tick boxes below as they apply to you)

New South Wales

Western Australia

Northern Territory

Queensland

Victoria

Tasmania

Australian Capital Territory

South Australia

Client location(s): Our new business clients (superannuation and pension clients only) that were acquired in the last 24 months are based in the following States across Australia: (**please select the tick boxes below as they apply to you – only select where 20% or more of the clients are located in the below listed states**)

New South Wales
(20% or more)

Western Australia
(20% or more)

Northern Territory
(20% or more)

Queensland
(20% or more)

Victoria
(20% or more)

Tasmania
(20% or more)

Australian Capital Territory
(20% or more)

South Australia
(20% or more)

Client Location(s): Where you have selected that 20% or more of your new business (super and pension) clients are located outside of the state where your Representatives are (example - your Financial Advisers are located in NSW with 20% or more of clients in WA)

Please provide further information as outlined below:

- a. How were the interstate clients sourced, and how many new super and pension clients did you acquire in the last 24 months (total) and how many of these were interstate?

- b. Did you use any specific strategy to acquire interstate clients? If yes, please describe it.

- c. Are most of these clients on ongoing service arrangements, or did they receive one-off advice only?

Referral partners: List all referral partners where you have a preferential fee arrangement.

Member advice fees – super and pension only

When charging member advice fees to super and pension members, please select how you typically charge for these services:

A lump sum fee for services rendered

A Fixed Term Agreement (percentage on FUA/ flat dollar fee)

An Ongoing Fee Arrangement (percentage on FUA/ flat dollar fee)

Please explain how your Advisers will usually charge their Advice fees and the basis of calculation.

Examples: OFA at 1% per annum based on FUA, minimum \$3,300 per annum or hourly rates.

Your AFSL's current controls and procedures

To help us understand your business and oversight practices including controls and procedures you have to monitor your Representatives (including financial advisers) and processes to onboard a Representative, please provide a response to the various statements in the table below by selecting Yes or No.

Controls and procedures	Yes	No
1) Onboarding: We have adequate procedures and controls when onboarding our Representatives and take reasonable steps to review previous audit reports, to obtain a reference from previous Licensees (in line with ASIC protocol), consider any previous disciplinary actions from the regulator and review/ consider the outcome of the findings prior to onboarding the Representative.		
2) Training: We have adequate procedures and controls to ensure our Representatives are adequately trained, complete CPD requirements, and comply with Financial Services laws.		
3) Monitoring: We have adequate procedures and controls to monitor our Representatives to ensure they do not provide financial product advice outside the scope of their authority as listed on the Financial Advisers Register.		
4) Fee for no service: We have adequate procedures and controls to monitor any instances of fee for no service to comply with ASIC Information Sheet 232, where member advice fees have been deducted from clients' accounts. We have procedures to remediate where issues are detected.		
5) Sole purpose test: We have adequate procedures and controls to monitor our Representatives compliance with the Sole Purpose Test section 62 of the Superannuation Industry (Supervision) Act 1993, where member advice fees have been deducted from super or pension accounts.		
6) Informed consent: We have adequate procedures and controls to ensure our Representatives obtain informed consent from clients where a payment of member advice fees have been deducted from super or pension accounts.		
7) Best interest duties: We have adequate procedures and controls to confirm whether the personal financial advice provided by our Representatives is in the client's best interests in accordance with Corporations Act 2001 s.961B and is appropriate in accordance with Corporations Act 2001 s.961G and are able to remediate clients where issues or concerns are detected.		
8) Cyber Security: We have adequate procedures and controls to ensure we manage and mitigate cyber security risks including managing the risks of our Representatives and Corporate Authorised Representatives. We have procedures to remediate where issues are detected.		
9) Records and identification: We have adequate procedures and controls to ensure our Representatives comply with all required record keeping, as well as verification processes as prescribed in the AML/CTF Act.		
10) Deregistration of adviser: We have adequate procedures and controls to notify product providers promptly when a financial adviser ceases to be authorised by us or where a financial adviser becomes unregistered on the financial advisers register. The notification process may also include notifications to transfer servicing rights to other financial advisers with current authorisations.		
11) Conflicts of interest: We have adequate procedures and controls to ensure any actual or perceived conflict of interest is appropriately managed.		
12) Key personnel notice: We have adequate procedures and controls to notify AMP when changes to key persons occur within a reasonable timeframe (to ensure notices, correspondence or requests for information can be issued to your AFSL, as required).		

Controls and procedures	Yes	No
13) Managing breaches: We have adequate procedures and controls to ensure breach reporting requirements are complied with in accordance with ASIC Regulatory Guide 78.		
14) Dispute resolution: Our complaints processes comply with ASIC Regulatory Guide 271 and where necessary we remediate clients. We have maintained our membership with an approved external dispute resolution body and have professional indemnity insurance in place.		
15) Regulatory scrutiny: We confirm we have never been subject to a banning order, investigation or disciplinary action by ASIC, APRA, ATO or AUSTRAC.		
16) Addressing non-compliance: Where non-compliance with procedures and/or controls are detected by our Licensee, including with the distribution agreement in future, we have a framework in place to notify relevant parties, address non-compliance and remediate clients as necessary.		

Where you have selected No to any of the statements in the table above please provide further details

Declaration

I declare that, to the best of my knowledge, the answers provided in this document are true and correct.

Signature

Full name

Date