

Count Financial Limited

Supplementary Financial Services Guide

ABN 19001 974 625 | AFSL NO 227232

This Supplementary Financial Services Guide (SFSG), dated 1 November 2018, supplements the Count Financial Services Guide Part 1 Version 17 dated 1 January 2018 and the corresponding Part 2 given to you at the same time as Part 1 (FSG), both of which are provided to you with this SFSG. This SFSG is to be read in conjunction with the FSG.

This SFSG has been authorised for distribution by the authorising licensee:

Count Financial Limited ABN 19 001 974 625
 Australian Financial Services Licence No. 227232
 11 Harbour Street Sydney NSW 2000

In section 1 titled ‘About Count Financial Limited’ in Part 1 of the FSG, replace the content under subtitle ‘Our relationship with the Commonwealth Bank Group’ with the following:

Our relationship with the Commonwealth Bank Group

We are a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia, one of Australia’s largest financial services organisations.

We have associations with and may deal or provide advice on products issued by a range of financial product providers or services issued by a range of entities, some of which include the following entities within the Commonwealth Bank Group:

Avanteos Investments Limited
Australian Investment Exchange Ltd (AUSIEX)
BankWest, a division of Commonwealth Bank of Australia
The Colonial Mutual Life Assurance Society Limited (CMLA trading as CommInsure)
Colonial First State Investments Limited
Commonwealth Bank of Australia (CBA)
Commonwealth Securities Limited (CommSec)
Finconnect (Australia) Pty Ltd Australian Credit Licence No. 385888
Realindex Investments Pty Limited

Note: The Commonwealth Bank of Australia (CBA) has announced the sale of CMLA, among other entities, to the AIA Group. CBA, CMLA and AIA Australia Limited have also agreed to enter into a 20-year Distribution Agreement for the provision of life insurance products to customers in Australia. The sale is subject to a number of conditions and regulatory approvals and is targeted to complete in the first half of calendar year 2019. From the date of completion, CMLA will form part of the

AIA Group and will no longer be part of the CBA Group. Please ask me for information on whether the sale has completed to confirm details of the Licensee’s current associated entities.

Count has a significant shareholding in Countplus Limited ABN 11 126 990 832 (Countplus).

Class Super is Count’s preferred third party service provider of software to assist in the administration of Self-Managed Super Funds. In situations where you purchase this software Count receives 17.5% of the annual software licence fee.

In section 5 titled ‘Our fees and other costs’ in Part 1 of the FSG, replace the content under subtitle ‘Life insurance products’ with the following:

Life insurance products

Additional cover added to an existing product which was issued before 1 January 2018

The initial commission we receive on insurance products may be up to 124% of the first year’s premium. The ongoing commission we receive may be up to 33% per annum of the renewal premium.

New products issued on or after 1 January 2018 and before 1 January 2019

The initial commission that Count Financial may receive on insurance products applied for and issued on or after 1 January 2018 and before 1 January 2019 will be no more than 88% of the premium in the year of issue. The ongoing commission that Count Financial can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

New products issued on or after 1 January 2019 and before 1 January 2020

The initial commission that Count Financial may receive on insurance products applied for and issued on or after 1 January 2019 and before 1 January 2020 will be no more than 77% of the premium in the year of issue. The ongoing commission that Count Financial can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

In section 7 titled ‘Complaints, privacy and compensation arrangements’ in Part 1 of the FSG, replace the content with the following:

7. Complaints, privacy and compensation arrangements

We always strive to provide quality advice and service and welcome any feedback that allows us to continue to improve our services.

What to do if you have a complaint

Count is committed to resolving your concerns. If you are not fully satisfied with any part of the service or advice for whatever reason, you should take the following steps:

Step 1: Contact your Adviser

If you have a complaint or are not satisfied with the advice or services provided to you, you should contact your Adviser in the first instance and discuss your concerns with them. Most complaints can be resolved quickly and fairly at this stage.

Step 2: Complaints Manager

If your complaint has not been resolved to your satisfaction, you can contact the CBA Group Customer Relations team.

CBA Group Customer Relations is the Commonwealth Bank Group’s primary escalation point for client feedback with a particular responsibility for resolving complaints. You can contact them by:

Writing:	Group Customer Relations Reply Paid 41 Sydney NSW 2001
Emailing:	customerrelations@cba.com.au
Phone:	1800 805 605

Step 3: Australian Financial Complaints Authority (AFCA)

If you’re not satisfied with our handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints.

Writing:	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
Online:	www.afca.org.au
Phone:	1800 931 678 (free call)
Email:	info@afca.org.au

Information about your rights can also be obtained from the Australian Securities and Investments Commission on 1300 300 630.

If your concerns involve unethical conduct, you may wish to consider raising these concerns with the Financial Planning Association of Australia (FPA). They can be contacted at GPO Box 4285 Sydney NSW 2001.

In section titled ‘Advice preparation and implementation fee’ in Part 2 of the FSG, replace the content under subtitle ‘Life Insurance – Schedule 2 (Retail insurance)’ with the following:

Life Insurance – Schedule 2 (Retail insurance)

Additional cover added to an existing product that was issued before 1 January 2018

The initial commission that we may receive can be up to 124% of the first year’s premium. The ongoing commission that we can receive may be up to 33% per annum of the renewal premium.

New products issued on or after 1 January 2018 and before 1 January 2019

The initial commission that we may receive on insurance products applied for and issued on or after 1 January 2018 and before 1 January 2019 will be no more than 88% of the premium in the year of issue. The ongoing commission that we can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

New products issued on or after 1 January 2019 and before 1 January 2020

The initial commission that we may receive on insurance products applied for and issued on or after 1 January 2019 and before 1 January 2020 will be no more than 77% of the premium in the year of issue. The ongoing commission that we can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

If the FSG you were provided includes details in the ‘Referral arrangements’ section of a referral arrangement between Count, our Firm and Pacific East Coast, please note that this arrangement no longer applies.

**Count Financial Limited
Head Office
11 Harbour Street
Sydney NSW 2000
Phone: 1300 650 432**

Date of preparation: 1 November 2018



MP Financial Planning Financial Services Guide

ABN 73 629 441 390 | Authorised Representative No: 344511

Version number: 17.01

PART TWO – ADVISER PROFILE

This adviser profile is Part Two of the Count Financial Limited Financial Services Guide (FSG) and should be read in conjunction with Part One. Together these documents form the Count Financial Limited FSG.

MP Wealth (WA) trading as MP Financial Planning Pty Ltd is an Authorised Representative of Count Financial Limited (Count).

Our firm's adviser(s) listed below will provide the financial services set out in this guide, in their capacity as Authorised Representatives of Count.

Our contact details:

Address: Level 2, 5 Davidson Street Joondalup WA 6027
PO Box 635 Joondalup WA 6919

Phone: 08 9301 2200

Fax: 08 9301 2201

Email: aaron.mccracken@mckinleyplowman.com.au

Web: www.mckinleyplowman.com.au

Aaron McCracken



Authorised Representative Number: 246056

Aaron is an Authorised Representative of Count and a director of MP Financial Planning and receives a salary only.

Aaron has over 25 years of experience in the provision of financial / accounting advice. Aaron attained a Bachelor of Business Degree from Edith Cowan University in 1992 and a Diploma of Financial Planning in 1999. He is a Certified Financial Planner Member of the Financial Planning Association of Australia.

Financial services and product types

Aaron is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Securities
- Superannuation

How to contact me: aaron.mccracken@mckinleyplowman.com.au

Witsava Shawcross



Authorised Representative Number: 416343

Witsava is an Authorised Representative of Count and an employee of MP Financial Planning and receives a salary and may receive a bonus depending on performance.

Witsava has 5 years of experience in the provision of financial planning advice. Witsava has a Bachelor of Business Degree (Management and International Business) and a Graduate Diploma of Applied Finance (Financial Planning). He has 10 years' experience in a technical position in the financial planning industry with McKinley Plowman.

Financial services and product types

Witsava is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Securities
- Margin lending, and
- Superannuation

How to contact me: witsava.shawcross@mckinleyplowman.com.au

William Lyons



Authorised Representative Number: 1242252

William is an Authorised Representative of Count and an employee of MP Financial Planning and receives a salary and may receive a bonus depending on performance.

William has previously worked as a pension's consultant in the UK gaining Advanced Diploma qualifications in Retirement Planning and Investment Management whilst working there. He has also attained the Diploma in Financial Planning and is a member of the Association of Financial Advisers. Will has 10 years industry experience working in both a consultant and technical position in the financial planning industry, of which 4 of those years have been working with McKinley Plowman. William was authorised as a representative with Count in 2016.

Financial services and product types

William is authorised to provide advice in the following areas:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products
- Managed investment schemes
- Retirement Savings Accounts
- Securities, and
- Superannuation

How to contact me: will.lyons@mckinleyplowman.com.au

Advice preparation and implementation fee

Prior to the provision of personal advice we will agree upon a preferred payment option for both parties. Below is a summary of our available payment options that can be combined to pay for our services.

Where we are aware that you have used borrowed funds (ie funds that are either secured or unsecured) to invest through us, we will charge you a flat dollar fee.

These fee options include:

Time based charging

- i) The fee for the preparation and implementation of our advice is calculated based upon the time we spend developing the plan. Our hourly rate is \$225 per hour (incl. GST) with our advice preparation fee ranging from \$3,300 to a maximum of \$20,000 (incl. GST).

Price can vary depending on scope and complexity of the advice and we will provide you with an estimate of the overall cost. If extra charges apply, then we will inform you before proceeding with any work.

Service based charging

- ii) The fee for the preparation and implementation of our advice is calculated based upon a fixed price agreement. This fixed dollar amount will vary based upon the complexity of advice being provided and agreed upon prior to commencement. Our minimum fee for this is \$3,300 (incl. GST) up to a maximum of \$20,000 (incl. GST).

Life Insurance

- iii) The fee for the preparation and implementation of our advice is calculated as a percentage of the premium amount paid. Our minimum fee for this is \$550 (incl. GST) and the maximum fee is calculated based upon fee schedule 2 below.

Schedule 2 (Retail insurance)

Additional cover added to an existing product that was issued before 1 January 2018
The initial commission that we may receive can be up to 124% of the first year's premium. The ongoing commission that we can receive may be up to 33% per annum of the renewal premium.
New products issued on or after 1 January 2018
The initial commission that we may receive on insurance products applied for and issued on or after 1 January 2018 will be no more than 80% of the premium in the year of issue. The ongoing commission that we can receive will not exceed 20% per annum of the premium (33% per annum of the premium for level commission structures).

If you decide not to implement our recommendations, the fee for the preparation of the Statement of Advice will be payable in full.

Supplementary service fees

For supplementary services, such as the provision of general research material or the completion of administrative tasks, our fee will be calculated on a time basis of \$225 per hour.

Ongoing service fees

Our ongoing advice fees vary depending on scope and complexity and range from \$2,700 to \$20,000 (incl. GST) unless otherwise agreed. The exact cost of the ongoing review service will depend on the review offering we recommend and this will be disclosed within the Total Financial Care Agreement we provide to you.

We will recommend an appropriate review package in light of your circumstances.

Should you require any additional services outside of any agreement between you and your adviser, an amount of up to \$225 per hour, may be applied.

With respect to platforms, as Licensee, Count may receive an ongoing fee which may be tiered based on the value of your portfolio of up to 0.6% pa.

Non-advisory implementation fees

Managed investments and bank accounts: A fee of up to \$150 per transaction (excluding any non-rebateable component of fund manager fees) may be applied, plus any applicable ongoing commission paid by the product provider.

Share transactions: A fee of 1.5% (includes both adviser and broker charges) of the amount to be invested will be applied, subject to a minimum of \$150.

Wealth protection: A fee as detailed in Schedule 2 (Retail Insurance) in the Advice Preparation and Implementation Fee - Insurance section above applies for this service.

Other: If we assist you on an execution only basis (ie where you have been offered and declined advice), a fee of \$225 per hour (incl. GST) may be applied.

Other associations and relationships

Aaron McCracken, Nigel Plowman and Dominic Rollerson are directors and shareholders of both MP Financial Planning and McKinley Plowman which are separate entities. Referrals may pass between these two entities. Whilst there is no direct payment received by either party, there may be a potential financial benefit received by the owners of either business as a result of fees charged for services provided to the referred party.

Other costs

All fees and commissions will be disclosed in your Statement of Advice. Count may also charge transaction fees in respect of particular products. These include the following:

- Where trades are executed using our approved stockbrokers, Count charges a Transaction Fee in addition to the brokerage charged by the broker. This fee ranges from \$25 to \$29.
- For listed securities held off platform \$110 pa for non-advised portfolios and up to 0.22% pa for advised portfolios.

In addition to the commissions outlined above, we may also receive the following fees and/or commissions in respect to particular products.

Schedule 4 (Margin lending)

We receive an ongoing commission in relation to margin loan facilities and it is calculated at 0.55% of your loan balance.

Schedule 5 (Term deposits and cash)

We receive an ongoing commission of up to 0.44% of your account balance.

Schedule 6 (Protected equity investments)

We receive an upfront commission of up to 1.375% and ongoing commission of 0.55 of your investment amount.

Schedule 7 (Intra-fund advice)

Count may receive payments from the trustee of a superannuation fund with which it has entered into an intra-fund services agreement. These payments will generally be up to \$80 pa per member and are paid periodically to Count. Count may pass a portion of this payment on to me.

Other benefits - contributions to Count (CTCs)

CTCs are a points-based rewards system primarily calculated on revenue contributed to Count. For investments placed by McKinley Plowman (a franchisee of Count) in approved administration platforms and retail products, CTCs are calculated based on your total balance and are allocated annually.

The following table shows the level of CTCs allocated in relation to Count's approved administration platforms and retail products, calculated per \$100,000 invested.

\$100,000 invested in the following platform	CTC value	\$100,000 invested in the following platform[^]	CTC value
IEOF IPS*, platform ² and wealth-e-account	250	Perpetual WealthFocus*	250
IEOF Pursuit	250	Colonial First State FirstChoice*	250
Star Portfolio	250	Colonial First State FirstChoice Wholesale	250
wealth-e-account BT Wrap Essentials*	250	Praemium Customised Portfolio	250
BT Panorama	250	Insurance via wealth e-account and platform ²	70**

[^] For insurance this is a reference to \$100,000 of insurance premiums

* Closed to new business

** Points will only be allocated on policies issued before 31 December 2017

CTC points may also be earned on the following (allocations of points for each activity differ): advice fees and commissions, lending commissions, listed securities fees, leasing/asset finance revenue, conference fees, authorised representative fees, adviser planning and administration tool costs and the Count membership fee.

With respect to advice fees and ongoing commissions paid from retail managed funds, insurance and corporate superannuation Aaron McCracken will receive one CTC for each \$1 paid to Count. However, CTC points will only be allocated for insurance commissions paid to Count in respect of policies issued before 30 June 2017.

Each year Count sets a CTC target for our firm. If we exceed this target, we are entitled to a cash payment equivalent to 5% of our CTC total (plus GST). As a worked dollar example, if we were to assume that our firm accumulates 100,000 CTCs over the year, Count will pay us 100,000 x 5% (plus GST) = \$5,500 (GST inclusive).

If we achieve at least 102,000 CTCs, then we will be entitled to a rebate of our membership fee to Count for the following financial year.

We may also qualify for scale based rebates, ie once we have exceeded 204,000 CTCs we may qualify for cash payments starting from \$10,000 including GST.
