



Credit Guide

Medplan Pty Ltd trading as Medplan

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

Documents you may receive

When we provide credit advice, 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, which you may request by contacting our office within seven years of the assessment. 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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Date: 4 June 2021

About our firm

Name	Medplan Pty Ltd trading as Medplan
Australian Business Number	67 619 470 263
Credit representative number	500607

Our office contact details

Address	<ul style="list-style-type: none">▪ Level 11/141 Queen Street, Brisbane QLD 4000▪ Level 22/307 Queen Street, Brisbane QLD 4000▪ Corporate Centre One, Level 3/2 Corporate Centre Bundall, QLD 4127
Phone	07 3135 7435
Email	admin@medplan.com.au
Website	www.medplan.com.au

We are a credit representative of Hillross Financial Services Limited (Hillross). We are authorised to provide credit assistance in relation to loan products.

About Hillross

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

Accredited Mortgage Broker

Jason Barnes

Credit representative number	489580
Phone	0466 527 026
Email	jasonbarnes@medplan.com.au

Qualifications (Finance related)
Certificate IV in Financial Services (Mortgage Broking)
Professional Designations
Commissioner for Declarations (CDec)
Professional memberships
FBAA - Finance Brokers Association of Australia

The credit services I can provide you with

I am an Accredited Mortgage Consultant and as a credit representative of Hillross I am authorised to provide credit assistance in relation to loan products.

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

- residential mortgages and home loans

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

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:

- Salary
- Bonus

Accredited Mortgage Broker

Serena Jeanneret

Credit representative number	514858
Phone	0498 021 775
Email	serenajeanneret@medplan.com.au

Qualifications (Finance related)
Certificate IV in Mortgage Broking
Diploma in Finance and Mortgage Broking Management
Professional Designations
Commissioner for Declarations (CDec)
Professional memberships
FBAA - Finance Brokers Association of Australia

The credit services I can provide you with

I am an Accredited Mortgage Consultant and as a credit representative of Hillross I am authorised to provide credit assistance in relation to loan products.

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

- residential mortgages and home loans
- deposit bonds
- reverse mortgages
- personal loans & asset finance
- equipment finance

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:

- Rural loans
- Commercial loans and commercial asset finance
- SMSF 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:

- Salary
- Bonus

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.

Business buy-back option

If we leave the financial services industry, Hillross 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 Hillross, 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, Hillross may purchase the servicing rights of our clients in these circumstances.

Personal and professional development

Hillross 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 Hillross can recommend loans issued by AMP Bank through AFG. Hillross 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 May 2021, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Hillross are Westpac, ANZ, Macquarie Bank, AFG Home Loans, AMP Bank and St George Bank.

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

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. AFG retains 1.5% and passes the remainder on to Hillross. Hillross then retains 0% and Medplan will receive the remaining 100%.	Up to 0.55% of the outstanding loan balance each year. AFG retains 1.5% and passes the remainder on to Hillross. Hillross then retains 0% and Medplan will receive the remaining 100%.	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG would retain up to \$16.50 and Hillross receives \$1,083.50. Hillross then passes \$1029.32 (\$1,083.50 x 95%) on to Medplan. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550 of which AFG retains up to \$8.25 and Hillross receives \$541.75, Hillross then passes (\$541.75 x 95%) \$514.66 to me.
Personal Loans	Up to 2.75% of the initial loan balance. Where an aggregator fee applies, AFG retains 1.5% and passes the remainder on to Hillross. Hillross then retains 0% and we will receive the remaining 100%. Up to \$440 where a flat commission applies. Where an aggregator fee applies, AFG retains \$6 and passes the remaining \$4 on to Hillross. Hillross then retains \$0.00 and we will receive the remaining \$4.00.	N/A	If your loan balance was \$50,000 and a percentage-based fee applies, commission would be up to \$1,375. AFG would retain up to \$20.63 and Hillross receives \$1,354.37. Hillross then passes (\$1,354.37 x 100%) \$1,354.37 on to us.
Deposit bonds	Up to 25% of the deposit bond fee. AFG retains 1.5% and passes the remainder on to Hillross. Hillross then retains 0% and Medplan will receive the remaining 100%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$100. AFG would retain up to \$1.50 and Hillross receives \$98.50. Hillross then passes (\$98.50 x 100%) \$98.50 to Medplan.

All fees and commissions are inclusive of GST.

All fees and commissions will be paid directly to Hillross as the licensee. They retain 0% (a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue for the prior year.

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 or you can contact us.

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.

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
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 45 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.

[^]From 5 October 2021, the timeframe will reduce from 45 days to 30 days.

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

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.