

FINANCIAL SERVICES AND CREDIT GUIDE

This Financial Services & Credit Guide (FS&CG) is designed to clarify who we are and what we do, and help you decide whether to use our services. The financial services and credit assistance explained in this FS&CG are provided by Smooth Retirement Pty Ltd (Smooth Retirement) | ABN 46 619 010 445 | Australian Credit Licence & Australian Financial Services Licence No. 510015. We are located at Level 1/99 St Georges Terrace, Perth.

This FS&CG contains information about us and:

- The advice, services and credit assistance we provide;
- Our Panel of Lenders;
- Documents you may receive;
- Our fees and charges and how you can pay for our services;
- Details of who to contact should you not be satisfied with our advice and services;
- Compensation arrangements we have in place; and
- Our Privacy Policy.

About Us

Smooth Retirement is a new financial services company created specifically to help Australian retirees live better.

We provide retirement income management advice plus access to increased funding via home equity release in a complete, all-in-one service.

Our individually tailored retirement income plans take into account all of a client's wealth including savings, superannuation, Age Pension entitlements and equity in the family home.

We provide comprehensive and holistic retirement income strategies which address client's long-term income needs from age 60 through to 90.

Our Services

A Smooth Retirement is a complete retirement income solution that includes the smart application of a reverse mortgage as a source of funding which can be used to increase income monthly, pay down debt, fund medical expenses or aged care, or make one-off purchases such as overseas travel, a new car, caravan or home renovation.

A Smooth Retirement income plan clearly demonstrates the benefits of using a reverse mortgage in this way, as well as how borrowing against your property may reduce your equity over the lifetime of the loan (a maximum period 30 years).

Our solution is conservative and measured and comes with inbuilt protections such as a cap on borrowings. Clients can only access a maximum of 45% of the equity in their property, ensuring that 55% of the equity is retained by the homeowner at the end of the loan period. Smooth Retirement also works to ensure you receive the maximum Age Pension entitlements and tax benefits and can help you plan for your legacy goals and aged care needs.

Our retirement income solutions allow you to take control of your retirement, so you can stay in your home for as long as you choose.

Smooth Retirement is licensed to provide services and advice on the following products:

- Basic Deposit Products
- Superannuation*
- Reverse Mortgages
- Our superannuation advice and services are limited to providing income stream advice on your existing superannuation or pension account. We do not provide you with recommendations to invest in any particular product or investment option/s.

Credit Assistance

Smooth Retirement is authorised to provide you with Credit Assistance in relation to reverse mortgages.

We give you credit assistance when we:

- assist you to apply for a particular reverse mortgage;
- suggest you apply for a particular reverse mortgage (or suggest you apply for an increase); or
- suggest you remain in your current reverse mortgage.

Before we provide Credit Assistance to you, we assess whether the reverse mortgage is **not unsuitable** for you. This is called a Preliminary Assessment. To do this, we need to make reasonable inquiries of you and verify certain information.

The reverse mortgage will be unsuitable for you if:

- The youngest borrower is 60 or younger, and the loan-to-value ratio of the mortgage is higher than 15%; or
- The youngest borrower is older than 60 and the loan-to-value ratio of the mortgage is higher than the sum of 15% and 1% for each year that the borrower is older than 60;
- The contract will not meet your requirements or objectives; or
- The contract will result in future substantial financial hardship.

Reverse Mortgage Lender's Panel

Smooth Retirement can recommend the following Lenders:

- Heartland Australian Group Pty Ltd
- Illawarra Mutual Bank
- P&N Bank
- Pension Loan Scheme
- Household Capital
- Homesafe

Smooth Retirement is not owned by any of these lenders and there are no associations that could influence our advice to you.

Our Advice Process

Our Credit Representatives will contact you to collect sufficient information about you to enable provision of appropriate advice and will obtain identification documents from you to verify your identity. Our Credit Representatives will also provide you with a Reverse Mortgage Information Statement and will explore 'What if' scenarios with you using the ASIC Reverse Mortgage calculator. This will enable you to see the impact of interest rate and home valuation assumptions on your home equity over time. Our Credit Representatives will provide you with a copy of these projections. One of our consultants may then contact you to confirm your personal and financial information and needs.

When we have all the information we need, we will undertake a Preliminary Assessment as to whether a reverse mortgage is **not unsuitable** for you. We will provide you with a copy of that assessment within a Credit Proposal or a Statement of Advice & Credit Proposal (Advice Document) whichever is applicable.

The Advice Document will provide you with a snapshot of your financial position and will describe the retirement income strategies and reverse mortgage product/s we recommend, include financial projections (if applicable), the advantages, risks and disadvantages of our advice, disclose any fees we will receive and any referral fees we might pay to third parties.

What we need from you

It is important that you provide us with accurate and complete information about your personal and financial circumstances, goals and objectives so that we can provide advice that is in your best interests.

How much do you pay for our services?

We are a fee for service business. We charge a fully disclosed upfront onboarding fee of \$3,300 and rebate all upfront and ongoing commissions to your nominated bank account.

We do not accept any benefits from reverse mortgage lenders such as hospitality or sponsorship to attend conferences.

You will be charged a fee by our Credit Representative, full details of which will be provided to you with a Credit Quote.

You will not be charged any further fees by Smooth Retirement.

You must consent to these fees before we can provide you with Credit Assistance.

Reverse Mortgage Costs

These usually include settlement fees, valuation fees, mortgage registration fee and administration charges applied by the lender. The costs and charges associated with the implementation of the recommended reverse mortgage will be set out in the Advice Document and will vary from lender to lender.

Referral Fees

If we are referring you to someone for a service not provided by Smooth Retirement, we may be paid a referral fee in relation to that outgoing referral. The Advice Document will indicate the amount that may be received.

If a third party referred you to us, we may forward referral payments or commissions to the third party such as a financial planner or mortgage broker. These amounts do not involve additional costs to you and will be disclosed in your Advice Document. You may, on request, obtain a reasonable estimate of the amount of the referral fee and how it is worked out.

Compensation Arrangements

Smooth Retirement is covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 (Cth) and National Consumer Credit Protection Act 2009 (Cth). The insurance covers claims arising from the actions of our former employees or representatives, even where subsequent to these actions they have ceased to be employed by or act for us.

What should you do if you are not happy with our advice and service?

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly. If you are unhappy with the advice you receive, or other aspects of our service please contact our Complaints Manager about your complaint so we can work towards a resolution.

Scott Phillips, Complaints Officer
Address: Level 1/99 St Georges Terrace, Perth. WA 6000
Phone: 0438 219 245
Email: scottphillips@smoothretirement.com.au

If your complaint isn't resolved to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA), an independent complaints-handling body. AFCA provides a free, accessible, fair and independent dispute resolution service. There are limits on the type of complaints and the size of your claim, please refer to their website for details.

You may lodge a complaint with the Australian Financial Complaints Authority at:

Online: www.afc.org.au
Email: info@afc.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

If your complaint relates to our approach to privacy you can also contact the Privacy Contact Officer at:

Online: www.oaic.com.au
Email: enquiries@oaic.com.au
Phone: 1300 363 992
Mail: Director of Complaints, Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001

Our Privacy Policy

We value the privacy of your personal information and are bound by the privacy laws when we collect, use, disclose or handle your personal information. We collect personal information to offer, provide, manage and administer the services outlined in this FS&CG. For detailed information on how we handle your personal information, please refer to our [Privacy Policy](#) on our website.

You are entitled to obtain access to the information we hold about you. In some circumstances, permitted by law, we may deny you access, and in that event, we will explain the reason why. We are required under law to retain your records for at least seven (7) years. If you want to access your personal information at any time, please contact us.

If you give us information about another person (like your co-applicant), we require that you let that other person know that you have provided their personal information and direct them to the Smooth Retirement website for a copy of our [Privacy Policy](#).

Contact Us

Address: Level 1/99 St Georges Terrace, Perth WA 6000
Phone: 08 9467 7390
Email: info@smoothretirement.com.au