

**Agency:** Australian Small Business and Family Enterprise Ombudsman  
**Question No:** QoN 038  
**Topic:** AMP  
**Member:** Senator O'Neill

#### **QoN038-04 AMP Defective Books**

**a) One of the problems raised by AMP Planners was the initial sale of the books of clients. They said that the books were incomplete. Did you find evidence that AMP had sold books to planners with dead, missing and non-existent clients?**

**Answer:**

14 AMP ARs have reported that non-existent clients were included in the books purchased, from either AMPFP or another AMP AR, or that clients on the register were not contactable with no records of previous dealings with AMPFP, nor evidence that the clients were holding a current AMP product. The main concern that AMP ARs raised was that the clients were considered by AMPFP to be valid at the point they were sold to the AMP ARs, but invalid at the point of calculating exit or BOLR valuations.

**b) AMP were still selling books to financial planners in late 2018 and early 2019. Did you find that they had been planning any BOLR changes during this period?**

**Answer:**

My Office is not aware of AMPFP's internal planning process regarding the changes to the BOLR policy.

**Note:**

*The answers provided are based on information provided to us by the 116 AMP Authorised Representatives (AMP ARs) who have sought assistance from this Office. In many instances, AMP ARs have provided an impact statement to our Office, which have been validated where possible. In some instances supporting documentation has not been available, and confidentiality agreements prevent full disclosure by AMP ARs.*

*It is important to note that not all AMP ARs have provided the same information to this Office during our work with them, and while attempts have been made to standardize information received from planners, this has not always been possible.*

*The work of the Office to date has been to:*

- 1. Provide direct assistance to AMP ARs who request it, including offering guidance on alternative dispute resolution options and facilitating communication between the AMP ARs and AMP Financial Planning (AMPFP). This has included arranging mediation where appropriate.*
- 2. Facilitating communication between AMPFP and AMP ARs (and their representatives) in relation to policies and practices that have that have directly impacted the parties.*

*As the Committee is aware, this Office is unable to provide rulings or decisions on these matters, nor provide advice on the legal position of the AMP ARs.*

