



**Lifewealth
Group**

Financial Services Guide





**Lifewealth exists to achieve peace of mind
and happiness for our clients, people
and communities by understanding what
matters most to them.**

—
Current as at 1 July 2021
Authorised for distribution by
Lifewealth Pty Ltd
ABN 79 100 448 182
Australian Financial Services License No. 279615

This document is Part 1 of our Financial Services Guide (FSG). Part 2 of the FSG will be a separate document titled Adviser Profile which will explain the products and services your personal Adviser can provide to you as an Authorised Representative of Lifewealth. Lifewealth is responsible for the financial advice services provided to you by your Adviser. Please retain Part 1 and 2 of the FSG in a safe place for your records.

Not Independent

Lifewealth Pty Ltd ('Lifewealth') and its Authorised Representatives:

- Receive insurance commissions for insurance advice
- When recommending Managed Discretionary Account Services (MDAs), Lifewealth limits this advice to one MDA service provider and investment manager
- Lifewealth acts as the Investment Manager within the MDA service it recommends

On this basis, their advice is not independent, impartial and or unbiased.

What is a Financial Services Guide?

This Financial Services Guide (FSG) document is designed to ensure that retail clients are given sufficient information to enable them to make an informed decision about whether to obtain financial services from the providing entity.

It is an important document you should read carefully and retain for your records. Please speak to your Adviser if you require clarification of any part of this document.

The Financial Services Guide is intended to inform you about:

- Who we are and how you can contact us?
- The financial services and products offered
- Who is responsible for the advice provided?
- What documents will I receive
- Providing us instructions
- Our advice and services fees and how we are remunerated
- Potential conflicts of interests, associations and benefits
- How your privacy is protected
- What you can do if you are not satisfied with the advice you receive

About Lifewealth

Lifewealth is a privately owned Australian Financial Advisory Firm providing comprehensive Wealth Management and Accounting & Taxation Solutions.

Who is Lifewealth Pty Ltd & Lifewealth Group?

Lifewealth Pty Ltd ('Lifewealth') ABN 79 100 448 182 is part of the Lifewealth Group and a holder of an Australian Financial Services License (No. 279615) issued by the Australian Securities and Investments Commission ('ASIC').

Lifewealth Pty Ltd is a privately owned company which specialises in tailoring financial strategies and solutions to meet its clients' individual needs. It conducts its licenced financial services under the trading name Lifewealth and Lifewealth Group.

Lifewealth Group Head Office

Level 7, 99 William Street
Melbourne VIC 3000

Telephone: 03 9760 3434

Email: office@lifewealth.com.au

Your Adviser may have a separate email, telephone or in some cases, may make available to you an alternative location in which to meet. However, your instructions should always be made through our main contact details above.

Our Services

Financial solutions

Lifewealth is authorised to provide you with advice and strategies on the following:

- **Investments e.g. savings plans, structures**
- **Tax effective wealth accumulation, such as gearing and standard margin lending facilities**
- **Investment product advice e.g.**
Basic deposit products, government debenture bonds ASX listed securities, managed investment schemes, managed discretionary account (MDA) services, investor directed portfolio services and structured investment products retirement savings accounts.
- **Superannuation and rollovers**
- **Self-managed superannuation fund advice (non-tax)**
- **Retirement and pre-retirement**
- **Centrelink**
- **Personal and business insurance strategy and product advice**
- **Asset protection**
- **Retrenchment advice**
- **Portfolio management and review services**
- **Personalised administration service for your direct portfolio**

Lifewealth has a comprehensive approved product selection process.

All products approved for use by Lifewealth are supported by research from external research experts. Lifewealth conducts due diligence on external research report providers that provide us with research. Should we consider it not in your interests to advise on a particular product for any reason, we will clearly explain the reasons and assist to you act in a manner consistent with your best interests.

Your Adviser

Your Adviser's Profile (Part 2 of this FSG) includes more information about the services your Adviser is authorised to provide and any remuneration or benefits they may receive.

Your Adviser is an Authorised Representative of Lifewealth Pty Ltd and they:

- Are qualified and fully trained, at the minimum, in accordance with the requirements of ASIC's Regulatory Guideline (RG) 146
- Undertakes continuing education to maintain their qualifications
- Have access to an excellent technical support team
- Receive up to date quality research reports on investment markets and products

Quality advice and service

At Lifewealth, we believe in maintaining high professional and ethical standards and the commitment to honesty and integrity. We apply the following comprehensive step-by-step process to deliver financial planning solutions to all our clients to enable them to achieve their financial goals:

1. **Getting to know you and setting your Goals and Objectives**
2. **Review your Current Resources**
3. **Assessing the Strategies**
4. **Selection of Strategies and Investments**
5. **Implementation**
6. **Ongoing Review**

Once you have decided to engage our services, we will provide you with an engagement statement and a fee quotation for the preparation of a Statement of Advice detailing you a personal financial plan.

To ensure that your financial strategies continue to work for you, we have a number of ongoing care service offerings that can be tailored to your comfort and the level of care you require.

Advice Documentation

What documents will I receive?

This FSG is the first of several important documents you will receive from your financial Adviser. If you decide to proceed with obtaining financial services from us, we will also provide you with the following:

- **Statement of Advice ('SoA') – sometimes referred to as a Financial Plan**
- **Record of Advice ('RoA') where the advice is of a summary nature**
- **Product Disclosure Statement ('PDS')**

Whilst the FSG will provide you with disclosure on what products and services are on offer, the SoA will detail to you what personal advice you are getting. The SoA will contain the advice, the basis upon which the advice is given, full disclosure about fees, commissions and benefits payable by you and what benefits are paid to your Adviser and his/her associates. If we made product recommendations to you in our SoA or RoA, we will also provide you with copies of the relevant PDS to explain fully to you what financial product you are buying.

If you decide to implement the recommendations in our SoA or RoA, you may also be provided with our regular ongoing review service, in which case we will provide you with SoA's or ROA's from time to time covering these ongoing reviews at a later stage.

All these documents are designed to provide you the key information about the financial strategy, service or product you are considering, and you should read them carefully before agreeing to implement any of our recommendations.

Providing us **Instructions**

When you become one of our clients, we see it as creating a partnership and the success of any partnership is in the communications. We are guided by your instructions and what you choose to tell us, from the preparation of the advice to our ongoing service and care. We encourage you to tell us if your circumstances have changed so that we can adjust our recommendations accordingly if required.

We generally require that you instruct us in writing (including email and or fax). To arrange financial products and services on your behalf we rely on your signature or written word consent as your authority.

Please note that your email, mail and fax instructions will be deemed to have been received by us at the time your advisor reads the instruction and not the time you sent it. If you are working within tight time frames, please contact your advisor directly and alert him to your email, or fax.

There may be special instruction requirements for some products and services, and these will be explained in the relevant PDS. We will try to execute all such instructions on the day of receipt. However, we cannot always guarantee same day processing.

On an on-going basis, you may contact us in person by making an appointment to see us or alternatively, by telephone, fax or email. These contact details are provided in the first section of this document and in all our correspondence with you.

Initial Fees

Consultation

We will not charge you a fee if your first appointment with us is of an introductory nature where personal advice has not been provided. As part of our customer service philosophy, we believe it is important to establish that you are comfortable with your decision to engage our services.

Statement of advice

When you have instructed us to provide you with personal advice, we will charge you a fee for the preparation of a Statement of Advice. The amount of this fee will be based on the scope and complexity of the advice and your personal situation. This fee will be agreed with you before your Adviser commences work and will be payable when you receive your Statement of Advice. Any variation to these fees or quoted fee will be agreed with you before the work is undertaken.

As a guide, our schedule of fees for the preparation of a Statement of Advice ranges between \$3,300 for limited advice and upwards for a full comprehensive and or complex plan.

Implementation

Implementation fees are paid either as a deduction out of the amount you contribute into your investment or as a separate fee for service amount negotiated and invoiced to you. Our implementation fee is dependent on the time and complexity involved in restructuring and implementing your advice and or financial plan. Any implementation costs will be discussed and agreed prior to implementation. As a guide, our fee for service implementation fees can range upwards of \$1100 as a fee for service and or be charged as a percentage of 0.1% to 1.3% based on the total value of investments.

Brokerage

If our services include the buying or selling listed securities, our brokerage fee is 1.1%. This fee will be payable via one of our approved brokers with your prior consent.

All fees quoted are inclusive of GST.

Ongoing Fees

Ongoing care service

You can choose the level of ongoing care you are comfortable with. We can help ensure the level of care that will best serve your needs from a service and cost perspective. Depending on your ongoing advice needs, we will charge a fee based on the advice scope, complexity and time involved in providing your service.

As a guide, our fee for service ongoing care service fees can range upwards of \$1100 and or be charged as a percentage of 1.1% to 1.3% based on the total value of investments.

Annually your ongoing service fees will be increased in accordance with the Consumer Price Index (CPI). Each year your adviser will send you a Fee Disclosure Statement which summarises the services agreed, their cost and the services received in the previous 12 months, as well as your service offer and an estimate of the fees for the next 12 months.

You can increase or reduce the amount or discontinue our ongoing service by notifying us in writing at any time. If you wish to increase the service level, we will require a signed instruction from you giving us the authority to adjust the ongoing fees accordingly.

Fee for service rates

Flat Fee Rates:

Adviser Consultancy: \$330 per hour

Senior Adviser: \$550 per hour

Fee Payments

When we send you an invoice (e.g. for preparation of a Statement of Advice), you can select any of the methods of payment detailed on the invoice that is most suitable to you. You can pay by cheque, eftpos, credit card or authorise to have the fees deducted from your nominated bank account.

Where fees are deducted directly out of your investment account by the platform/administration provider (as in a master trust or wrap account), or forwarded from a share platform to Lifewealth, where appropriate with your prior signed consent.

Potential Conflicts of Interests Associations - **Benefits & Remuneration**

Remuneration

We are generally remunerated by fees charged at a fixed rate for the services provided. Some of our fee arrangements are based on the value of your investments under management and or initial and ongoing commission paid by some product and services providers for referring you.

Commissions

Upfront or ongoing commissions from insurance product providers are received by Lifewealth.

We also fully disclose all fees and commissions related to services and products we recommend for you in your personal Statements of Advice, so you will always know how we are paid and be informed of any benefits we may receive.

Where commissions are received, an upfront commission is a one-off payment paid by the product provider based the insurance premium you pay. Ongoing commissions are also paid by the product provider based on a percentage of the insurance premium you pay. These are generally paid each month for as long as you hold the product and while we continue to act for you.

We retain any commissions received and allowable under the law. For example, on an insurance premium of \$1,000 paying 66% initial commission and 22% on-going commission, the upfront commission would be \$660 and the on-going commission \$220 per year. Where you nominate Lifewealth and/or your Adviser as the listed adviser on an existing insurance policy you own, we may receive ongoing commissions from the product issuer.

Where we recommend a change to any of your existing insurance products, which results in the sale of additional cover, we may receive commissions on existing life insurance products at a higher rate. We will disclose this commission and how this is in your best interests in your SOA or ROA.

Other benefits

We may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events that are below \$300. These benefits that are between \$100 and \$300 in value, and other benefits, that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes, are recorded in a register which meets legislative requirements. The Lifewealth Benefits Register is publicly available, and a copy can be provided to you free of charge at your request.

Referrals

We do not receive and or pay referral fees for referring you to our ancillary specialist services.

Your Adviser may also be a director and or shareholder of Lifewealth Partners, the accountancy division of the Lifewealth Group and may benefit through a distribution of profit.

Your Privacy

Privacy and security of your information is important to us. We need to request your personal and financial information to ensure we provide you appropriate advice and assistance with your financial planning needs.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

We are required, pursuant to the Anti- Money Laundering and Counter- Terrorism Financing Act (AML/CTF) and its corresponding rules and regulations, to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act, and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

Lifewealth's Privacy Policy details how we collect, hold, use and disclose your personal information. It also details how you can access your personal information and correct it. By asking us to assist with your financial needs, you are providing consent to the collection and use of your personal information as explained in our Privacy Policy located on our website **lifewealth.com.au**.

Please note we update this policy from time to time. Also, if you require a hard copy of this policy, please just ask your Adviser.

Other Important Information

Other information

The law requires Lifewealth for loss or damage they suffer from certain breaches of the Corporations Act by Lifewealth or its current and past Authorised Representatives. As such Lifewealth has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

Complaints resolution

Lifewealth is committed to providing quality advice and maintaining client satisfaction is very important to us that you contact us as soon as possible to talk about any problems you may be having with us. We have procedures in place to make sure that your complaints are handled quickly and fairly.

Talk to us first

The first step of the process is to tell your financial Adviser about your complaint or write to us addressed to the “Complaints Officer” at our Head office:

Lifewealth Pty Ltd

ABN 79 100 448 182

Australian Financial Services

Licensee No.279615

Level 7, 99 William Street

Melbourne VIC 3000

Telephone: 03 9670 3434

Email: office@lifewealth.com.au

Concerns

If your concerns are in relation to conduct of our business in general or in relation to any one of our staff member/s in particular, please bring it to the immediate attention of our Complaints Officer.

Australian Investments and Securities Commission (ASIC)

To make a complaint or obtain information about your rights as a consumer, you can also contact the Australian Investments and Securities Commission (ASIC).

Free Call: 1300 300 630

Web: www.moneysmart.gov.au

Australian Financial Complaints Authority (AFCA)

If your concern is not resolved, or if you are not satisfied with the decision, you may contact the Australian Financial Complaints Authority (AFCA).

AFCA is an ASIC-approved external dispute resolution body and provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority

Toll Free Number: 1800 931 678

In Writing:

GPO Box 3, Melbourne VIC 3001

Web: www.afca.org.au

Email: info@afca.org.au

Fax: (03) 9613 6399



LIFEWEALTH GROUP

—

Level 7, 99 William Street Melbourne VIC 3000
p +61 3 9670 3434
www.lifewealth.com.au