

Financial Services Guide (FSG)

Helen Melrose Dip FP
Authorised Representative No. 1303061

Financial Services Guide

This Financial Services Guide was prepared and issued with the authority of **Lifewise Financial Services Pty Ltd (Lifewise)**.
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Life Wealth Protection

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We welcome you to Lifewise, our initial obligation at the start of the relationship is to fully inform you of your rights, entitlements and detail the services we provide. This Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to your relationship with our Authorised Representative and with us, prior to you being provided with any authorised financial service. Subjects referred to in this FSG disclose who we are, contact details for ourselves and our Authorised Representative, how we and our Authorised Representatives are remunerated and the method by which we engage our professional advice process. It is intended that this document should assist you in determining whether to use any of the services described. It is our duty to provide you with this document at the first available opportunity.

Who will be providing the financial services to me?

Helen Melrose and Life Wealth Protection are Authorised Representative No 1303061 and Authorised Representative No. 1303062 (respectively) acting under authority from Lifewise.

Statement about non-independence

We are obliged to tell you that under the Corporations Act, we are prevented from using the terms independent, impartial and unbiased as both my Licensee and I receive commissions from the advice that we provide on life insurance products and may also charge fees based on the amount of money invested.

If you have any questions about this document, please raise them with us.

Getting Started

Q. Who is your Adviser?

Your adviser will be Helen Melrose and Life Wealth Protection who are authorised to act on behalf of Lifewise.

Helen has over 18 years' experience in the Financial Services industry and completed her Diploma of Financial Planning in 2019. She provides guidance and support to clients in relation to Life Insurance, Total and Permanent Disability (TPD) Insurance, Trauma Insurance and Income Protection.

Q. Who is responsible for the advice given to you?

Lifewise is responsible for the financial services provided to you.

Provision of Advice

What type of advice will I receive?

Helen is authorised to provide you with **general advice only**. This means that we have not considered your circumstances, nor the products you may choose to purchase or already hold. That means you need to make your own decision about whether they are appropriate for your circumstances. You will not receive any personalized advice documents when you obtain general advice. Helen is able to refer you to other advisers at Lifewise should you wish to obtain personal advice.

When will you receive a Statement of Advice?

No. You will not receive a statement of advice for any general advice provided to you.

You are required to receive a Statement of Advice whenever our Authorised Representative provides you with personal advice which takes into account your objectives, financial situation and needs. This Statement of Advice will contain the basis on which the advice is given, personal information, recommendations and information about fees, remuneration and associations which may have influenced the provision of the advice. Thereafter, if your circumstances have not significantly changed our Authorised Representative can provide you with another Statement of Advice or a Record of Advice as a confirmation of the advice provided. You are able to request a copy of these documents at any time up to a period of seven years.

Product Disclosure Statement & Target Market Determination

When our Authorised Representative makes a provides general advice about acquiring a particular financial product, you must also be provided with a Product Disclosure Statement and Target Market Determination from the issuing product provider which gives full details of the product to assist in making an informed decision to acquire that product.

How will you pay for the services provided?

A fee may be charged for our services. This may be waived or partially offset by brokerage, commission or fees if you proceed. Upon implementation of the recommendations, our Authorised Representative may receive an upfront fee, commission (for risk insurance products) or a combination of both depending on how you agree to pay for the services. Fees can be based on total funds placed, the time spent on the services you receive, or as agreed between you and our Authorised Representative. Costs and remuneration will be disclosed in your Statement of Advice.

All fees and commissions are paid to Lifewise, which deducts a fee for the services it provides as the licensee and then pays the balance to your adviser subject to any agreements. Some of our Authorised Representatives have referral arrangements with other professionals. Where a referral agreement is in place between the Authorised Representative and a third party, a fee may be paid or received. Detailed disclosure of amounts and percentages will appear in your Statement of Advice if applicable.

A review service fee may also be payable from time to time, depending on any extra work required such as a major restructuring where you receive personal advice.

Life Insurance advice

If you decide to purchase a life insurance product, unless stated to the contrary, Lifewise has elected to receive commission from the product providers and not invoice you directly for services provided. If you do not continue with a purchased life insurance product for a full 24 months, the commission received by Lifewise is returned to the insurance company, and you may then be invoiced for this amount.

What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Helen Melrose is authorised to act on behalf of Lifewise to offer you the following services:

- Provide **general** financial product advice and
- Deal in a financial product by arranging for a financial product to be acquired, disposed of, or varied.

Helen Melrose can provide advice on and deal in the following products:

- Deposit and Payment Products (basic)
- Life Risk Insurance Products
- Superannuation (as relevant to life insurance)

As Helen provides general advice, he will not consider your individual situation and needs. He can however refer you to other advisers that provide personal advice and specialise in other areas if requested. Any arrangements you make with the other professional will be strictly between you and that person and neither Lifewise nor our Authorised Representative accept any responsibility or liability for the advice given.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?

Life Wealth Protection will be paid 100% of the brokerage, commission and/or fees received by Lifewise minus a fixed monthly fee for the provision of professional services from Lifewise. This brokerage/commission/fee is used to provide income after paying for the normal expenses incurred with running a business (eg rent, vehicle, computer, stationery, professional fees etc).

Insurance Monitoring:

Internal databases are maintained detailing client's insurances that were recommended by our Authorised Representative on behalf of Lifewise. This does not constitute portfolio monitoring.

How we charge for our services

Unless otherwise stated, all fees and commission are exclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Insurance - Initial (Commission on Life Insurance Products)

The relevant insurer will pay initial commission based on a number of factors, including the annual premium, loadings which apply to the premium (such as medical or payment frequency loadings), and any policy or other fees. These factors will vary between insurers.

The following ranges will apply (all figures are exclusive of GST and other taxes/statutory charges):

- 60% for applications made from 1 January 2020.

e.g. we would be paid \$600 commission for a \$1000 policy. Commission is paid to us by the product provider and is not an additional cost to you.

Insurance - Ongoing (Commission on Life Insurance Products)

Annual commission will be paid when you renew your policy each year.

- The rate of ongoing commission is between 0% and 33% of the annual policy cost for as long as you hold the product.

e.g. we would be paid up to \$300 commission for a \$1000 policy. Commission is paid to us by the product provider and is not an additional cost to you.

Commission may also be paid on the basis of increases in sum insured under your policy. This commission will be calculated on the same basis as initial commission (see above) and will vary depending on the insurer.

Ad hoc fees & Claims management

We may charge you an agreed fee for ad hoc services, implementation assistance, work involved in acting on your instructions in relation to insurance claims or other matters. This could be a fixed fee or based on our hourly rates.

- Fixed fees range up to \$10,000
- Hourly rates range up to \$275
- Claims based fees range up to 5% of the sum insured e.g. \$5000 fee if you claim for \$100,000.

We will seek your consent before charging and fees in this manner.

Before receiving Advice

Q. Will we provide you with advice suitable to your needs and financial circumstances?

No. Although we may ask for your personal information to complete applications, we do not consider your individual objectives, financial situation and needs. You have the right not to divulge this information; if you do not wish to do so then we are required to warn you about the potential consequences of us not having your full personal information prior to providing advice. You should read the warnings carefully and ask our Authorised Representative of these consequences if you are not sure.

Q. What should you know about the risks of the financial products or strategies we recommend to you?

By choosing to receive general advice only, our Authorised Representative will explain to you any significant risks of financial products and strategies which are recommended to you. You need to decide whether general advice is appropriate for your circumstances.

Q. What information do we maintain in your file and can you examine your file?

Our Authorised Representative will maintain a record of your personal profile, which includes details of your objectives, financial situation, needs, copies of recommendations made to you and any product acquired by you. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded. You may be charged a fee to cover the cost of verifying the application and locating, retrieving and copying any material requested. If the information sought is extensive, you will be advised of the likely cost in advance and can help to refine your request if required.

Conflicts of Interest

Lifewise and our Authorised Representative may receive additional benefits from product providers we deal with such as:

- Contributions to our training and education budget, used for making available professional development to our Authorised Representatives, and/or
- Small gifts or entertainment.

Any additional benefits are not permitted to be paid to our Authorised Representative if they are as a result of, or conditional on, the amount of business an Authorised Representative gives to a product provider.

Lifewise holds no interest in or investments in any product provider. Lifewise FS has put measures in place to ensure that these additional benefits will not influence any financial product advice provided by Lifewise Authorised Representatives.

The directors of Lifewise are also directors of Life Wealth Protection, and own shares in Life Wealth Protection, so they may receive benefits from Life Wealth Protection such as dividends. Lifewise may provide financial assistance to Life Wealth Protection in the form of a loan from time to time.

What financial services are offered?

Lifewise Financial Services Pty Ltd (Lifewise) is the holder of an Australian Financial Services (AFS) Licence which allows us to provide financial product advice and deal in the following financial services:

- Deposit Products
- Non Basic Deposit Products
- Government debentures, stocks or bonds
- Life insurance investment products
- Life insurance risk products
- Managed Investments including Investor Directed Portfolio Services
- Superannuation

Your adviser is also not able to provide advice on products that are not on Lifewise's Approved Product List or have not otherwise been approved by Lifewise.

Dispute Resolution

Q. Who can you complain to if you have a complaint about the provision of financial services to you?

If you have any complaints about the service provided to you, you should take the following steps:

1. Contact your Authorised Representative and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within three working days, or you would prefer not to contact your Authorised Representative, please contact the Complaints Manager at Lifewise via any of the following methods:
 - By email to info@lifewp.com.au
 - By mail to PO Box 260, Chevron Island, QLD 4217
 - By phone at 07 4635 2499
3. Lifewise will endeavour to resolve all complaints within 30 days of lodgement. Should there be special circumstances relating to the complaint, such that it is not reasonable for the complaint to be resolved in that time, Lifewise will inform the complainant of the reasons for the delay. We may request an extension of time up to a total of 90 days.
4. If Lifewise has not responded within 30 (or 90) days or you are not satisfied with the response, you can lodge a dispute with the Australian Financial Complaints Authority. This service is provided to you free of charge.

Australian Financial Complaints Authority (AFCA) AFCA is a free and independent dispute resolution scheme.

Phone: 1800 931 678

Website: www.afca.org.au

Address: GPO Box 3, Melbourne VIC 3001

The Australian Securities and Investments Commission (ASIC) also has a free call info line on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Does Lifewise have Professional Indemnity Insurance in place?

Yes, Lifewise has Professional Indemnity Insurance, in accordance with s912B of the Corporations Act 2001, covering itself and its Authorised Representatives for breaches of professional duty whilst conducting their professional services.

Subject to the policy terms and conditions of cover, the policy extends to include cover for professional indemnity claims made against past employees and Authorised Representatives who no longer work for Lifewise but who did at the time of the relevant conduct.

Statement of Lifewise Privacy Policy

Lifewise is committed to ensuring the confidentiality and security of the information provided by you to us. We support and embrace the Australian Privacy Principles set out in the Privacy Amendment (Private Sector) Act 2000 and the protection afforded by this act for the security of private information held on ordinary Australians. A full copy of our Privacy Policy is available on our website www.lifewp.com.au.

We also need to collect copies of your identification to meet our obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006. We may also request that you provide us with your Tax File Number, however if you choose not to, there may be tax implications for you.

If you have any complaints about how we handle your private information, please contact us as set out above. We take your privacy seriously and will address your concerns through our complaints handling process. If you believe you do not receive a satisfactory resolution to your concerns, you may contact the Office of the Australian Information Commissioner (OAIC). The website of the OAIC is www.oaic.gov.au.

Lifewise Financial Services Director

Christopher Kelaart

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Financial Services Guide Receipt

I/We confirm that a Lifewise Financial Services Guide has been provided to me/us.

Client Name
.....

Signature
.....

Client Name
.....

Signature
.....

Authorised Representative (Name)
.....

Authorised Representative (Signature)
.....

Date / /

or complete as follows if the FSG is mailed to the client:

I confirm that I sent a copy of the FSG.

Client Name
.....

Sent on (date) / /

Sent by (Name)
.....

Sent by (Signature)
.....