

Financial Services Guide

Incorporating the Adviser Profiles



The contents include commonly asked questions about Lifewealth Pty Ltd and the business it conducts, the advisers who are authorised by Lifewealth Pty Ltd, the services provided, the fees charged and how they are paid, how to lodge a complaint and our Privacy Statement.

Lifewealth

Financial Strategies

Pursuant to the Corporations Act 2001 (Cth), we are required to provide the information contained within this document (excluding the Privacy Policy) to Retail Clients.

“Retail Clients” are persons:- who invest less than \$500,000 and are not professional investors – whose net assets are less than \$2.5 million and gross income does not exceed \$250,000; or – do not receive the advice in connection with a business (excluding a small business).

You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered in this FSG include: who we are, how we can be contacted, what services we are authorised to provide you with, how we (and any other relevant parties) are remunerated, details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSG (which has been authorised for distribution by the Licensee) should assist you in determining whether to use any of our services or Authorised Representatives.

Lifewealth Pty Ltd
ABN 79 100 448 182
Australian Financial Securities Licensee
AFSL No. 279615

Level 4, 423 Bourke Street
Melbourne Vic 3000

Level 9, 300 Adelaide Street
Brisbane Qld 4000

Your Questions Answered

Before you get our advice

Who is Lifewealth Pty Ltd?

- Lifewealth Pty Ltd is a privately owned financial services business who specialises in tailoring specific financial strategies and advice to meet its clients' individual needs.
- Lifewealth Pty Ltd trades under the name of Lifewealth Financial Strategies.
- Lifewealth Pty Ltd is the holder of an Australian Financial Services Licence No. 279615.
- Lifewealth Pty Ltd currently has three Authorised Representatives (Financial Advisers) whose individual Adviser Profiles are included in this document.

Who will be providing the financial service to me?

- One of our Authorised Representatives. Currently the Authorised Representatives of Lifewealth Pty Ltd are Paul McKernan, Phillip Ellis, John Cowen, David Umphelby & James Vandelloo.
- Your Authorised Representative will be acting on behalf of Lifewealth Pty Ltd.

Who will be responsible for the advice given to me?

- Lifewealth Pty Ltd is responsible for any advice provided by our Authorised Representatives.

What is the range of services and products offered to me?

With the support of Lifewealth Pty Ltd, your Financial Adviser is able to offer you an extensive range of financial planning services which may include:

- Investment strategy advice
- Investment planning advice
- Superannuation and rollover advice
- Retirement planning advice
- Portfolio review services
- Equity Management Service

We may introduce you to other product/service suppliers to cover your specific needs, including:

- Property Investment
- Personal Risk Products such as Life Insurance
- Financing and Refinancing
- Estate Planning

What documents will I receive when I am provided with a financial service?

You will receive a Statement of Advice (SOA) and/or a Statement of Additional Advice (SOAA) whenever you receive any advice which takes into account your needs, objectives and financial situation. The Statement of Advice will contain the advice, the basis on which it is given, information about fees, commissions and benefits payable and any associations which may have influenced the advice.

If a recommendation is made to acquire a particular financial product you will also be given a Product Disclosure Statement, containing information about the particular product. The Product Disclosure Statement will help you make an informed decision about whether to acquire that product.

How does Lifewealth Pty Ltd manage the larger issues?

Your Authorised Representative:

- Is only authorised to provide services to you where he/she is qualified to do so.
- Completes continuing education to maintain his/her qualifications.
- Is provided with excellent technical support from Asgard Wealth Solutions.
- Receives high quality financial product research.
- Complies with the requirements of the law.

Lifewealth Pty Ltd has a Dealer to Dealer relationship with Securitor Financial Group Ltd, the financial planning arm of Asgard Wealth Solutions which is owned by St. George Bank Limited. Through this relationship with Asgard Wealth Solutions, Lifewealth Pty Ltd and its Authorised Representatives have access to extensive resources and dedicated support teams, including technical service experts, compliance professionals, business development support, paraplanners and financial planning software. Lifewealth Pty Ltd uses the X Plan Financial Planning Software and has its own in-house paraplanning team.

Lifewealth Pty Ltd also uses experts such as Standard and Poors' (S & P) for Managed Funds Research, Securitor's Dealer support network, Asgard Wealth Solutions Economic and Market On-line Reference Manual (AdviserNet), Aegis for Australian Equities research, plus research from Australia Agribusiness Group on agricultural investments.

From time to time the Investment Committee of Lifewealth Pty Ltd will perform its own research and due diligence on specific investment opportunities, which may be recommended to clients if they meet the client's specific needs.

How does Lifewealth Pty Ltd protect you and your assets?

Lifewealth Pty Ltd and your Financial Adviser promote long term investment strategies which do not take unnecessary risks with your investments. For this reason, your Financial Adviser is not permitted to trade frequently on your behalf or make speculative investments in products such as tax-driven schemes or pooled mortgages. He/She is restricted to the Approved Product List which is determined by the Lifewealth Pty Ltd Investment Committee and is regularly reviewed and updated.

To further protect your interests, Lifewealth Pty Ltd does not allow your Financial Adviser to:

- Act as a trustee for you or operate a trust account on your behalf
- Hold a power of attorney (other than the Asgard Limited Power of Attorney)
- Hold your funds or have access to withdraw funds on your behalf
- Act as an Authorised Representative of any other Australian Financial Services Licence holder.

What will you receive when provided with a financial service?

Your adviser will provide you with a recommendation to meet your needs and/or objectives. To achieve this, your Financial Adviser needs to consider and discuss with you, your tolerance to investment risk, your personal and financial circumstances, goals, needs and objectives.

Your Financial Adviser will:

- Have access to a wide range of investment strategies and products which have been researched and approved.
- Only recommend products designed to meet your needs, objectives and circumstances consistent with your risk tolerance.
- Provide you with a Statement of Advice, and information about fees and commissions and any associations which could have influenced the advice.
- Provide you with a Product Disclosure Statement containing information about each product to help you to make an informed decision about whether to acquire that product.
- Explain any risks in relation to the recommendations made.

Important Information: You may decide to limit the scope of the advice provided by your Financial Adviser to reduce the cost of receiving the advice or for some other reason. If you do this, you should understand, as a consequence, that your Financial Adviser may not follow the process outlined above and the advice may not meet your overall requirements with regard to your relevant personal circumstances.

How will I pay for the service?

- What fees does Lifewealth Pty Ltd charge?
- How are commissions/fees calculated?

Lifewealth Pty Ltd may from time to time receive commissions, in which case the payment will be made to us by the fund manager/product issuer you invest with. Generally the commission will be based on the amount you invest, and may vary from product to product. Details are contained in the product information brochures available from your Authorised Representative. Your Authorised Representative has an obligation under the Australian and Securities Investments Commission (ASIC) regulations to provide you with complete disclosure of all commissions and fees.

However, our normal practise is to agree with you on a fee, based on the time we spend developing your plan and/or based on the value of funds you invest.

This fee may be invoiced to you when you receive our written recommendations, alternatively, the fee may be deducted by the fund manager's administrator at the time of placing your initial investment/s, who in turn will pay the fee/s to Lifewealth Pty Ltd. Our investment fees are payable at the time you invest. Any ongoing management fee is payable quarterly in arrears.

Either way, we may receive an ongoing fee (as part of the fund managers' management fee).

Please make all cheques for fees payable to Lifewealth Pty Ltd.
For more details please refer to "How fees are charged" on page 12.

Do any relationships or associations exist which might influence you in providing me with the financial services?

There are no current relationships in existence between Lifewealth Pty Ltd or it's Authorised Representatives which may influence the advice provided to you.

Lifewealth Pty Ltd has a Dealer to Dealer relationship with Securitor Financial Group Ltd, for which Lifewealth Pty Ltd pays a fee. As a result of this Dealer to Dealer relationship your Financial Adviser may also receive additional benefits such as subsidised attendance at conferences.

Lifewealth Pty Ltd and its Authorised Representatives often recommend the use of the Asgard Administration Platform which holds your investments in one account and allows you to access a range of managed funds/investments. Your Financial Adviser or their associates may qualify for a volume bonus calculated as a percentage of the administration fee you pay on any Asgard products. This bonus is based on the total funds that your Financial Adviser has invested in selected Asgard products for their clients.

If you have any complaints...

Lifewealth Pty Ltd is committed to providing quality advice and accurate information. As part of that commitment, we are focused upon improving client satisfaction by providing an efficient and accessible system for resolution of complaints.

Who can I complain to if I have a complaint about the provision of services to me?

If you have a complaint about the service provided to you, you should take the following steps:

1. Contact and tell your Financial Adviser about your complaint.
2. If you remain dissatisfied with the outcome of your complaint or if we have not responded after 45 days (or 90 if we inform you that extra time is needed), please contact: Financial Industry Complaints Service Ltd (FICS) toll free number: 1300 780 808.

The address of FICS is:
PO Box 579 Collins Street West
Melbourne VIC 8007

3. If your concerns question our ethical conduct, please bring this to the immediate attention of Irene Gould - General Manager, Operations, by telephone on 9670 3434 or via email to ireneg@lifewealth.com.au. Alternatively, document your concerns in writing and send your correspondence to Irene Gould, Operations Manager, Lifewealth Pty Ltd, Level 4, 423 Bourke Street, Melbourne, VIC, 3000.
4. You can also raise ethical conduct concerns with the Financial Industry Complaints Service Ltd (FICS). They can be contacted by telephone on - 1300 780 808.
5. You can also contact the Australian Investments and Securities Commission (ASIC) on their free call info line: 1300 300 630, to make a complaint and obtain information about your rights. Alternatively, you can detail your complaint to ASIC in an email to infoline@asic.gov.au.

Privacy Statement

At Lifewealth Pty Ltd we recognise the importance of protecting your privacy. Our policy for dealing with personal information you might disclose to us is explained below.

The type of personal information we collect from you depends on how you correspond with us. Any information we receive about you will be treated as strictly confidential.

What we collect and why we need it

In accordance with the Corporations Act and the Rules of Professional Conduct of the Financial Planning Association (FPA), we are required to collect certain information from our clients. This information is necessary to ensure we give you advice that is appropriate to your needs and circumstances. If you fail to provide us with necessary information to ascertain your needs and personal circumstances, it may be appropriate for us to discontinue providing you with financial advice.

We will only collect personal information about you where you have knowingly provided us with the information or you have authorised a third party to provide that information to us.

Generally, your information will be collected in face to face interviews, over the phone or via electronic means. From time to time additional or updated information may be collected through one or more of these methods.

The information we collect, use and maintain is necessary for us to adequately provide you with the services you have requested. These services may include:

- The preparation of your Statement of Advice and/or Statement of Additional Advice
- The provision of financial planning advice to you;
- Making securities and investment recommendations;
- Reviewing your Statement of Advice;
- Reviewing securities and investment recommendations;
- Other activities as directed by you.

The information may also be used for the purposes of direct marketing where we believe the articles and information may be of interest to you. If you do not wish to receive such information, please inform us and we will amend your details accordingly. Please allow up to 10 working days for your request to be actioned.

Disclosure of information collected

We will not use or disclose personal information collected by us for any purpose other than the following:

- The purpose for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure;
- Where you have consented to such disclosure; or
- Where the National Privacy Principals (NPP's) authorise use, or disclosure where required or authorised under law;
- Disclosure to other entities for the purpose of giving effect to your instructions and/or our recommendations (such as Superannuation Funds);
- Your information may be disclosed to compliance bodies, such as the Australian Securities and Investment Commission (ASIC) and the Australian Taxation Office (ATO);
- We may disclose your information for the purpose of prospective buyers conducting due diligence investigations on our company. In such a case, the disclosure will be made in the strictest confidence and it will be a condition of disclosure that no personal information is disclosed or used by them; or
- If the company is sold, your personal information may be transferred to any new owner. As a client, you would be informed of any such transfer.

Security of your personal information

In general, your personal information is held in your client file. This could be recorded on paper only or electronically only or a combination of paper records and electronic records.

Regardless of the form of your record, we will at all times seek to ensure that any personal information collected and held by us is protected from misuse, loss, unauthorised access modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential.

In the event that our professional relationship ceases, any personal information we hold about you will be securely maintained for a period of not less than seven (7) years in order to comply with legislative and professional requirements imposed on us. After this time, your records containing your personal information will be destroyed.

E-mail correspondence

We will preserve the contents of any e-mail message that you send us if we believe that we have a requirement to do so. E-mails sent to or from Lifewealth Pty Ltd may be monitored for systems administration and legal compliance purposes.

Gaining access to our information on you

We will, on request, provide you with access to any information that we have collected about you. To gain access to this information you should contact us at office@lifewealth.com.au or telephone (03) 9670 3434.

What to do if you believe the information we hold about you is inaccurate

It is important to us that the information we hold about you is up to date and accurate. Accordingly, we encourage you to contact us to advise us of any change in your personal circumstances that may effect the information we hold about you.

Complaints in relation to privacy

If you believe your privacy has been compromised, please contact us immediately. We will respond to all complaints within two (2) days and aim to have them resolved within ten (10) days. Where this is not possible, you will be contacted and advised when it is likely your complaint will be resolved.

Additionally, you are entitled to contact the Privacy Commissioner if you believe there has been an interference with your privacy. The office of the Federal Privacy Commissioner can be contacted on 1300 363 992 or privacy@privacy.com.au.

How to contact us

If you wish to discuss any aspect of our policy further, or you wish to make a complaint, please contact us at office@lifewealth.com.au or telephone (03) 9670 3434.

Adviser Profiles

This Adviser Profile section should be read in conjunction with the Lifewealth Pty Ltd Financial Services Guide which forms pages 11—12 of this document.

The Financial Advisers profiled in this section are all Authorised Representatives of Lifewealth Pty Ltd and as such are authorised to provide financial services and products. The Authorised Representatives covered in this section are listed below with their ASIC Authorised Representative identification number.

- Paul McKernan	246061
- Phillip Ellis	245921
- David Umphelby	246191
- John Cowen	311888
- James Vandelloo	311965

Each Financial Adviser is authorised by Lifewealth Pty Ltd to advise you on the following services and products:

- Appropriate Investments and Strategies designed to help you achieve your goals and objectives
- Managed Investments
- Superannuation
- Australian Shares
- Self Managed Superannuation Funds
- Structured Investments
- Agribusiness

The Financial Advisers listed above are not authorised to provide advice or services on Personal Insurance. However, you will be referred to a qualified associate who specialises in Personal Insurance.

Education Qualifications and Experience

The financial Advisers authorised by Lifewealth Pty Ltd have the following qualifications and experience:

Paul McKernan

- ◆ Fellow of the Australian Society of Certified Practising Accountants
- ◆ Certified Financial Planner
- ◆ Bachelor of Economics (Monash)

Paul has 8+ years experience as a Financial Adviser and a further 20 years in taxation and funds management.

Phillip Ellis

- ◆ Fellow of the Australian Society of Certified Practising Accountants
- ◆ PS146 Qualified

Phillip has 8+ years experience as a Financial Adviser. Prior to that Phillip had an International career as an accountant and thirteen years in banking, including, General Manager and Director of a bank.

David Umphelby

- ◆ Diploma in Financial Markets
- ◆ Affiliate Member of the Securities Institute of Australia
- ◆ PS146 Qualified

David has 4 years experience as a Financial Adviser and 10+ years as a Private Banker with a further 20 years in General Banking.

John Cowen

- ◆ Solicitor of Supreme Courts of Queensland and New South Wales & Barrister & Solicitor (VIC)
- ◆ Qualified Trusts & Estate Practitioner (TEP)
- ◆ Master of Laws (University of Queensland)
- ◆ Member Law Council of Australia
- ◆ PS146 Qualified

John has 18 years experience as a Financial Adviser and Investment Manager in addition to a further 7 years as a lawyer with major international investment houses. John, prior to joining the firm was a director and state head of a major Australian Private Bank.

James Vandelloo

- ◆ Bachelor of Business (Marketing)
- ◆ Advanced Diploma in Financial Services (Financial Planning)
- ◆ Associate Member of the Financial Planning Association
- ◆ PS146 Qualified

James has 4 years experience as a Financial Adviser with a major Australian Bank.

What is the relationship between each Financial Adviser and Lifewealth Pty Ltd and how are they remunerated?

Paul McKernan & Phillip Ellis

Both Paul and Phillip are Directors of Lifewealth Pty Ltd and have a business partnership. They are remunerated by sharing in the profits of their business partnership. Paul is also the key person nominated as the Responsible Officer on the Lifewealth Pty Ltd Australian Financial Services Licence.

John Cowen

John is a representative of Lifewealth Pty Ltd and is responsible for the setup and development of our business in Queensland. There is a revenue sharing arrangement in place between the parties. All fees (exact amounts) are disclosed in clients' Statements of Advice and/or Statements of Additional Advice.

David Umphelby

David is an employee of Lifewealth Pty Ltd and is paid a retainer, together with a share of the fees paid to Lifewealth Pty Ltd, for business generated from the clients

David manages. All fees (exact amounts) are disclosed in clients' Statements of Advice and/or Statements of Additional Advice.

James Vandello

James is an employee of Lifewealth Pty Ltd and is paid a salary, with the potential to earn a share of the fees paid to Lifewealth Pty Ltd, for business generated from the clients James manages. All fees (exact amounts) are disclosed in clients' Statements of Advice and/or Statements of Additional Advice.

How are fees charged?

The fees charged are consistent for all three Financial Advisers authorised by Lifewealth Pty Ltd to give you advice and act as your Financial Adviser.

Fees

Fees can be paid directly by you, or deducted from the funds you invest in. Fees are charged as follows:

We have five distinct fees:

1. A fee for preparing a comprehensive Statement of Advice is based on an hourly charge of \$150 per hour with a cap of \$2,000 (plus GST), unless an individual fee for complex advice is agreed.
2. A limited Statement of Advice can be prepared from \$500 to \$1,000 (plus GST).
3. A scaled fee for implementing the recommendations will be charged up to 2% (plus GST) of the funds invested, with a minimum of \$500 (plus GST).

Fee Scale

\$25,000 - \$250,000	2.00% (plus GST)
\$250,001 - \$500,000	1.50% (plus GST)
\$500,001 - \$1,000,000	0.75% (plus GST)
Above \$1,000,000	0.50% (plus GST)

Implementation fees may be paid for directly by you or deducted from your investments by the issuer of the products we recommend to you. On the placement of your investment you will be charged the implementation fees listed above. For example: if you invest \$100,000 you the fee will be \$2,000 (plus GST). This can either be invoiced directly to you or deducted from the \$100,000 by the product issuer and paid to Lifewealth Pty Ltd.

If your buy or sell (trade) in direct shares then a “brokerage” fee will be charged by the Stock Broker of up to 1.5% (plus GST), of which up to 0.85% (plus GST) is returned to Lifewealth Pty Ltd.

4. Ongoing Management Fees

Ongoing management fees will be charged at the rate of 0.75% to 1.0% (*includes* GST) of the value of your investments for the duration of you holding of that investment. The fees are deducted from your investment by the product issuer and paid to Lifewealth Pty Ltd. The fees cover the bi-annual reviews and ongoing care of your portfolio. For example, if you invest \$100,000 in a product for which an ongoing fee of 1% is payable, the product provider will pay us \$1,000 in ongoing fees for that year. This fee will continue to be paid for the duration of your investment/s for the time you retain a Lifewealth Pty Ltd Authorised Representative as your nominated financial adviser.

5. Equity Management Service

This service applies to direct share portfolios and the fee is 1.0% (plus GST) of the value of your portfolio paid by you quarterly in arrears.

Benefits

We typically use the ASGARD Administration Platform and therefore ASGARD may pay us a bonus depending on the volume of funds Lifewealth Pty Ltd has under management with ASGARD. This volume bonus is currently 10% of the ASGARD Adviser fee for some products only.

We do not receive any volume bonus on the ASGARD eWrap Super/Pension Accounts, the ASGARD Trustee Funds Account and the ASGARD Elements Accounts.

Do you provide referrals for certain services or receive referrals from other parties? If so, what benefit do you receive from these referrals?

If you use the services of our affiliated Mortgage and Insurance Brokers, Money Depot and our Life Insurance Consultants, G Thomson and Associates, for referring your business to them we may receive up to 30-35% (plus GST) of their total initial commissions, with no on-going commissions being paid. These commissions are paid direct to us directly from our affiliates and are at no additional cost to you.

We may also receive ongoing commissions on balances held in certain Cash Management Accounts and Margin Loan accounts however these commissions will be disclosed to you in your Statement of Advice and/or Statement of Additional Advice and are at no cost to you.

No commissions are received for our referrals to any other affiliated or associated parties.

We may pay commissions/spotters fees for referrals from third parties, which would also be disclosed to you in your Statement of Advice and/or Statement of Additional Advice.

Confirmation Form

Acknowledgements

I/we acknowledge that I/we was/were provided with the Lifewealth Financial Services Guide containing the Adviser Profiles on

(Date) __/__/____.

Client Name: _____

Client Signature: _____ **Date:** _____

Client Name: _____

Client Signature: _____ **Date:** _____

Please sign, date and return this page to Lifewealth Pty Ltd. to confirm you have received, read and understood our Financial Services Guide.