

FINANCIAL SERVICES GUIDE Version 1.03

This **Financial Services Guide** was prepared on **4 July 2011** and its distribution is authorised by Life Assets Pty Ltd.

You have the right to ask us about our charges, the type of advice we will provide 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 by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will outline in detail our advice, together with; the basis on which it is given and information about how our advice and services are paid and any associations we may have that could be seen to influence the provision of the advice.

If our representatives provide further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting our representative or us in writing or by telephone or by email.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement ('PDS') containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product. Where we recommend a 'Platform' or 'Wrap Account' or 'Masterfund' you will be given a PDS for that product and, in addition, you will be given what is referred to as a 'Short Form PDS' which provides information about the particular product/s we have recommended.

Who will be providing the financial service to me?

Life Assets Pty Ltd
ABN: 71 010 710 228
Australian Financial Services License Number: 381102

Address: 15 Allen Street Hamilton QLD 4007
Tel No: 07 3868 3200
Email: contact@lifeassets.com.au

Who is my adviser?

Our employed Representatives are **Paul Stephenson**, (ASIC Number: 235958), and **Dean Van Zyl**, (ASIC Number: 330476), who are authorised to provide financial services to you on behalf of Life Assets Pty Ltd.

Address: 15 Allen Street Hamilton QLD 4007

Tel No: 07 3868 3200

Email: admin@lifeassets.com.au

Paul has been a financial adviser since 1996 and has obtained the qualifications of Diploma of Financial Planning through Deakin University and CFP® through the Financial Planning Association of Australia.

Dean has been a financial adviser since 2007, has obtained a Bachelor of Business Management from Queensland University of Technology, a Diploma of Financial Planning and through the Financial Planning Association of Australia.

What areas of financial services are the advisers authorised to provide?

Life Assets Pty Ltd can offer you the following services:

- Financial Planning Strategies
- Retirement Planning
- Life Insurance Planning
- Superannuation Planning
- Taxation Planning
- Estate Planning
- Mortgage Lending

Which products do those services relate to?

Life Assets Pty Ltd is licensed to provide advice on and deal in the following financial products;

- Deposit products
- Government Debentures, Stocks & Bonds;
- Life Insurance Investment Products;
- Life Insurance Risk Products;
- Managed Investment Schemes;
- Securities;
- Retirement Savings Account Products;
- Standard Margin Lending; and
- Superannuation;

PORTFOLIO MONITORING:

Internal databases are maintained detailing client's investments that were recommended by Life Assets Pty Ltd. This does not constitute portfolio monitoring. Reviews are offered at least annually and subject to the service offering agreed with a client.

Who do the advisers act for when providing financial services?

The advisers act for you and the Licensee is responsible for the financial services provided to you.

How will I pay for the service?

Life Assets Pty Ltd will charge you a fee and / or receive remuneration from the issuers or the products approved by Life Assets Pty Ltd that the advisers have recommended to you.

Our advisers are salaried employees.

What is Life Assets Pty Ltd remuneration structure?

FEES PAID BY YOU

Fees for Services – Fixed Rate

A typical cost for initial advice would range from \$1,100 for a simple Statement of Advice up to \$13,200 for a more complex Statement of Advice.

If we consult on a time only basis the hourly rates for the Life Assets Pty Ltd office are:

- Senior Financial Adviser \$440.00 per hour
- Financial Adviser \$375.00 per hour
- Planning Assistant \$275.00 per hour
- Administrative Assistant \$165.00 per hour

Additional fees may also be incurred for the ongoing management of your Portfolio (please refer to the Ongoing Fees & Charges). **All of the above fees are inclusive of GST.**

Your fees will be discussed and agreed with your adviser before any recommendations are made and services provided to you. The agreed fees will be disclosed in the SOA.

Fees for Services – Percentage

Initial fees can include a payment of a percentage of assets under management and incurred at the time the investments are placed. You also have the option of paying for ongoing service from your adviser by agreeing to a percentage of your investments to be paid directly from the investment balance, rather than invoicing you directly for payment.

Fees for Services – Subsidised from Product Provider

Investment products

The issuers of the investment products recommended may pay Life Assets Pty Ltd an initial fee for placing the funds with them. This fee, which can vary depending on the product and manager, is generally in a range of between 1.10% and 4.4% of your initial investment amount and deducted from the product.

The issuers of the investment products recommended may pay Life Assets Pty Ltd an ongoing fee. This fee, which can vary depending on the product and manager, is in a range of between 0.22% and 1.10% calculated on the balance in your account. This fee is generally paid to the licensee monthly or quarterly for as long as you hold the product. The amounts received by Life Assets Pty Ltd assists in subsidising the cost of providing services to our clients.

For example: If your investment amount was \$50,000 and the initial fee paid to Life Assets Pty Ltd was 3.3%, Life Assets Pty Ltd would receive \$1,500 (excl GST) when the investment is placed. In addition, if the ongoing fee is 0.55% and your investment balance was \$52,000, Life Assets Pty Ltd will receive \$260 per annum (excl GST). This amount would vary each year depending on your account balance.

Insurance products

The issuers of life insurance products pay Life Assets Pty Ltd an initial amount towards the cost of establishing a suitable insurance policy for you. This amount, which can vary depending on the product and insurance company, is in a range of between 30.00% and 130% of the initial first year premium. As the insurer's products are distributed through financial planning networks, they are prepared to absorb the cost of payment to us.

The issuers of life insurance products may also pay Life Assets Pty Ltd an ongoing payment. This payment, which can vary depending on the product and insurance company, is in a range of between 11.00% and 35.00% of your second and subsequent year's premium. This is paid annually to Life Assets Pty Ltd and assists in the cost of reviewing the appropriateness of your insurance cover on an annual basis.

For example; If your first year's premium was \$500 and the initial payment from the insurer was 120%, Life Assets Pty Ltd would receive \$600. If your premium for the second and subsequent years was \$500 and the ongoing commission was 30% Life Assets Pty Ltd would receive \$150 per annum

Stockbroking

Life Assets Pty Ltd uses Adviser Trading Centre which is a real time share trading Platform. (ATC is a subsidiary of Commsec). For advice and recommendations of direct share portfolios we use the ATC direct share brokers to provide us with written advice and research. Any costs associated with the direct share advice will be disclosed in their recommendations. Where we implement a share trade on the basis of that advice Life Assets Pty Ltd may receive between 0.11% and 1.1% of the amount you pay for the shares.

We do not actively trade shares on behalf of clients.

OTHER REMUNERATION INFORMATION

Referral payments

If you have been referred to Life Assets Pty Ltd by another party we may pay the referrer a fee of up to 20% of any initial remuneration received.

Volume bonuses

Life Assets Pty Ltd may become eligible for equity in Associated Advisory Practices, a service company that provides compliance training and business development support to Life Assets Pty Ltd through the placement of investment funds and/or insurance products in Asgard, Blueprint, BT Wrap, Colonial First Choice Retail, Investment Exchange, IOOF, Mentor, Navigator Master Trust, Netwealth Investments Limited, Perpetual Wealth Focus, Elders Forestry, TFS Limited, Perpetual Protected Investment Series, Discovery Core income Fund, Ventura Wholesale Funds, All Star, Global Themes 100, DDH Graham, Challenger Guaranteed Income Plan, Asteron, Blueprint Protection, Commlnsure, ING, Professional Protection Plan, Zurich.

The exact amounts of any fees, bonuses or other incentives received by Life Assets Pty Ltd will be included in any Statement of Advice provided to you or disclosed orally or in writing at the time the advice is provided.

Do any relationships or associations exist that may influence the advisers in providing me with the financial services?

Neither Life Assets Pty Ltd, its' Representatives nor any related companies have any association with any product issuer that could be expected to influence us in the provision of the financial services.

How will the advisers provide advice which is likely to be suitable to my needs and financial circumstances?

Before our advisers can accurately assess and recommend an appropriate strategy that reflects your wishes you will need to provide us with details of your current financial circumstances, goals and objectives, and the financial outcomes you expect to achieve over certain timeframes.

You have the right not to divulge this information to us, if you do not wish to do so.

In that instance, the adviser is required to warn you about the possible consequences of making financial decisions based on recommendations using limited details of your financial circumstances. You should read the warnings carefully.

What should I know about the risks of the strategies the adviser recommends to me?

The adviser will explain to you any significant risks involved in the strategies that are recommended to you.

What information is held on my file and can I have access at any time?

Life Assets Pty Ltd is required to hold a record of all information that you have provided to your adviser including any details of strategies and recommendations made for a period of seven years.

Life Assets Pty Ltd has committed to the implementation of a privacy policy. This document outlines the procedure we use to ensure the privacy and security of your personal information. A copy of the Life Assets Pty Ltd privacy policy is available on our website.

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 made available.

Life Assets Pty Ltd may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will provide you with an estimate of the likely cost in advance.

Can I provide the adviser with instructions to buy or sell my financial products?

Yes. You may provide us with details of products that you hold and wish to sell or products that you wish to hold, where we are not providing advice. We can implement the purchase or sale of these products based on your instructions, however you will be responsible for any consequences as a result of the decision that you have made. The adviser will inform you of any costs involved in implementing/administering your instructions. We will require your instructions to be in writing.

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

If you have a complaint about the service provided to you, you should take the following steps and the adviser will seek to resolve your complaint quickly and fairly:

1. Contact your adviser and discuss your complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please contact Life Assets Pty Ltd, or put your complaint in writing and send it to Life Assets Pty Ltd, and attention it to the Compliance Manager . Your complaint should be finalised within 45 days of receipt.

Life Assets Pty Ltd is a member of the Financial Ombudsman Service.

If the complaint cannot be settled to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS).

This service is free of charge to you and FOS can be contacted on:

Phone: 1300 78 08 08
Email info@fos.org.au
Mail to: GPO Box 3, Melbourne Victoria 3001.

Life Assets holds Professional Indemnity Insurance cover for the activities conducted under our AFS license. The limit of the indemnity is \$2,000,000 for any one claim in the aggregate for all claims arising out of our AFS license activities. The insurance will cover claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.