

FINANCIAL SERVICES AND CREDIT GUIDE Version 14.0

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This Financial Services and Credit Guide (FSG) was prepared in May 2017 and its distribution is authorised by Life Assets Wealth Management and Plan 2 Pty Ltd. Life Assets Wealth Management is a registered trading name of Plan 2 Pty Ltd. Plan 2 Pty Ltd is an Australian Financial Service Licensee. Licence No. 237874

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 Guide is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial or credit service. The matters covered by the Guide include:

1. Who we are and how we can be contacted
2. The services we are authorised to provide to you
3. How will the advice be suitable to your financial circumstances
4. The information we must give you in relation to our financial and credit services
5. How we (and any other relevant parties) are remunerated
6. Details of any potential conflicts of interest
7. How we collect and use your information
8. 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.

1. Who we are and how we can be contacted

Life Assets Wealth Management & Plan 2 Pty Ltd

Life Assets Wealth Management is a registered trading name of Plan 2 Pty Ltd (ABN 60 010 875 073). Plan 2 Pty Ltd is the holder of an Australian Financial Services and an Australian Credit Licence (No. 237874) and is responsible for the financial services and credit services that our representatives provide to you.

We can be contacted at 752 Sandgate Road Clayfield QLD 4011, by telephone on 07 3262 4000 or Email: admin@lifeassets.com.au

Authorised Representatives and Credit Representatives are employees and licensed under Plan 2 Pty Ltd:

Tony Sirett – Principle and Senior Financial Adviser

Tony has been in the financial services profession since 1990. Most of this time he has been a senior financial adviser. He is the Managing Director and responsible manager of Plan 2 Pty Ltd and holds a Diploma of Financial Planning through Deakin University and the Financial Planning Association. Tony has wide ranging experience across all facets of financial advice. Tony's authorised representative number is 261457 which is issued by ASIC.

Clive Hampson - Senior Financial Adviser

Clive has been a financial adviser since 2000. He holds a Diploma of Financial Planning through Deakin University. Although skilled in all aspects of wealth accumulation, wealth protection and retirement planning, over recent years Clive has specialised in retirement advice for clients who hold State or Commonwealth Superannuation funds and Centrelink eligibility for retirees. Clive's Authorised Representative number is 255419 which is issued by ASIC.

Our advisers provide the advice and recommendations and the Licensee is responsible for the financial and credit services provided to you.

2. The services we are authorised to provide to you

Our Senior Advisers are authorised to offer you the following services:

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

Our Senior Advisers are authorised to provide advice on and deal in the following financial products:

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

Portfolio monitoring

Internal databases are maintained detailing clients' investments that were recommended by your adviser. This does not constitute portfolio monitoring. Reviews are offered at least annually and are subject to the service offering agreed with our clients.

Our Senior Advisers are authorised to offer you the following credit services:

- Budgeting and debt management advice
- Recommend that a client apply for a particular credit contract or consumer lease with an approved credit provider
- Recommend that a client apply for an increase in their credit limit on an approved credit contract
- Recommend that a client remain in their current credit contract or consumer lease with an approved credit provider
- Assist a client to apply for a credit contract or consumer lease with an approved credit provider
- Assist a client to apply for an increase in their credit limit on a credit contract with an approved credit provider

Credit Providers

When our qualified staff provide you with credit assistance, they are licensed to deal with a range of institutions including but not limited to CBA, ANZ, NAB, Westpac, Suncorp and ING.

3. How will the advice be suitable to your 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, 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.

Risks of the recommended strategies

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

Giving us Instructions to buy or sell financial products

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.

4. The information we must give you in relation to our financial and credit services

Statement of Advice

When we provide you with personal financial planning advice, you will receive a written Statement of Advice (SOA) that takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given, the steps that need to be taken to implement that advice and the costs for our advice, implementation and ongoing management and review services that are available to you.

Credit Proposal Disclosure Document

You will receive a Credit Proposal Disclosure Document (CPDD) whenever we provide you with credit assistance. The CPDD will contain information about: the product, the product provider and commission and fees (and whether these amounts will be added to the credit application).

Preliminary Assessment

The Credit Representative is required to make a preliminary assessment as to whether a credit contract is unsuitable based on your requirements, objectives and financial situation in connection with the credit sought by you. You can request a copy of the preliminary assessment at no cost. In some instances the Credit Representative will only be able to provide you with credit assistance if the credit sought is not unsuitable to you.

Record of Advice

A Record of Advice (ROA) may be used if we provide further advice to you that is related to the advice we provided to you in a previous SOA and your personal circumstances have not significantly changed. The ROA will be added to your file and you may request a copy of the record of that further advice at any time up to 7 years from the date we gave the further advice to you.

Product Disclosure Statement

Where we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

5. How we (and any other relevant parties) are remunerated

We will charge you a fee and / or receive remuneration from the issuers of the products we may recommend. Our Advisers may only recommend products that have been approved by the Licensee.

Fees for Services – Fixed Rate

A typical cost for initial written advice would range from \$550 for a simple Statement of Advice up to \$13,200 for a more complex Statement of Advice which would include several strategy meetings and the design of a full Cashflow Management Plan.

Additional fees may also be incurred for the ongoing management and administration of your Portfolio. These fees can either be a fixed rate, a percentage of the assets under our management, or a combination of both.

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 – Subsidised by Product Providers

Insurance products

The issuers of life insurance products may pay Plan 2 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% and 130% of the initial first year premium. As the insurers' products are distributed through financial planning networks, rather than their own outlets, they are prepared to pay towards our cost of implementing your insurance. This means we can reduce or waive the cost of that service we provide to you.

The issuers of life insurance products may also pay Plan 2 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 Plan 2 Pty Ltd and assists us 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 115%, Plan 2 Pty Ltd would receive \$575 (incl GST). If your premium for the second and subsequent years was \$500 and the ongoing commission was 11% Plan 2 Pty Ltd would receive \$55 (incl GST) per annum.

Credit Services

Plan 2 Pty Ltd may receive brokerage from credit providers for the credit services you receive from us or our credit representatives. The table below outlines the amounts Plan 2 Pty Ltd may receive if you proceed with our credit recommendations.

Brokerage (incl GST)	Example
Upfront – 0.66% based on credit limit	Plan 2 Pty Ltd would receive up to \$3,300 (incl GST) for a loan of \$500,000.
Ongoing – up to 0.55% pa based on loan balance	Plan 2 Pty Ltd would receive up to \$2,750 (incl GST) for a loan of \$500,000.

Where we provide any credit assistance no fee for our service will be applied. Plan 2 Pty Ltd will only receive brokerage as detailed in the above table.

Stockbroking

Plan 2 Pty Ltd uses the services of Commsec and Macquarie Equities share trading Platforms. We use their research together with Morningstar and other research houses for preparation of advice and recommendations of direct share portfolios. Any costs associated with the direct share advice will be disclosed in the Statement of Advice. Where we implement a share trade on your behalf Plan 2 Pty Ltd may receive between 0.11% and 1.1% of the amount you pay for the shares.

Referral payments

If you have been referred to Plan 2 Pty Ltd by another party we may pay the referrer a fee of up to 20% of any initial remuneration received.

Volume bonuses & Inducements

Plan 2 Pty Ltd does not receive any payments of this type.

How is my adviser paid?

All advisers and support personnel are employees and receive salary or wages.

The exact amounts of any fees, bonuses or other incentives received by Plan 2 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.

6. Details of any potential conflicts of interest

Neither Life Assets Wealth Management, Plan 2 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.

From time to time Advisers and Corporate Authorised Representatives may also receive indirect benefits such as tickets to sporting events, business lunches and promotional materials from product providers. Our Advisers are required to keep separate registers of any material incentives or indirect benefits received, which is available for viewing at your request.

7. How we collect and use your information

Life Assets Wealth Management and Plan 2 Pty Ltd are 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.

We have 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 our privacy policy is available to you at any time and is always on our website.

We may from time to time disclose your personal information to third parties, including but not limited to insurance providers, product providers, superannuation trustees, credit providers or representatives and other professionals. We may also disclose your personal information where we are required to by law or where you have given consent.

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.

We 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.

8. Details of our internal and external dispute resolution procedures and how you can access them

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 Tony Sirett the Managing Director of Plan 2 Pty Ltd, or put your complaint in writing and send it to Plan 2 Pty Ltd, and attention it to the Compliance Manager. Your complaint investigation and a reply will be finalised within 45 days of receipt.

If the complaint cannot be settled to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). Plan 2 Pty Ltd is a member of the Credit and Investments Ombudsman Service.

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

Phone: 1800 367 287
Email: info@cosl.comfos.org.au
Mail to: GPO Box 3, MELBOURNE, VIC 3001

Plan 2 Pty Ltd holds the required Professional Indemnity Insurance cover for the activities conducted under our AFS license. The insurance covers claims made in relation to the conduct of our 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).