

FINANCIAL SERVICES GUIDE

Version 1.5

This Financial Services Guide was prepared on 1 January 2020, and its distribution is authorised by Plan 2 Pty Ltd as an Australian Financial Service & Credit Licensee - Licence No. 237874. Life Assets is a registered trading name of Plan 2 Pty Ltd.

Our guide to assisting you with your financial needs

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 you receive be suitable to your financial circumstances.
4. The information we must give you in relation to our financial 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 Financial Services Guide 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 & Plan 2 Pty Ltd

Life Assets 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 Credit Licence (No. 237874) and is responsible for the financial services and credit services that our Authorised Representatives provide to you. You may request to view a copy of this licence at any time.

We are located at Level 19, 344 Queen Street Brisbane QLD 4000, or can be contacted by telephone on 07 3252 9990 or email: admin@lifeassets.com.au

Authorised Representatives of Life Assets are employees and licensed by Plan 2 Pty Ltd. Our advisors provide the advice and recommendations to you, and the Licensee is responsible for the financial services provided to you.

2. The services we are authorised to provide to you

Our advisors are authorised to offer you the following services:

<ul style="list-style-type: none"> • Financial planning strategies 	<ul style="list-style-type: none"> • Retirement planning
<ul style="list-style-type: none"> • Wealth creation strategies 	<ul style="list-style-type: none"> • Superannuation strategies
<ul style="list-style-type: none"> • Self-managed super advice 	<ul style="list-style-type: none"> • Structuring advice
<ul style="list-style-type: none"> • Taxation planning 	<ul style="list-style-type: none"> • Estate planning advice
<ul style="list-style-type: none"> • Mortgage lending 	<ul style="list-style-type: none"> • Life insurance advice
<ul style="list-style-type: none"> • Credit advice and debt management 	<ul style="list-style-type: none"> • Cashflow management & support

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

<ul style="list-style-type: none">• Deposit products	<ul style="list-style-type: none">• Government debentures
<ul style="list-style-type: none">• Managed investments	<ul style="list-style-type: none">• Life insurance products
<ul style="list-style-type: none">• Retirement savings products	<ul style="list-style-type: none">• Shares and other securities
<ul style="list-style-type: none">• Superannuation	<ul style="list-style-type: none">• Margin lending

Portfolio reviews and monitoring

Comprehensive portfolio databases are maintained, to enable us to track, research and provide detailed reporting on our clients' investments, recommended by your advisor. Formal reviews are offered regularly, at intervals agreed with your adviser, and will be outlined in your service agreement.

3. How will the advice be suitable to your financial circumstances.

Before our advisors can accurately assess and recommend an appropriate strategy that reflects your wishes, we will require you 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, but this can mean the advice you receive may not be totally appropriate for you. In that instance, your advisor is required to warn you about the possible consequences of making financial decisions, based on recommendations made, using limited details of your financial circumstances. You should read these warnings carefully.

We will seek to ensure you fully understand the details of the advice provided and that you undertake it freely.

Risks of the recommended strategies

Your advisor will seek to explain to you any significant risks, involved in the strategies recommended to you, that they are aware of.

Giving us Instructions to buy or sell financial products

You may provide us with details of products that you hold and/or wish to sell, or products that you wish to hold, where we are not providing advice. We will only implement the purchase or sale of these products, based on your instructions, however you will be responsible for any consequences of these transactions, as a result of the decision you have made. Your advisor will inform you of any costs involved in implementing/administering your instructions. We will usually require written instructions from you before implementing the transaction.

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

Financial Services Guide

This document will be provided to you at the earliest opportunity.

Statement of Advice

When we provide you with personal financial planning advice, you will receive a written Statement of Advice (SOA) that considers 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 relating to our advice, including its implementation and ongoing management and review services to be provided.

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.

Product Disclosure Statement

Where we make a recommendation to acquire a particular financial product (other than securities where they are generally not available), 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 are remunerated.

We receive fees for our professional services and/or can receive remuneration from the issuers of the products we recommend. Our advisors may only recommended products that have been researched and approved by the Licensee.

Initial Consultation

Our first meeting is free to you. This enables you to meet with your advisor to ensure you are comfortable with them, and our firm. It also allows you to discuss your circumstances in detail to determine if the services we offer are appropriate for you. Any fees for professional services will be discussed, disclosed and agreed to, by you and us, before we proceed. After agreement is reached, and if you freely indicate you wish to proceed, we will provide written detail of the scope of work to be undertaken, and outline all fees that are applicable, then gain your agreement, before proceeding.

Preparation of your detailed financial plan - Statement of Advice (SOA)

When taking on a new client and providing detailed financial planning advice, we are legally obliged to prepare a Statement of Advice (SOA). SOA's vary and depending on the scope and complexity of the work involved, and our fee for preparation of your financial plan (SOA) usually starts at approximately \$1,650. Your requirements, and all costs will be discussed with you before any fees are incurred, to enable you to freely consider whether this represents value for you. If we don't believe we can deliver value, we will advise you not to proceed with us.

Fees for Service (This applies only if a detailed SOA is not required)

As an alternative to a complete SOA, a fee for service may be payable for the provision of the following services:

- collection and analysis of your personal and financial situation
- consideration and investigation of financial planning strategies and financial products

The fee for service can be calculated either as a flat fee amount, or via an hourly rate for the time your advisor takes to provide the professional services required. These fees will again be discussed, disclosed and agreed to before any financial commitment is required from you or any work begins.

Investment Implementation Fees

This can be a flat dollar amount, or a percentage fee calculated on the amount you invest. This usually begins at 1.10% (on larger amounts) but could be up to 4.40% (on smaller amounts or regular contributions) and will be payable for the professional implementation and establishment of the recommended investments.

Ongoing Review Fees

Investments and your strategies must be reviewed regularly to ensure they remain appropriate for you. Depending on the level of service required, an ongoing service fee of between 0.4% and 2.2% pa, of your account balance, will be payable.

Alternatively, a flat dollar amount indexed to inflation annually, will be paid by you, or deducted from your investments and this is known as an advisor service fee. This fee allows us to provide you with ongoing service, reviews and advice and covers our time and technical expertise, our research, administration and other costs we incur in relation to managing your investments and strategies.

Insurance Remuneration

Advice Fee Our minimum fee for insurance advice is \$1,650 but often this is covered by payments received from the insurer by way of an upfront payment.

Upfront This can be amounts up to 66% of the premium you pay for your cover in the first year only.

Ongoing The payment received is usually 22% but could be up to 27.5% of the premium you pay them each year.

Cost Recovery If you cancel your policy within the first two years, the insurer will recover the upfront payment from us, and we reserve the right to recover this lost revenue from you. Details of this will be discussed and agreed with you before work commences.

Brokerage – Direct shares

We may charge a fee for direct share execution and services and this will be disclosed in the Statement of Advice. In addition to SOA and initial advice fees, share portfolio reviews or transactions are charged at a rate of up to 1.10% of the portfolio value, but may reduce as the size of the portfolio increases. For share transactions, a minimum fee of \$66 (inc.GST) applies.

Fee Examples

Example 1.

If you invest \$10,000 and an up-front cost of 2.20% is payable, Plan 2 Pty Ltd will receive an up-front fee of \$220 including GST. This may be paid from your investment or by your product provider and is deducted from your investment. If you retain the \$10,000 investment, and an ongoing service and review fee of up to 1.10%pa is payable, Plan 2 Pty Ltd will receive \$110pa, which is paid by the product or fund manager and is deducted from your investment. If the manager already includes a fee payable to us of say 0.60%, we will then usually only charge the extra 0.50% to total 1.10%

Example 2.

If you take out insurance cover with an annual premium of \$2,000 and the advisor selects an up-front payment, which may be up to 66%, Plan 2 Pty Ltd. will receive an up-front payment of \$1,320. If you take out an insurance policy and we elect to receive a level payment structure, Plan 2 Pty Ltd would usually receive 22% of the annual premium payable each year. Therefore, if you paid \$2,000 annual premium, Plan 2 Pty Ltd could receive up to \$440 per annum from the insurer. This is not an additional cost to you.

How is my advisor paid?

All advisors and support personnel are employees and receive a salary or wages. They may also be entitled to a bonus, subject to them meeting a broad range of professional performance criteria, but this is at the discretion of Management.

The exact amounts of any fees, bonuses or other incentives received by Plan 2 Pty Ltd, will be included in the Statement or Record of Advice provided to you.

6. Details of any potential conflicts of interest.

Neither Life Assets, Plan 2 Pty Ltd, its representatives, nor any related companies, have any ownership of product issuers that could be expected to influence us, or your adviser, in the provision of financial services to you.

From time to time our advisors and representatives may receive indirect benefits, such as technology and service support, promotional materials, invitations to business meetings/functions and sporting events from product providers. Our advisors are required to keep a register of any material incentives or indirect benefits received, which is available for viewing at your request.

Referral payments

We will not receive or pay referral amounts from or to third parties.

7. How we collect and use your information.

Life Assets and Plan 2 Pty Ltd are required to hold a record of all information that you have provided to your advisor, or the firm, including any details of strategies and recommendations made, for a period of at least seven years. We retain it indefinitely.

We have committed to the implementation of a professional privacy policy. This document outlines the procedures 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 your advisor will seek to resolve your complaint quickly and fairly:

1. Please contact your advisor and discuss your complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please contact Tony Sirett, the Complaints Manager and 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 Complaints Manager. Your complaint, investigation and a reply will be finalised within 45 days of receipt.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

They can be contacted as per the following details:

Website: <https://www.afca.org.au/>
Phone: 1800 931 678
Email info@afca.org.au
Mail to: GPO Box 3, MELBOURNE, VIC 3001

If your complaint relates to the privacy of your information, and you do not get a satisfactory resolution from steps 1 and 2 above, you have the right to complain to the Office of the Australian Information Commissioner on 1300 363 992.

We hold Professional Indemnity (PI) Insurance and Cyber Liability cover for activities conducted under our Australian Financial Services Licence. The limit of the PI is \$3 million for each and every claim and in the aggregate for all claims arising out of activities we engage in under our Australian Financial Services Licence. This is intended to cover claims in relation to the conduct of both past and present Authorised Representatives of the Licence. These arrangements comply with the requirements of Section 912B of the Corporations Act.