

# FINANCIAL Services Guide

**This Financial Services Guide (FSG) outlines the financial planning services provided by your Financial Adviser through LIFE Financial Planners Pty Ltd.**

LIFE Financial Planners Pty Ltd authorised the distribution of this FSG. It is an important document, which will help you decide if you want to use the services being offered. It contains information about LIFE Financial Planners Pty Ltd, the services your Financial Adviser provides, how your Financial Adviser is paid and how complaints are dealt with if you are not satisfied with the services provided.

You should read and understand this document before accepting any of the services offered. This document includes a copy of your Adviser Profile. This document is the full FSG.

When your Financial Adviser provides you with financial planning services, you may also receive:

- A Statement of Advice, which contains information about advice provided to you;
- On an ongoing basis, a Record of Advice may be provided to you; and
- A Product Disclosure Statement, which provides information about products recommended to you.

## Who are LIFE Financial Planners Pty Ltd?

LIFE Financial Planners Pty Ltd holds an Australian Financial Services Licence (296182) issued by Australian Securities and Investment Commission (ASIC) and is a Tax Practitioner Board Agent (24963668). Your Financial Adviser will provide financial planning services to you as an authorised representative of LIFE Financial Planners Pty Ltd. Your Financial Adviser acts on your behalf when providing financial services to you. However, LIFE Financial Planners Pty Ltd will ultimately be responsible for the advice provided to you by its representatives.

LIFE Financial Planners Pty Ltd was established in 2004 and has grown steadily over this time, building a practice whose focus is on holistic financial planning services.

LIFE Financial Planners are authorised to provide advice and deal in:

- self-managed superannuation funds;
- superannuation;
- pensions;
- personal insurances;
- securities; shares;
- deposit and payment products limited to basic and non-basic deposit products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life products including investment life products & life risk insurance products;
- interests in managed investment schemes including IDPS;
- standard margin lending facilities;
- retirement savings accounts;
- social security;
- consequences in relation to tax (financial) advice

LIFE Financial Planners as a shareholder of Personal Choice Portfolio Services Pty Ltd (PCPS). PCPS has worked in conjunction with Asgard Wealth Solutions to provide you with Personal Choice eWrap. Personal Choice eWrap is identical to the Asgard eWrap except that it is badged differently and charges a marginally lower fee. This is referred to as a "Badging Agreement". This enables LIFE Financial Planners Pty Ltd to receive a rebate of up to 45% of its net administration fee paid to PCPS on funds invested prior to 1 July 2014. Any such payment is not tied to any volume targets nor is any restrictions placed on my recommendations.

## Protecting you and your assets

LIFE Financial Planners Pty Ltd and your Financial Adviser promote long-term investment strategies, which do not take unnecessary risks with your investments. They are restricted to the Approved Product List.

To further protect your interests, LIFE Financial Planners 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
- Hold your funds or have access to withdraw funds on your behalf
- Act as an authorised representative of any other Australian Financial Services License holder
- Ask you to sign documents, which have not been fully addressed or completed.

## What you will 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 your goals and your personal and financial circumstances.

Your Financial Adviser will:

- have access to a wide range of investment strategies and products which have been researched and approved by LIFE Financial Planners Pty Ltd
- only recommend products which meet your needs objectives and circumstances
- provide you with a Statement of Advice (SoA) to explain the basis for the advice, and information about fees and commissions and any associations which could have influenced the advice
- on an ongoing basis, a Record of Advice (RoA) will be provided instead of a SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have a right to request a copy of your ROA at any time.
- provide you with a Product Disclosure Statement, containing information about each product recommended to help you make an informed decision about whether to acquire that product
- explain any risks in relation to the recommendation/s made.

You may decide to limit the scope of the advice provided by your Financial Adviser if you only want advice on specific areas, or because you want to reduce the cost of receiving advice. If you do this, you should understand that your Financial Adviser will not consider your full needs, objectives and circumstances when making recommendations. Your Financial Adviser should also provide you with relevant warnings when providing you with limited advice. Please read these warnings carefully.

**You should always receive a Statement of Advice or Record of Advice when your Financial Adviser makes a recommendation.**

Your Financial Adviser may meet with you several times to discuss possible strategies before finalising their recommendations. Any general discussions should not be considered as advice and you should not rely solely on information given to you in these discussions.

You should only rely on advice documented to you in a Statement of Advice or Record of Advice and explained to you by your Financial Adviser. You should take the time to read and understand the Statement of Advice or Record of Advice given to you, before signing or acting on them.

You could provide us with instructions via telephone, fax, email and letter. However, we must have any instruction/s from you, confirmed in writing to us before we can act on that instruction.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licences. We will also retain copies of this information. We assure you that this information will be held securely.

## **LIFE Financial Planners Pty Ltd and your Financial Adviser endeavour to provide the best financial service to you.**

We are also committed to considering your complaints and resolving them as quickly as possible.

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

1. First, contact your Financial Adviser about the complaint.
2. If your complaint is not resolved to your satisfaction within 5 business days please contact LIFE Financial Planners Pty Ltd on (08) 9322 1882 or put the complaint in writing and send to:

LIFE Financial Planners Pty Ltd  
12/643 Murray St, WEST PERTH WA 6005

If the complaint cannot be resolved to your satisfaction and it meets CIO jurisdiction rules, you can take your complaint to the Credit and Investments Ombudsman Limited (CIO). They can be contacted on 1800 138 422. This service is provided to you free of charge. LIFE Financial Planners Pty Ltd is a member of CIO.

The Australian Securities and Investment Commission (ASIC) also has an information line on 1300 300 630 which you may use to make a complaint and obtain information about your rights. Alternatively, you can detail your complaint in an email to [infoline@asic.gov.au](mailto:infoline@asic.gov.au).

## **Compensation Arrangements**

Life Financial Planners Pty Ltd confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Life Financial Planners Pty Ltd and our authorised representatives in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised representative who has ceased work with Life Financial Planners Pty Ltd for work done whilst engaged with us.

## **Service Fees**

You can pay for the service you receive on a fee for advice basis. This allows you to know that you are paying for our advice irrespective of any product you use, clarifying the services you are entitled to, and ensuring all recommendations are driven by your needs.

We can agree with you the amount you pay based upon:

- A flat dollar fee;
- An hourly rate;
- The amount you invest; or
- A combination of the above

You can pay in the following ways:

- As a fee for advice that will be deducted from your investment;
- As a one-off payment or instalments;
- By direct invoice from us for initial and ongoing advice;
- Via commission we may receive from a financial product provider when you commence an insurance contract

If you are not already on a Fee for Service advice package, you can move to this payment at any time.

For further information please refer to our Schedule of Fees.

## THE CONSULTATION PROCESS

### Initial Information Exchange

During your initial consultation we will explain our services and fee structure, discuss your current financial situation and identify your financial goals. At this meeting we will determine if we are able to assist you in achieving your goals and if you would like to proceed. A second meeting will then be scheduled if you wish to commence the financial planning process.

This initial meeting normally takes approximately half an hour and is complimentary.

At the second meeting, full personal financial details will be recorded, your financial goals and risk profile will be clearly established; any financial deficiencies will be identified and some broad suggested strategies will be discussed. At the conclusion of this meeting, we will seek authorisation to commence the preparation of a "Statement of Advice" (SoA) tailored to your goals and needs. This meeting may take between one and two hours. Our standard hourly rate will apply – this fee is incorporated into the "Statement of Advice Fee" *if authorisation to prepare a Statement of Advice is provided to us.*

### Statement of Advice (SoA)

This fee is based on the complexity and time involved in preparing your Statement of Advice. A full Statement of Advice addresses all areas of advice. This type of Statement of Advice is priced from \$3,000. You may also wish to scale the advice, meaning you only require specific areas of advice. This type of Statement of Advice is priced from \$1,000. For that reason our fees may range from \$1,000 to \$15,000\* (excluding GST). \* Additional fees may apply where specialist advice is necessary.

During your initial consultation we will advise which Statement of Advice we recommend for you.

### Implementation

If you wish to proceed with the implementation of your Statement of Advice, we will charge an implementation fee depending on the level of time and complexity for the associated recommendations. This fee can be from \$1,200 (excluding GST).

### Ongoing Administration Service

LIFE Financial Planners Pty Ltd offers a selection of options for the ongoing management of your wealth creation and protection. We will recommend the option we feel is appropriate for you.

Our "Ongoing Administration Service" rates are based on our standard fees as follows -

#### STANDARD FEES PER HOUR

Financial Planner	\$300 per hour + GST
Senior Planning Assistant (Paraplanner)	\$150 per hour + GST
Administration	\$110 per hour + GST

### The Ongoing Administration Service

To ensure that your Statement of Advice remains relevant to your changing circumstances it is imperative that your plan is reviewed on a regular basis. In some cases our ongoing administration service fees may be tax-deductible; however as we are not Tax Specialists, we recommend that you seek professional taxation advice regarding this matter.

Ongoing Administration Service Fees can be paid for as stated above and can be paid by way of a percentage based Adviser Service Fee.

Alternatively, you may opt to pre-pay your Ongoing Administration Service Fees upon invoice, annually in advance.

For more information relating to our review services, please refer to our Schedule of Fees.

All fees are subject to an increase in line with CPI and may be adjusted annually at review.

## Commissions

In some instances, commissions are paid by the financial product providers for the products which LIFE Financial Planners Pty Ltd recommends to you.

### Personal Insurance Commissions

Upfront commissions are paid for personal insurance products LIFE Financial Planners Pty Ltd recommends to you, ranging from 0%-135%. The actual amount is calculated on the amount of the premium you pay, and varies depending on the insurer.

Ongoing commissions are also payable on the personal insurance products you hold. Ongoing commissions range from 0% - 35% of the annual insurance premium paid and continues each year whilst your insurance policy remains inforce. These commissions are paid by the product issuer as outlined in the relevant Product Disclosure Statement.

#### Example:

Year 1: The premium for an insurance product is \$500 per year. An upfront commission of 110% (\$550) is paid to LIFE Financial Planners Pty Ltd by the product provider when you purchase the insurance.

In each following year, the insurer pays an ongoing commission of 5% of the applicable annual premium each year to LIFE Financial Planners Pty Ltd, i.e.:

Year 2: 5% of \$520 = \$26

Year 3: 5% of \$540 = \$27

Year 4: 5% of \$562 = \$28

**NOTE:** Full details of all fees and commission will be provided to you in a Statement of Advice and Product Disclosure Statements at the time of receiving any recommendation.

## Referrals Relationships

LIFE Financial Planners Pty Ltd does have a number of referrals relationships in place. In the course of these relationships there may be benefits paid and received. We may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits above \$300 will be maintained on a Register.

## What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. We will not use or disclose personal information collected unless where the Australian Privacy Principles authorise the use or disclosure where requires under law such as relating to public health and safety, in connection with certain operations by or on behalf of an enforcement body, is required under the Corporations Act 2001, or the Anti-Money Laundering and Counter-Terrorism Financial Act 2006. A copy of our privacy policy is available to you upon request.

# FINANCIAL Services Guide

## Adviser Profile - Marijana Ravlich



This Adviser Profile is part of the LIFE Financial Planners' Financial Services Guide (FSG), and must be read in conjunction with the main document.

### Are you authorised to provide financial services and products?

Yes. I am an authorised representative of LIFE Financial Planners Pty Ltd. I am authorised to advise, and to arrange to deal in financial services products, on behalf of LIFE Financial Planners Pty Ltd. My ASIC authorised representative identification number is 281102

I am an employee and sole director of Life Financial Planners Pty Ltd, ASIC identification number 296182.

### What areas are you authorised to advise on?

I am authorised by LIFE Financial Planners Pty Ltd to advise, and to deal, on their behalf on the following financial services and products:

- self-managed superannuation funds;
- superannuation;
- pensions;
- personal insurances;
- securities; shares;
- deposit and payment products limited to basic and non-basic deposit products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life products including investment life products & life risk insurance products;
- interests in managed investment schemes including IDPS;
- standard margin lending facilities;
- retirement savings accounts;
- social security;
- consequences in relation to tax (financial) advice

### What are your educational qualifications and experience?

- Bachelor of Business
- ASIA – Financial Planning
- SPAA Specialist Advisor

I have been in the Financial Services industry for more than 17 years. I commenced my career in Stockbroking in 1997 before moving into financial planning. In early 2004 I established LIFE Financial Planners Pty Ltd and in 2006 I applied and was granted my own AFSL. Since that date I have operated, I have had greater control in the investments that I can choose which has enabled me to provide my clients with better tailored investments for them.

### How am I paid?

I am a salaried employee of LIFE Financial Planners Pty Ltd. I am also a Director of LIFE Financial Planners Pty Ltd as such am entitled to profits from the company and Director entitlement.

### Soft Dollar Benefits:

From time to time LIFE Financial Planners Pty Ltd and/or I may receive a benefit from product providers by way of sponsorship of educational seminars, conferences, or training days. Any benefits greater than the sum of \$300 received from any Fund Manager or Product Provider will be disclosed in a Soft Dollar Register that I maintain and is available for viewing at your written request.

If you would like to make an appointment to discuss your financial needs and objectives in more detail, please contact us on 08 9322 1882.

# Adviser Profile - Marijana Ravlich



Detach copy for File

## Acknowledgements – Adviser Copy to be retained on client file

I/we acknowledge that I/we was/were provided with the **Financial Services Guide V13 dated December 2014** and **Adviser Profile V13 dated December 2014**. If you would like to make an appointment to discuss your financial needs and objectives in more details, please contact us on 08 9322 1882.

Client  
Name:

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Client  
Signature:

Date  
received:

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Client  
Name:

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Client  
Signature:

Date  
received:

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**OR** complete as follows if FSG is mailed to Client(s):

I confirm that I sent a copy of the **Financial Services Guide V13 dated December 2014** and **Adviser Profile V13 dated December 2014** as follows:

Sent to  
(Client Name)

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Sent by:

Date  
sent:

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