



LIFESTYLE ASSET MANAGEMENT

Lifestyle Asset Management Pty Ltd
ABN 58 113 067 968
Australian Financial Services Licence No. 288421

84 Nicholson Street Woolloomooloo NSW 2011
Tel: 1300 226 271
Email: erm@lifestyleam.com.au

Financial Services Guide

This document must be read in association with the Adviser Profile of the individual providing advice under the Lifestyle Asset Management Pty Ltd Australian Financial Services Licence 288421

THIS DOCUMENT IS A FINANCIAL SERVICES GUIDE (“FSG”).

This FSG contains information that we are legally obliged to provide to give you a better understanding of Lifestyle Asset Management Pty Ltd (LAM) and to enable you to make an informed decision on whether to engage us to provide financial services and/or advice to you.

This FSG contains important information about:

- The financial services we provide
- Our compensation arrangements
- How we and our associates are remunerated
- Dispute resolution system
- Information you need to supply
- Other information you need to know
- Financial relationship with related entities

FINANCIAL SERVICES LAM IS AUTHORISED TO PROVIDE

Through its Authorised Representatives LAM can provide the following types of financial services under its Australian Financial Services Licence (“AFSL”) to wholesale and retail clients:

- Provide financial product advice
- Deal in financial products

The financial products on which LAM is authorised to give advice are:

- Government debentures, stocks and bonds
- Life products, including life investment and life risk insurance
- Managed Investment Schemes, including Investor Directed Portfolio Services.
- Retirement savings accounts
- Basic Deposit Products
- Superannuation, including Self-managed Super Funds
- Managed Funds
- Personal and Corporate Superannuation
- Personal and Business Risk Insurance
- Managed Funds & Portfolio Services

Authorisation to deal in the above products allows us to apply for, acquire, vary or dispose of those financial products in the implementation of advice provided to you.

NOT INDEPENDENT

The use of the terms independent, impartial, unbiased, or similar terms are restricted under section 923A of the Corporations Act.

LAM advisers are not independent and cannot use these words or expressions because LAM is paid commission by insurers for life risk policies arranged by its advisers. Please refer to the sections on fees in this FSG for further information on commission your adviser may receive.

AREAS ON WHICH LAM AUTHORISES ITS REPRESENTATIVES TO PROVIDE YOU WITH ADVICE INCLUDE:

- Wealth Creation and Retirement Planning
- Personal and Corporate Superannuation
- Personal and Business Risk Insurance
- Managed Portfolio Services
- Cash Flow and Debt Reduction Strategies
- Portfolio Review and Ongoing Service

Your adviser will provide you with an Adviser Profile, which forms part of this FSG, and provides the information necessary for you to make an informed decision. Your adviser will be acting as an Authorised Representative of LAM. LAM is therefore responsible for the financial services and advice as set out in this FSG that your adviser provides to you.

A fully authorised representative of LAM can provide you with the following services:

Financial Planning and Investments:

- Assess current position, financial needs and personal goals
- Develop financial strategies to achieve your goals
- Develop investment, cash flow, debt reduction or retirement plans
- Advise on the role of superannuation and estate planning in your financial plan

Portfolio management advice:

- Research
- Portfolio development and reporting
- Acquisition and disposal
- Managed Funds
- Cash and interest-bearing investments

Superannuation:

- Employer sponsored superannuation
- Rollovers, annuities and allocated pensions
- Transition to retirement
- Investment accumulation plans

Insurance:

- Life and business risk insurances
- income protection,
- Total and Permanent disability,
- Trauma protection,
- Keyman, share purchase and partnership protection

Specific information about your adviser's experience and specialisation is provided in the Adviser Profile, which is issued in conjunction with this FSG. LAM is only responsible for services offered by your adviser as an Authorised Representative of LAM and not in any other capacity. It is very important that you are aware that the range of products that LAM Authorised Representatives are authorised to offer you is limited to an Approved Product List (APL) established by approved independent research and endorsed by an internal research team.

COMMUNICATING INFORMATION TO US

It is preferable that information is provided in a way that gives us a clear and documented basis for mutual understanding of your circumstances, needs and preferences. This can include copies of documents and written communications in emails or other online systems that we will give you information about when required.

If information additional to that supplied direct by is required in order to provide complete advice, you may be requested to give written authorisation for your adviser to obtain information from third parties.

WHAT INFORMATION CLIENTS WILL RECEIVE

If we provide you with personal financial advice, we will confirm our recommendations in writing so that you can make an informed decision about the appropriateness and suitability of our advice. Our recommendations are usually given to you in a written Statement of Advice (SOA). Subsequent advice on actions recommended in an SOA may be provided in a written Record of Advice (ROA)

Where we recommend a particular financial product, we will provide a Product Disclosure Statement (PDS), which contains specific and important information about that product. It is very important for you to read and understand any PDS that we provide you before you act on a financial product recommendation.

In most cases personal advice will be provided, however if you do not require personal advice, general advice is available. General advice is information provided about financial products that does not take into account your personal needs, objectives or circumstances.

We can also act on your specific instructions without providing financial advice on your specific instructions to transact on your behalf and deal in a financial product (that LAM is authorised to offer). Your adviser can act on your specific instructions.

PRIVACY

We are committed to ensuring the privacy and security of your personal information.

Your adviser keeps records of your personal profiles, including information supplied by you and third parties to the adviser relating to investment and insurance objectives, financial position and personal needs. We also maintain records of recommendations made to you. Personal information supplied may be stored electronically.

All information, however obtained, will be handled in accordance with Australian Privacy Principles administered by the Office of the Australian Information Commissioner (OAIC) and LAM's Privacy Policy, a copy of which is available on request from your adviser or LAM's Compliance Officer on 1300 226 271.

REMUNERATION AND BENEFITS

The fee schedule is structured to ensure that you only pay for services as they are agreed.

The basis and amount of all fees, commissions, adviser service fees and any referral fees will be fully disclosed in your SOA or ROA and explained by your adviser prior to the implementation of any advice. An explanation of the fees and charges of the product provider will also be outlined in the relevant PDS.

HOW CLIENTS PAY FOR THE SERVICE

<i>Financial Planning Fees</i>	Before providing advice or service, your adviser may charge you an upfront fee for services based on either: <ul style="list-style-type: none">• Time spent developing advice or implementing services• A fixed dollar amount• A percentage of funds invested; or• A combination of these methods These fees will be disclosed before service is provided to you. Service will not be provided if you have not agreed to our terms of engagement.
<i>Adviser Service Fee</i>	When you elect to have ongoing advice, you will be charged a fee, which will be disclosed and agreed by you at the time of making the arrangement.
<i>Commissions</i>	Commissions on insurance products are based on a percentage of the premium, which is the industry standard practice.
<i>Referrals</i>	If you have been referred to your adviser by a third party, (e.g. accountant) the third party may receive a fee, commission or other benefit for the referral. This fee comes out of the fees received by LAM and your adviser, and does not represent an additional cost to you.
<i>Alternative Remuneration</i>	If your adviser receives alternative remuneration such as entertainment and gifts from financial institutions, in accordance with the Industry Code of Practice, your adviser maintains a register of material alternative remuneration paid and received. A copy of this registers is available on request.
<i>Post FSG notification benefit</i>	There will be occasions when our benefit cannot be ascertained at the time of issue of the FSG and in those cases, once we ascertain the amount or nature of a benefit to us, we will inform you as soon as practical.

Details of fees charged to clients and commissions earned in relation to services provided are set out in the Fee Addendum to this FSG.

The SOA will detail fees, commissions or benefits that relate to your specific matter.

DISPUTE RESOLUTION SYSTEM

How do clients complain about the services provided?

LAM is committed to providing a high level of client satisfaction and maintaining our reputation for honesty and integrity. If you feel that your adviser has fallen short of this commitment, you should bring it to the adviser's attention.

If you feel this is not adequately addressed by the adviser, we would like you to tell us. LAM is committed to resolving any concern a client has quickly, fairly and in the strictest confidence.

If you feel that we have not dealt with a complaint to your satisfaction you can notify it verbally to the Compliance Officer for our licensee LAM who can be contacted on 1300 226 271, in writing to 84 Nicholson Street, Woolloomooloo, NSW 2011 or by email to erm@lifestyleam.com.au

LAM is committed to resolving any concern a client has and will deal with it quickly, fairly and in the strictest confidence. You can communicate your issue verbally to the Compliance Officer on 1300 226 271, in writing to 84 Nicholson Street, Woolloomooloo, NSW 2011, or by email erm@lifestyleam.com.au.

LAM is a member of Australian Financial Complaints Authority (AFCA) and if you are dissatisfied with our efforts to resolve the dispute or query you have recourse free of charge to that organisation on 1800 931 678 or online at www.afca.org.au.

LAM has Professional Indemnity Insurance for compensation claims by clients against LAM and its representatives and advisers.

ADVICE AND SERVICES PROVIDED UNDER	Lifestyle Asset Management Pty Ltd Australian Financial Services Licence 288421
LICENSEE DETAILS	Lifestyle Asset Management Pty Ltd ABN 58 113 067 968 84 Nicholson Street Woolloomooloo NSW 2011 Tel: 1300 226 271 Email: erm@lifestyleam.com.au Website: www.lamfs.com.au