

FINANCIAL SERVICES GUIDE

A guide to our relationship with you and others

Dated: 22nd November 2023

This Financial Services Guide (FSG) is issued by Life Stages Group Pty Ltd, which holds Australian Financial Service Licence number 551601. This FSG comprises and must be read in conjunction with your adviser's current Adviser Profile that includes amongst other information, details of your adviser's remuneration.

Distribution of this FSG by your adviser, who is a Life Stages Group Authorised Representative, is authorised by the licensee, Life Stages Group Pty Ltd.

This FSG dated 22nd November 2023 describes our financial planning and advisory services to assist you to decide whether to use our services. It also outlines your rights as a client and our obligations and responsibilities as the licensee and your adviser.

You have the right to ask us about our charges, the type of advice we will provide to you, and what you can do if you have a complaint about our services. This FSG is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service.

Who provides the financial services offered in the guide?

The financial services are provided by Life Stages Group and your adviser. When Life Stages Group and your adviser provide you with financial services, we will act on your behalf and in your best interests.

The key matters covered by the FSG include:

- who Life Stages Group and your adviser are;
- how we can be contacted;
- how Life Stages Group and your adviser are paid;
- what services we are authorised to provide to you;
- details of any potential conflicts of interests;
- details of our professional indemnity insurance; and
- details of our dispute resolution procedures and how you can access them.

Statements of Advice and Product Disclosure Statements

You should also be aware that you must receive a Statement of Advice (SOA) and a Product Disclosure Statement(s) when personal advice involving a financial product is provided to you, i.e. advice that takes into consideration your personal objectives, financial position and needs. The SOA will contain the advice, the basis on which it is given which may have influenced the advice and how Life Stages Group and your adviser will be remunerated for the advice we give you. If your adviser provides further advice to you, but not in writing, and that further advice is related to the advice provided in a previous SOA, that further advice will be recorded in a Record of Advice (ROA). You may request an ROA from your adviser or

Life Stages Group up to seven years after the further advice was provided, at no additional cost. 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 containing information about the particular products' risks, benefits, features and costs to enable you to make an informed decision.

Who is Life Stages Group?

Life Stages Group is a holder of an Australian Financial Services Licence which enables it to act as a financial services provider under the Corporations Act.

Life Stages Group was created to provide a more transparent platform for advisers to better serve client(s) with best interest at the centre of everything we do.

Not Independent

Life Stages Group Pty Ltd, its Corporate Authorised Representatives, and Authorised Representatives may receive commissions on Life Insurance products. For these reasons we do not refer to ourselves or our advice as independent, impartial, or unbiased.

Who is responsible for the financial services provided to me?

Your adviser acts on behalf of Life Stages Group who is responsible for the advice provided to you. However, your adviser may operate separate businesses, and provide other services through those businesses, which are **NOT** authorised by Life Stages Group and do **NOT** involve Life Stages Group in any way, such as: accounting, auditing, tax return preparation, self-managed super fund compliance and administration, property sales and referrals, and other products and activities. Life Stages Group is **NOT** responsible for any advice and services you receive from your adviser that are not authorised by Life Stages Group. If you are uncertain, you should ask either your adviser or Life Stages Group Head Office who is responsible for that particular advice, service or transaction.

What financial services are available to me?

Our high-quality financial planning and advisory service involves:

- Identifying your financial needs, objectives and circumstances;
- Establishing realistic and reasonable financial goals and needs;

- Determining your risk profile;
- Exploring the costs and benefits, potential risks and returns, advantages and disadvantages of the various strategies and financial products available to you to help you reach those goals within the limits of relevant laws and available solutions;
- Recommending a course of action, agreeing on it with you and implementing it; and
- You may also engage us to provide advice on an ongoing basis or for a fixed term.

Unless their authorisation is restricted (see the Adviser Profile) Life Stages Group advisers can generally provide you with sound advice relating to a wide range of important areas such as wealth creation, retirement, redundancy, superannuation, risk insurance, estate planning, Centrelink payments, cashflow management, budgeting and debt repayments, structuring of investment portfolios, borrowing to invest and so on. Life Stages Group's research and technical support services enables advisers to provide value added advice on a broad spectrum of financial problems which takes into account relevant regulations pertaining to your financial position and goals.

Life Stages Group is licensed to deal in and provide financial advice on the following range of financial products:

- Deposit and Payment Products
- Life Products
- Managed Investment Schemes
- Retirement Savings Account Products
- Superannuation (including Self-Managed Superannuation Fund)
- Tax (financial) advice services

If you would like to discuss any of these financial products, please contact your adviser.

How do I provide instructions?

Life Stages Group advisers will act on your instructions following your acceptance of their recommendations in the SOA. They and we should not act independently of your specific instructions. Instructions you provide should be communicated to your adviser in writing. These instructions should be forwarded in an email or posted letter to your adviser.

Tailored, general and ongoing advice

Life Stages Group advisers usually provide advice tailored to your individual circumstances and also have the capacity to implement the advice they give, except where this may require the use of other professionals (accountants, mortgage brokers and lawyers). You may choose to enter into an agreement with your adviser to provide you with both initial advice and ongoing advice. If appropriate, we may also provide general advice only, where you are ultimately responsible for ensuring that this advice is suitable to your particular needs, objectives and financial situation. In this case, you should also obtain any relevant product disclosure statements to assist in this purpose.

Should I transfer investment monies to my adviser's account?

No. Life Stages Group does not allow advisers to receive your investment funds into their own account or into any Life Stages Group account. You should only transfer investment funds for a financial product to the approved financial institution that issues the financial product (as specified in the Product Disclosure Statement or similar document). You should never transfer investment funds to any other entity or person.

You should also not sign any blank forms or appoint your adviser as your attorney (or authorised signatory). You should not appoint any other person as your attorney or authorised signatory unless you have received legal advice.

What information should I provide to my adviser?

You will need to provide your adviser with your personal objectives and your current financial situation including details of assets, liabilities, income and living expenses. This can best be accomplished by completing a Life Stages Group Client Data Form. The amount and type of information we will require from you depends on what financial services you require.

It is important that you provide us with complete and accurate information about your current personal circumstances and financial situation.

If you choose not to supply the required information or provide us with inaccurate information, the advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in the SOA, check any assumptions we make and review the basis for our advice carefully before making a decision about whether to proceed with the advice. You should also obtain and read any relevant product disclosure statements prior to applying for a financial product.

How will I pay for the services provided?

Your adviser's specific method of remuneration and fees, including referral fees, are detailed in their Adviser Profile. The exact remuneration and fee details will be disclosed to you in your SOA.

All fees will be payable to Life Stages Group. If your adviser's remuneration includes commission paid by a product provider, such commission payment will be made to Life Stages Group. Life Stages Group retains 0% of commissions and fees we receive. The full amount received is passed on to your adviser. The adviser through their Corporate Authorised Representative pay for licensee fees directly to Life Stages Group, unrelated to any commissions or fees.

How are any fees, commissions or other benefits calculated for providing the financial services?

The three stages of financial planning are Initial Advice, Implementation and Further Advice. There is usually a separate fee for each of the three stages. Your adviser's remuneration structure for each advice stage will be found in their Adviser Profile and the dollar value disclosed to you in your SOA.

All commissions are payments made by the insurance product provider and are calculated as a percentage of the premium paid on insurance products. Commissions are of two types: (a) upfront or initial; and (b) ongoing or trail.

Fees can be based on: a percentage of funds invested or funds under advice, hourly rates multiplied by the hours worked, an agreed dollar amount for the value of the specific service being performed, or a combination of these.

The fees can be collected by platforms and other product providers.

The typical ranges of fees for advice and implementation and, insurance products are as follows.

Preparation of Statement of Advice (SoA) and implementation (depending on complexity)	\$770 to \$11,000
Annual Fee Arrangement fees (depending on the service package and complexity of advice)	\$1,644 to \$4,950
Additional Statement of Advice for SMSF's on review as agreed	\$825
Hourly rate (specific consultations as agreed)	\$275
Insurance Upfront commission Ongoing commission *% based on amount of premium and is paid by the insurance provider	Up to 66%* Up to 33%*

All fees include 10% GST.

All applicable fees and commissions will be agreed to with your adviser and disclosed in your SoA or other advice document.

What should I know about any risks of the investments or investment strategies you recommend to me?

Life Stages Group advisers may only recommend to you investment products that are researched, analysed and approved by Life Stages Group. Your adviser should explain any significant risks of investments and financial planning strategies. If the adviser does not do so, you should contact us to explain those risks to you.

Details of any potential conflicts of interest in relation to financial services provided to you

Life Stages Group holds no commercial interest in or direct affiliation with any product issuers. Other than holding distribution agreements in place with product issuers for the purposes of making appropriate recommendations of relevant products in the advice(s) provided to you.

Life Stages Group holds no commercial interest in or direct affiliation with any aligned businesses including accountants, mortgage brokers, professional consultants, property research groups, real estate firms, solicitors et cetera.

Your adviser's profile will illustrate any potential conflicts of interest in relation to financial services they provide to you.

Who do I complain to if I have a problem with your services?

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

1. We believe that the people involved are best placed to resolve the complaint in a fair, timely and effective manner. Therefore, you should firstly contact your adviser and tell your adviser about your complaint.

If your complaint is not satisfactorily resolved within 3 business days, it will be passed on to our Complaints Officer.

2. You can also lodge a complaint directly with our Complaints Officer by telephone on 0438 005 550 or, in writing by email to contact@lifestagesgroup.com.au or at 3 Wallina Avenue, Belrose NSW 2085. We will try to resolve your complaint quickly and fairly.

In either case, you will receive an acknowledgement of your complaint within 24 hours of lodging and a response to the complaint no later than 30 calendar days after receiving the complaint.

3. If you still do not receive a satisfactory outcome, you have the right to complain to the Australian Financial Complaints Authority (AFCA) online at www.afca.org.au, by email at info@afca.org.au or on the free call number - 1800 931 678. You can also write to AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Life Stages Group is a member of AFCA.

Our full Complaints Management Policy is available on our website or can be provided to you on request.

Life Stages Group Professional Indemnity Insurance and Compensation Arrangements

Life Stages Group holds Professional Indemnity Insurance that complies with the compensation arrangements under Section 912B of the Corporations Act. The Professional Indemnity Insurance policy we hold covers the financial services provided by Life Stages Group past and present representatives, including our advisers, subject to the terms, conditions and exclusions of the policy wording. This insurance is not intended to cover product failure or general investment losses. Life Stages Group policy covers loss or damage suffered by retail clients due to breaches by Life Stages Group or your adviser of their respective obligations under Chapter 7 of the Corporations Act. This includes negligent, fraudulent or dishonest conduct.

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

As a provider of financial services, we are subject to certain legislative and regulatory requirements, which necessitate us obtaining and holding detailed information, which personally identifies you and/or contains information or an opinion about you. In addition, our ability to provide you with a financial planning and advice service is dependent on us obtaining certain personal information about you.

We will collect information either directly from you or on your authority make investigations with others to obtain the information e.g. other professional advisers, accountant, superannuation fund, insurance and investment providers, etc.

The primary purpose for the collection, maintenance and use of your personal information is to adequately provide to you the services you have requested.

If you do not disclose the information then the services may not be provided to you adequately or at all.

We maintain a record of your personal profile including details of your personal objectives, financial position and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. If you wish to examine your file please ask us. We will make arrangements for you to do so.

Our Privacy Policy

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We provide your information to the product issuers with whom you choose to deal (and their representatives).

We do not trade, rent or sell your information or disclose it to overseas recipients. We may disclose your information to recipients in the Philippines for the purpose of preparation of the SOA and other administration services. If a recipient is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them.

Our business is governed by legislation protecting your personal information, including the Privacy Act 1988 and Australian Privacy Principles (APPs).

Our privacy policy is available on our website or on request from us direct as detailed below.

Contact Us

If you have any further enquiries please contact:

Life Stages Group

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PO Box 295, Belrose West NSW 2085

Telephone: 0438 005 550

Email: contact@lifestagesgroup.com.au

Life Stages Group

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Australian Financial Services Licence No: 551601

<https://www.lifestagesgroup.com.au>



LIFE STAGES GROUP

Additional Privacy Information

Further information on privacy in Australia may be obtained by visiting the website of the office of the Australian Information Commissioner at www.oaic.gov.au