



Financial Services and Credit Guide

LIFESTYLE FINANCIAL ADVISERS PTY LTD

This Financial Services and Credit Guide (FSCG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee Charter Financial Planning Limited (Charter)
- our fees and how we, your adviser and Charter, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Charter

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

About our practice

At Lifestyle Financial Advisers Pty Ltd we are motivated by the belief that high quality, client centric advice makes a positive contribution to our clients' long term financial wellbeing.

Our conduct, both ethically and professionally is based upon our clients and their "best interests". It is how our clients measure their experience and a duty that binds every employee and principal in every aspect of our work.

We adhere to strict Guidelines outlined in our Financial Services and Credit Guide which is addressing our services available, the advice we provide, the professional fees we charge and the licensee we represent.

Lifestyle Financial Advisers is a Certified Quality Advice Practice (CQAP). Certification is measured each year and awarded by Charter to a select number of businesses that demonstrate best business practice, compliance, business operations and success in meeting the needs of their clients.

Our Advisers are Certified Financial Planner (CFP) Professionals. Collectively Ed and Verena have over 56 years of experience in the Financial Services Industry and are accredited in Self-Managed Superannuation and Direct Share Advice, Retirement Planning, Pensions and Annuities, Centrelink, Superannuation, Managed Funds, Life and Disability Insurance and Estate Planning.

All specialist staff retain relevant industry qualifications of Diploma and / or Advanced Diploma in Financial Planning.

Summary of the business

Name	Lifestyle Financial Advisers Pty Ltd
Australian Business Number	19 096 338 411
Authorised representative number	250146

Our office contact details

Address	33 Merimbula Drive, , Merimbula, NSW 2548
Phone	02 6495 2224
Fax	02 6495 1920
Email	admin@lfacfp.com.au
Website	www.lifestylefinancialadvisers.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers and Credit Advisers** on page 10.

We can provide advice on	We can arrange the following products and services
<ul style="list-style-type: none">— Investments strategies (strategic asset allocation)— Budget and cash flow management— Debt management (including borrowing for personal purposes)— Salary packaging— Superannuation strategies and retirement planning— Personal insurance— Centrelink and other government benefits— Aged care	<ul style="list-style-type: none">— Superannuation, including retirement savings accounts— Self-managed superannuation funds (SMSF)— Managed investments— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)— Standard margin loans— Retirement income streams, including pensions and annuities— Personal and group Insurance (life cover, disability, income protection and trauma)— Life investment products including whole of life, endowment and bonds— Securities (including listed securities)— Exchange traded funds and Listed investment companies— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker.— Investor directed portfolio services— Limited selection of investment guarantees

Charter maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to Charter. These have been researched by external research houses as well as our in-house research team.

Charter periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Charter's approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by Charter.

As at January 2020, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Charter are CBA, ANZ, Bankwest, AFG Home Loans, ING and Bank of Melbourne.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Lifestyle Financial Advisers Pty Ltd is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice or fixed-term advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing or fixed-term fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice;
- Ongoing or fixed-term advice and services.

Please note that for services in relation to insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions; and
- Ongoing commission - a percentage of the value of your investment balance, usually calculated at the end of each month in which you hold the investment.

Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to Charter as the licensee. They retain an amount (a licensee fee) to cover their licensee costs and the balance is passed on to us. The amount is determined annually, based on a number of factors, including our business revenue and the number of advisers in the practice.

For more information on our services, please see our **Schedule of fees**.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Other benefits we may receive

The following is a list of benefits we may receive other than those explained above. These are not additional costs to you. These benefits may be monetary or things like training, events or incentives we are eligible for.

In addition to the payments we may receive for my advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial including financing, technology and training assistance, prizes and awards or events in recognition of financial planning excellence and innovation including if we qualify under the licensee's excellence program, and business performance or for business operational costs. These benefits are paid either at the licensee's discretion or depending on meeting certain qualifying criteria including the quality of my services, business goals and ranking against other practices in Charter. The amounts are set by the licensee from time to time (usually on an annual basis). We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

From time to time our practice participates in pro bono work and we may be eligible for a subsidy from the licensee of up to \$3,800 per client inclusive of GST.

Transition Support Payments (TSP)

The TSP payments we are to receive provide us with transitional cash flow support as we are no longer eligible to receive value participation scheme (VPS) payments. The TSP amounts are derived from a crystallised base that was unique for our practice.

Year	Annual TSP amount
2020	\$76,500

Certified quality advice program

On meeting eligibility criteria and gaining access into the program, we may become eligible for discounts on licensee fees, a 10% increase in purchase price under the buyout option and a 10% increase in DMA payment should we qualify. Eligibility is assessed on professional operations and processes, high quality advice standards and education.

Buyout option

If we leave the financial services industry, we are eligible to sell the register rights of our client base to Charter Financial Planning Limited. The valuation of these rights is based on a multiple of the annual financial planning revenue generated by our practice.

Personal and professional development

Charter provides personal and professional development opportunities in the form of education and professional development programs, offered annually to qualifying practices.

Charter Leaders program

Each year, practices that meet particular criteria may be awarded entry into the Charter Leaders program. The criteria is based on a combination of factors including the quality of services, business goals and rankings against other practices in Charter. The Charter Leaders program provides access to personal and professional development courses organised by Charter. Charter may subsidise the cost of these courses up to amounts as determined by Charter from time to time.

Business support

We might receive financial and non-financial assistance from the licensee including financing or subsidies or reimbursements for accounting, legal and bank fees or technology support; marketing, badging rights, or other once-off transitional support costs, to help us grow our business or implement appropriate succession planning options.

Provided we meet specific qualification criteria Charter will support the practice with up to \$3,750 per authorised representative to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority. Any support provided by Charter is paid directly to the education provider and not to us.

Para-planning costs subsidy

We may be eligible for a subsidy from AMP in relation to paraplaning costs, depending on the number of paraplaning requests that we make in a particular month. If our practice submits a minimum of 5 paraplaning requests per eligible authorised representative in our practice, we receive a discount of up to 25% in relation to these costs. For example, if the total cost of 5 SOAs is \$1,000 we will receive a discount of up to \$250 (25% x \$1,000 = \$250) and pay a discounted fee of minimum \$750.

Placement fees

From time to time Charter will receive fees from brokers or product issuers (including AMP group companies) for arranging client participation in Initial Public Offerings (IPOs) of financial products. The fee, which is generally a percentage of the fee paid to the broker, varies from offer to offer and by the level of participation by Charter. We may share in this fee based on the level of participation by our clients.

Relationships and associations

It is important that you are aware of the relationships that Charter has with providers of financial services and products as they could be seen to influence the advice you receive.

About our licensee

Charter Financial Planning Limited

ABN 35 002 976 294

Australian Financial Services Licensee and Australian Credit Licensee No: 234665

Charter:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

Charter's registered office is located at 33 Alfred Street, Sydney, NSW 2000.

About the AMP Group

Charter is a member of the AMP group of companies. We can provide advice on products from a wide range of financial product providers, some of which are related or associated with Charter namely:

- | | |
|--|---|
| — National Mutual Funds Management Limited | — AMP Capital Funds Management Limited |
| — NMMT Limited | — AMP Capital Investors Limited |
| — N.M. Superannuation Pty Limited | — AMP Superannuation Limited |
| — Multiport Pty Limited | — AMP Life Limited |
| — ipac asset management limited | — Cavendish Superannuation Pty Ltd |
| — AMP Bank Limited | — Australian Securities Administration Limited (ASAL) |
| — SMSF Administration Solutions Pty Ltd | — SuperConcepts Pty Ltd |

If we recommend a product issued by the AMP Group or a third party product issuer, they will benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

Authorised representatives and/or staff employed in our business may hold shares in AMP Limited, whose share price may be favourably affected by the sale of products issued by AMP Group companies.

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact AMP Advice Complaints:
 - Phone 1800 812 388
 - Email advicecomplaints@amp.com.au
 - In writing:
Attention: National Manager, Advice Complaints
33 Alfred Street
Sydney NSW 2000
- They will try to resolve your complaint quickly and fairly.
- If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Charter is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Charter, even where subsequent to these actions they have ceased to be employed by or act for Charter.

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Charter may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Charter to review customers' needs and circumstances from time to time, including other companies within the AMP group (the Group);
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Group Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Group Privacy Policy); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Charter will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Charter holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

For a copy of Group's Privacy Policy visit <http://www.amp.com.au/privacy> or you can contact us.

Our Financial Advisers and Credit Advisers

About Verena Kuchenmeister

Verena Kuchenmeister – Authorised Representative of Charter Financial Planning

Verena began her career as a sole trader in 1991 providing Personal and Business Superannuation & Risk Insurance Advice.

Verena joined forces with one of the larger accounting firms in this district and established Quality Choice Financial Services in 2001.

The business became recognised in the region as progressive, modern and professional advisory services business with recognition at a national level by AXA Dealer Groups. Verena would often be called upon to contribute to product development and technology initiatives that would later find their way into the design and operational capability shared across many advisory practices in the country.

As the business grew Verena developed strategies to accommodate this growth and in conjunction with Ed and two of the larger accounting firms in this region formed Lifestyle Financial Advisers in 2004.

Verena has been practising in the area of Financial Planning, Investment and Insurance for over 25 years and has been recognised by way of the following achievements.

- Personal Investor Magazine Master Class Top 50 – 2002
- Quality Choice Financial Services – Silver Award AXA Dealer Group 2002
- State Adviser of the Year – Charter Financial Planning – 2001

Education

- Adelaide University – Super Concepts, Specialist in SMSF
- Tax Agent (Financial Services)



Experience	Practising in the financial planning, investment and insurance services industry since 1991.
Qualifications	Diploma in Financial Planning (Deakin University)
Professional designations	Certified Financial Planner (CFP)
Memberships	Financial Planning Association of Australia
Phone	02 6495 2224
Email	admin@lfacfp.com.au
Authorised representative number	249 841
Credit representative number	407 183

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section.

I am also a Credit Representative of Charter and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive a salary and hold equity in the practice.

About Edward Wszola

Ed Wszola – Authorised Representative of Charter Financial Planning

Ed has been practicing in the financial planning, investment and insurance services industry since 1985.

Ed commenced his career with Westpac Banking Corporation and in 1985 joined National Mutual. It was the introduction of Lump Sum Taxation on Superannuation benefits introduced in 1984 that set Ed's career in the investment advisory landscape and he quickly moved onto specialist areas within Business Development, Retirement Incomes and Investment Product consultancy.

In 1990 Ed re located to Canberra as the Practice Development Manager for the ACT and Southern NSW Region consulting to a range of successful advisory and accounting practices on investment and financial planning to their clients.

This led to a meeting with two of the regions larger accounting firms and as a result over time Ed joined Verena to form Lifestyle Financial Advisers in Merimbula in 2004.

Ed's past achievements are recognised by the following awards throughout his career;

- NSW Practice Development Manager of the Year – 2002
- State Financial Adviser of the Year – Charter Financial Planning – 2009

Education

- Adelaide University – Super Concepts, Specialist in SMSF
- Tax Agent (Financial Services)



Experience	Practising in the financial planning, investment and insurance services industry since 1985
Qualifications	Diploma in Financial Planning (Deakin University)
Professional designations	Certified Financial Planner (CFP)
Memberships	Financial Planning Association of Australia
Phone	02 6495 2224
Email	admin@lfacfp.com.au
Authorised representative number	253 088
Credit representative number	407 186

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section.

I am also a Credit Representative of Charter and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive a salary and hold equity in the practice.

About Grant Maze

Grant Maze – Authorised Representative of Charter Financial Planning

Grant began his career in the stockbroking industry in 1997, spending the majority of his 18 years servicing wholesale clients as an Institutional Sales Trader.

During this time, Grant became well versed on all aspects of the Australian Equity Market, executing trades for clients ranging from boutique small cap fund managers and Hedge funds to some of Australia's largest fund managers.

A desire to have a more meaningful impact on assisting individual clients achieve their financial goals, led Grant to changing his career in 2015 by becoming a Financial Planner through the highly accredited AMP Horizons program.

Relocating from the Mornington Peninsula in Victoria to Eden in 2017, Grant joined up with Ed and Verena at Lifestyle Financial Advisers. Initially working as a paraplanner, Grant worked closely with Ed and Verena researching, calculating and ultimately writing advice documents until he became an Authorised Representative of Charter Financial Planning in 2018.



Phone	02 6495 2224
Email	admin@lfacfp.com.au
Authorised representative number	1238475
Credit representative number	505149
Qualifications (Finance related)	Advanced Diploma of Financial Planning Bachelor of Economics - UNSW

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section, except for the following services:

- Aged Care
- Self-managed Superannuation Funds (SMSF), Borrowing within your SMSF
- Estate Planning
- Gearing and Margin Lending

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified adviser.

I am also a Credit Representative of Charter and am authorised to provide credit advice regarding how to structure debt, suitability of existing loan structures and repayment options. If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial service fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
<p>This covers the cost of researching and preparing your financial plan and is based on a set dollar amount.</p> <p>Before providing you with initial advice we will prepare an Initial Advice Agreement. The agreement sets out what our initial advice covers and how much it costs.</p> <p>The initial advice fee will also be disclosed in your SOA.</p>	<p>Our initial advice fee ranges from \$990 for a basic strategy to \$6,600 for comprehensive strategies and Self Managed Superannuation Funds.</p>
Implementation Costs	Fee amount
<p>The costs of implementing the agreed strategies and advice covers the administrative time spent including:</p> <ul style="list-style-type: none"> Preparation and completion of documentation with you, lodgement of the documentation to relevant parties, and monitoring the process to ensure that all transactions are correctly actioned for you. 	<p>Our implementation fee is based on an hourly rate of \$165</p>
Share Trading	Fee amount
<p>The costs of trading shares via a client directive covers the administrative time spent including:</p> <ul style="list-style-type: none"> Preparation, completion and lodgement of appropriate stockbroking application forms monitoring the process to ensure that all transactions are correctly actioned for you. 	<p>Our administration Fee for one off Share trading is \$660 for Individually held shares, and \$990 for Companies, or Trusts</p>

Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

Ongoing service	Fee amount
<p>An ongoing advice agreement will set out our support packages including the advice and services we will provide, the frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated.</p> <p>The fee covers the cost to review the strategies and the products recommended in your SOA.</p>	<p>0.99% of funds under management with a minimum annual fee of \$990. For example, if your account balance was \$100,000, your fee would be \$990.</p> <p>Alternatively Flat Fees may apply and are mandatory to any gearing/margin lending advice.</p>

Commissions

I do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions I may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 4.95% of all contributions made to the investment.	Up to 0.7% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$495.00 initially and \$70.00 pa.
Insurance (including those held within superannuation)	Up to 77% of the first year's premium for new policies implemented from 1 January 2019. We may receive commissions on increases or additions to existing policies of up to 130%.	Up to 33% of the insurance premium each following year.	On insurance policies implemented from 1 January 2019, if your insurance premium was \$1,000, we would receive an initial commission of up to \$770. We would receive an ongoing commission of up to \$330.00 pa.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.