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FINANCIAL SERVICES AND CREDIT GUIDE

Version 1.1

This Financial Services and Credit Guide was prepared in February 2017 and its distribution is authorised by Life Assets and Plan 2 Pty Ltd. Life Assets is a registered trading name of Plan 2 Pty Ltd. Plan 2 Pty Ltd is an Australian Financial Service Licensee. Licence No. 237874.

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 be suitable to your financial circumstances
4. The information we must give you in relation to our financial and credit 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 and Credit 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 Licence and an Australian 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.

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

Authorised Representatives and Credit Representatives of Life Assets are employees and licensed under Plan 2 Pty Ltd.

Our advisors provide the advice and recommendations and the Licensee is responsible for the financial and credit 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 Planning
<ul style="list-style-type: none">• Self Managed Super	<ul style="list-style-type: none">• Structuring
<ul style="list-style-type: none">• Taxation Planning	<ul style="list-style-type: none">• Estate Planning
<ul style="list-style-type: none">• Mortgage Lending	<ul style="list-style-type: none">• Life Insurance Planning
<ul style="list-style-type: none">• Debt Management	<ul style="list-style-type: none">• Cashflow Management

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">• Life Insurance Investment Products	<ul style="list-style-type: none">• Life Insurance Risk Products
<ul style="list-style-type: none">• Managed Investment Schemes	<ul style="list-style-type: none">• Shares and Securities
<ul style="list-style-type: none">• Retirement Savings Account Products	<ul style="list-style-type: none">• Standard Margin Lending
<ul style="list-style-type: none">• Superannuation	

Portfolio monitoring

Internal databases are maintained detailing clients' investments that were recommended by your Advisor. This does not constitute portfolio monitoring. Reviews are offered at least annually and are subject to the service offering agreed with our clients.

Our accredited advisors are authorised to offer you the following credit services:

- Budgeting and debt management advice
- Recommend that a client apply for a particular credit contract or consumer lease with an approved credit provider
- Recommend that a client apply for an increase in their credit limit on an approved credit contract
- Recommend that a client remain in their current credit contract or consumer lease with an approved credit provider
- Assist a client to apply for a credit contract or consumer lease with an approved credit provider
- Assist a client to apply for an increase in their credit limit on a credit contract with an approved credit provider

Credit Providers

When our qualified staff provides you with credit assistance, they are licensed to deal with a range of institutions including but not limited to CBA, ANZ, NAB, Westpac, Suncorp and ING.

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 you will need 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.

In that instance, the advisor is required to warn you about the possible consequences of making financial decisions based on recommendations using limited details of your financial circumstances. You should read the warnings carefully.

Risks of the recommended strategies

Your advisor will explain to you any significant risks involved in the strategies that are recommended to you.

Giving us Instructions to buy or sell financial products

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

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

Statement of Advice

When we provide you with personal financial planning advice, you will receive a written Statement of Advice (SOA) that takes into account 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 for our advice, implementation and ongoing management and review services that are available to you.

Credit Proposal Disclosure Document

You will receive a Credit Proposal Disclosure Document (CPDD) whenever we provide you with credit assistance. The CPDD will contain information about: the product, the product provider and commission and fees (and whether these amounts will be added to the credit application).

Preliminary Assessment

The Credit Representative is required to make a preliminary assessment as to whether a credit contract is unsuitable based on your requirements, objectives and financial situation in connection with the credit sought by you. You can request a copy of the preliminary assessment at no cost.

In some instances the Credit Representative will only be able to provide you with credit assistance if the credit sought is not unsuitable to you.

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 up to 7 years from the date we gave the further advice to you.

Product Disclosure Statement

Where 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 product, which will enable you to make an informed decision in relation to the acquisition of that product.

5. How we (and any other relevant parties) are remunerated

We will charge you a fee and / or receive remuneration from the issuers of the products we may recommend. Our advisors may only recommended products that have been approved by the Licensee.

Initial Consultation

We cover the cost of the first 30 minutes of your initial consultation. This allows for you to meet with one of our advisors to discuss your circumstances and determine what services, if any, are appropriate for you and how much that might cost. After this if you wish to proceed, we will outline any fees that may be applicable. Whilst we are happy to cover the cost of the first 30 minutes, if longer than this is required for the initial discussion our hourly rates detailed below may apply but your advisor will discuss these with you.

Fee for Preparation of Detailed Statement of Advice (SOA)

Our Fee for Preparation of a Statement of Advice is charged at our hourly rate of \$330 inclusive of GST. Depending on the complexity of the plan, a Statement of Advice can take from approximately 2 - 10 hours to complete.

Fee 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 is calculated using an hourly rate of your advisor and the time spent on the services listed above. The hourly rate for the services is \$330 inclusive of GST.

Implementation Fee

Investment A fee of up to, but not more than 4.40% of the funds you invest may be payable when implementing the recommended investments.

Insurance There is no direct cost to you. However, upon implementing insurance recommendations we may be paid by the insurer, up to 88% of the premium which you pay in the first year if an up-front payment is selected. Otherwise the payment received may be up to 32% of the premium you will pay each year.

Review Fee

Investment An investment strategy must be reviewed regularly to ensure it remains appropriate for your needs. Depending on the level of service deemed necessary, an ongoing service fee of between 0% and 2.2% of your account balance may be payable. These payments are sometimes paid by the fund manager from fees charged on each investment. In other cases this will be disclosed as an advisor service fee and charged to you or your investments directly. This fee is charged to cover our research and technical expertise and to ensure we are able to provide an appropriate level of ongoing service, administration, reviews and advice in relation to your investment strategy.

Insurance We receive an ongoing service fee from the insurer during the life of your policy which can be up to 32% per annum of the renewal premium paid by the insurer.

This is not an additional cost to you.

Brokerage – Direct shares

We may charge a fee for direct share services and this will be disclosed in the Statement of Advice. Share portfolio reviews are charged at a rate of up to 1.10% of the portfolio value and may reduce as the size of the portfolio increases. Trades are charged at up to 0.75% per trade. However, 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 is paid by the investment product provider but could be deducted from your investment. If you retain the \$10,000 investment and an ongoing service and review fee of up to 1.1% per annum is payable, Plan 2 Pty Ltd will receive \$110 per annum which is paid by the fund manager, 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 88%, Plan 2 Pty Ltd. will receive an up-front payment of \$1,760. If you take out an insurance policy and the advisor selects a level payment structure, Plan 2 Pty Ltd may receive up to 32% of the annual premium payable each year. Therefore if you paid \$2,000 annual premium, Plan 2 Pty Ltd could receive up to \$640 per annum from the insurer. This is not an additional cost to you.

Credit Services

Plan 2 Pty Ltd may receive brokerage from credit providers for the credit services you receive from us or our credit representatives. The table below outlines the amounts Plan 2 Pty Ltd may receive if you proceed with our credit recommendations.

Brokerage (inc GST)	Example
Upfront – up to 0.77% based on credit limit	Plan 2 Pty Ltd would receive up to \$3,850 (incl GST) for a loan of \$500,000
Ongoing – up to 0.55% pa of loan balance	Plan 2 Pty Ltd would receive up to \$2,750 (incl GST) for a loan of \$500,000

Where we provide any credit assistance, no fee for our service will be applied unless it is outlined up front. Plan 2 Pty Ltd will only receive brokerage as detailed in the above table.

Referral payments

If you have been referred to Plan 2 Pty Ltd by another party we may pay the referrer a fee of up to 20% of any initial remuneration received.

Volume bonuses & Inducements

Plan 2 Pty Ltd, Life Assets and your advisor do not receive any payments of this type.

How is my Advisor paid?

All advisors and support personnel are employees and receive salary or wages and may be entitled to a bonus at the discretion of the Management.

The exact amounts of any fees, bonuses or other incentives received by Plan 2 Pty Ltd will be included in any Statement 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 association with any product issuer that could be expected to influence us in the provision of the financial services.

From time to time advisors and Corporate Authorised Representatives may also receive indirect benefits such as tickets to sporting events, business lunches and promotional materials from product providers. Our advisors are required to keep separate registers of any material incentives or indirect benefits received, which is available for viewing at your request.

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 including any details of strategies and recommendations made for a period of seven years.

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

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

If the complaint cannot be settled to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). Plan 2 Pty Ltd is a member of FOS.

This service is free of charge to you and FOS can be contacted on:

Phone: 1800 367 287
Email info@fos.org.au
Mail to: GPO Box 3, MELBOURNE, VIC 3001

If your complaint relates to 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 Insurance cover for activities conducted under our AFS licence. The limit of the indemnity is \$2.5 million for any one claim and in the aggregate for all claims arising out of our AFS licence activities. 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.