

Financial Services Guide (FSG) Version 1.4

A guide to the services we provide and how we will work with you

“Clarity of goals with meaningful outcomes”

At LifeTime Financial Group, we actively listen to you to gain a deeper understanding of your individual situation. We then work together to tailor solutions to minimise financial complexities for each of your important life stages. We do this hand in hand in an informative, easy to understand and engaging way.

There are 5 key points that differentiate us from other advisors in the market

We are;

1. Licensed by an independently owned dealer group
2. Have non conflicted research sources
3. Are ASX educated
4. Our Planners all hold relevant Tertiary qualifications and
5. Have a minimum of 7 years relevant industry experience

We consider these 5 characteristics to be the key elements a consumer will look for in a professional adviser to have confidence they will be acting in their best interests.

LifeTime Financial Group

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Financial Service Guide: Version 1.4

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Important Before we provide you with financial advice, you should read this Financial Services Guide (FSG) It contains the following important information to help you decide whether to use our services:

- Who we are;
- Initial and ongoing advice we provide;
- How we are paid;
- Who to contact if you have a complaint

About Us

LifeTime Financial Group Pty Ltd, corporate authorised representative (CAR), number 235519, trading as LifeTime Financial Group Pty Ltd, is authorised to provide financial services on behalf of Advice Evolution Pty Ltd.

LifeTime Financial Group Pty Ltd is a leading financial services provider.

The principal of LifeTime Financial Group Pty Ltd (Anthony Stedman) has been providing Financial Planning Services and Advice to Private Clients since the late 80's.

Our core values of Professional Excellence, Open and Honest Communication and Responsibility for our Advice and Actions are cornerstones of who we are and what we offer our clients.

We have built a great team of support staff who are dedicated to continuously improving the levels of service we deliver to our clients. Through continuing education and a strong team approach, we consider our services to reflect Industry Best Practices.

The following individuals are authorised by Advice Evolution Pty Ltd to provide personal financial advice through LifeTime Financial Group Pty Ltd

Our financial planning process

Everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.



Identifying where you want to be

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks

Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

Staying on track with regular ongoing advice

Time goes on and circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

We design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

About Anthony Stedman

Anthony Stedman (Adv. Dip FP, Dip FP, CFP Certified Financial Planner, Fellow of the FPA)

ASIC: 237243

Anthony entered the financial planning industry in the early 80's. His down to earth approach ensures that people have a clear and concise understanding of what it is they need to be doing in order to achieve their financial goals.

In his capacity as principal of LifeTime Financial Group, he has developed a strong team of financial planners and support staff with specialised skills across all facets of service delivery in this industry. His particular interest in technology has seen his business develop into a leading user of the latest technology. From streamlined Client Management through to a completely paperless office environment.

Anthony has taken a leadership role within the industry having served the wider Advice Evolution Pty Ltd Adviser community on the Adviser Forum for 12+ years. This role has ensured a strong relationship with both the management of Advice Evolution Pty Ltd and also with leading product manufacturers and suppliers.

He has completed the Diploma of Financial Planning and obtained Certified Financial Planner (CFP) status, as well as being a CFP member of the Financial planning Association.

In 2010, the FPA made Anthony a Fellow of the FPA. This award recognises outstanding professional practice, selfless contribution to the profession and the community, and exemplary leadership as a practitioner. There are approximately 63 Fellows of the Financial Planning Association Australia wide.

Anthony is also a Specialist Self-Managed Superannuation Fund Advisor and is accredited by both Advice Evolution Pty Ltd and SPAA, the peak membership body for Financial Planners, Accountants and Lawyers offering specialised advice in the Self-Managed superannuation fund Sector.

Anthony Stedman is a trustee of Stedman Family Trust Number 2, which is a service trust to LifeTime Financial Group and a part owner of Advice Evolution, and may participate in distributions from time to time from Advice Evolution.

About Adam Watts

Adam Watts (B.Comm., G.Dip. Financial Planning, G.Dip. App. Finance & Investment)

ASIC: 275080

Adam is a senior financial planner with over 15 years of experience in financial services, and an extensive background of experience, knowledge and skills in financial advising, tax accounting, investment accounting, and audit and funds management.

Adam has a bachelor of commerce degree through Monash University, with post-graduate diplomas in Financial Planning as well as Applied Finance & Investment.

His keen interest and passion in financial and investment research sees Adam pro-actively involved in LifeTime Financial Group client wealth creation strategies, portfolio construction and investment management. Adam believes extensive research increases the probability of superior investment returns, while minimising the risk of poor returns.

Adam's areas of advice specialisation include wealth creation and investment, financial strategies and Self-Managed Superannuation. Adam is a member of the SPAA, SMSF Professionals Association of Australia, complementing his SMSF advice offering.

About Hugo JB Sampson

**Hugo JB Sampson (B.Business Economics & Finance, Dip.FS Financial Planning)
ASIC: 329816**

Hugo is a senior financial planner and joined LifeTime Financial Group in 2004. Hugo is self-employed with many years' experience in the financial planning industry.

Hugo shares his passion for financial strategy with clients in an engaging and easy to understand way continuing his commitment to provide open and honest advice focusing on client's best interest.

Drawing on many years of experience and education Hugo partners with his clients ensuring clarity of goals with meaningful outcomes while providing unaligned, fee for service advice. Hugo provides advice around superannuation, retirement planning, self-managed super funds and personal risk insurance.

Hugo was awarded Advice Evolution's Adviser of the Year in 2016 and again in 2017 which recognises Hugo's outstanding commitment to his clients, the financial planning industry & his local community.

He holds a Bachelor of Business degree in Economics & Finance, a DipFS in Financial Planning and is a senior financial adviser, being an authorised representative of Advice Evolution.

Hugo also plays a major role in the management and development of LifeTime Financial Group and is committed to harbouring an engaging environment, not only for clients but for the business's fantastic staff.

Hugo is a part owner of Advice Evolution, and may participate in distributions from time to time from Advice Evolution.

About Nicole Christie

**Nicole Christie (B.Bus. Property, G.Dip. App. Finance & Investment, Dip.FS Financial Planning)
ASIC: 1233663**

Following 15 years working in corporate banking and finance, Nicole commenced her career in financial planning after seeing an area for women to excel in the Industry.

After graduating with a Bachelor of Business from RMIT, Nicole subsequently obtained further qualifications including a Graduate Diploma in Finance and Investment (Kaplan), a Diploma of Financial Planning (RG146) as well as specialist Self-Managed Super Funds (SMSF) qualifications from Kaplan. With the SMSF industry expanding and due to its complexity, this qualification enables Nicole to provide specialist advice in this area.

Nicole currently works with a diverse range of clients providing quality financial advice on all aspects of superannuation and risk as well as specialising in formal retirement plans for the different stages of life. As a working Mother, Nicole has an intimate understanding how sound financial planning is able to create wealth, security and a quality of life for both the individual and all members of their immediate family.

Advice we can provide

LifeTime Financial Group Planners can provide you with advice on the following:

Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Aged care accommodation
- Gearing strategies

Products

- Cash management trusts
- Retirement income streams
- Direct fixed interest
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Margin lending facilities
- Self-Managed super funds
- Direct shares

Advice Evolution Pty Ltd maintains an approved product list, containing financial products that have been researched by a number of external research houses. A copy of the approved product list can be given to you if requested.

Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and our advice to help you achieve them.

We will keep a record of any further advice we provide to you for seven years. You may request a copy of the record by contacting our office.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest in or purchase a financial product. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product.

You can contact Anthony Stedman directly with any instructions relating to your financial products.

Advice fees

We receive initial, implementation and ongoing advice fees and commission for insurance products you purchase. Your financial plan will outline all fees and commission inclusive of GST.

Initial Advice

The initial advice fee ranges between \$795 and \$1,895 for a single strategy and \$1,895 and \$12,100 for multiple strategies.

If, in developing your financial plan, we identify that you have a complex situation that requires extensive planning and development, our initial advice fee will change. In this case, we will provide you with an upfront quote of the amount payable before we proceed with developing your financial plan.

Our initial advice fee covers the cost of researching and preparing your financial plan.

Before providing you with initial advice we will prepare an initial advice agreement.

The initial advice agreement sets out what our initial advice will cover and how much it will cost.

Advice Implementation

There is a fee payable for the implementation of our advice. This fee is dependent upon the products we

implement on your behalf. Implementation costs vary depending upon the complexity of the implementation and the estimated time taken to complete the implementation. We will always provide you with an estimate of the implementation costs at the time of presenting an SOA.

Ongoing Advice Relationship

LifeTime Financial Group offers clients an ongoing service arrangement. The costs for the provision of an all-inclusive ongoing service and advice package are dependent upon the levels of service and advice required by you, our client. We currently offer three tiers of service.

Before providing you with ongoing advice we will prepare an ongoing advice agreement.

The ongoing advice agreement will set out what our ongoing advice will cover, your payment method, and how much it will cost.

Costs are dependent upon a range of factors including your review requirements and ongoing reporting etc. These costs will be disclosed at the time of our meeting and also within our SOA once we have ascertained the levels of service that you would envisage requiring. The ongoing Service Package arrangements are flexible and can be changed from time to time as your needs change.

You will be provided with a tax invoice for the service provided and you will need to provide a cheque or money order payable to Advice Evolution Pty Ltd in accordance with the invoice

Additional advice

- For additional advice, an hourly rate of \$330 is payable.
- Payment Method & Frequency
- We offer you the following payment terms:
- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment

Ongoing advice fees may be deducted in a single instalment or in monthly or quarterly instalments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our ongoing advice agreement.

Commission

Commission is payable by life companies when we recommend insurance products. The commission is factored into the annual premium and may range as follows:

- From 11% to 118% of the initial premium (less stamp duty, frequency loadings and policy fee costs)
- Up to 33% per annum of the renewal premium.

Commission is payable by the loan provider where we recommend margin lending products. The commission is factored into the annual interest rate and may be up to 0.35% per annum of your loan balance

How the advice fees are distributed

Advice Evolution Pty Ltd will retain 2% of the gross revenue received for the recommended financial services and/or products. Advice Evolution Pty Ltd will pay its authorised representatives 98% of the gross revenue received.

Anthony Stedman has equity in LifeTime Financial Group Pty Ltd and may receive capital and profit related benefits.

Other benefits we may receive

Advice Evolution currently uses a number of platforms as part of their Approved Product List. As a result of managing investments on those platforms, Advice Evolution may receive volume bonus payments. This volume bonus entitles Advice Evolution to up to 0.2% of the funds managed under the platform. Please note this payment is made by the platform provider and is not an additional cost to you. Not all of the platforms pay the rebate as it is subject to volume conditions being met. We currently only receive bonus payments from the Colonial First State retail platform.

Advice Evolution also receives bonus payments from some insurance providers. These payments are based on lapse ratios, new business and premiums in force, these payments vary significantly and can be up to 8% of the insurance premiums.

Advice Evolution, its advisers, or any related bodies do not have any relationships or associations with any product issuer that could be expected to influence the provision of financial services.

About Advice Evolution Pty Ltd

Advice Evolution Pty Ltd
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Australian Financial Services licensee 342880
302/20 Bungan Street, Mona Vale NSW 2103
Advice Evolution has approved the distribution of this FSG.



Privacy

LifeTime Financial Group Pty Ltd maintains a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

A copy of any recommendations made to you will be retained by LifeTime Financial Group Pty Ltd for seven years. Please contact LifeTime Financial Group Pty Ltd to review your file.

Advice Evolution Pty Ltd and LifeTime Financial Group Pty Ltd implement a privacy policy, which ensures the privacy and security of your personal information. You can request a copy of the policy from LifeTime Financial Group Pty Ltd.

Another financial adviser from LifeTime Financial Group Pty Ltd may be appointed to you if your current adviser is unable to attend to your needs due to an extended absence from the business. In these circumstances, either LifeTime Financial Group Pty Ltd or Advice Evolution Pty Ltd will write to you advising you of the change. Your personal information will be passed on to your new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

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:

- LifeTime Financial Group and its staff will have access to this information when providing financial advice or services to you;
- LifeTime Financial Group and its staff may, in the future, disclose information to other professionals who are engaged by you to assist you with your needs;
- Your information may be disclosed to external service suppliers who supply administrative, financial or other services to assist LifeTime Financial Group and your Financial Planner in providing financial advice and services to you;
- In certain situations, some of the parties that we share information with may be located in, or have operations in other countries. In cases where we do use these services, we ensure appropriate data handling and security arrangements are in place. We commit to making reasonable enquiries to ensure that these providers comply with their local privacy legislation where such legislation is comparable to the Australian legislation. In cases where their local legislation is considered inadequate or nonexistent we require the provider to comply with the key components of Australian Privacy legislation.

- Your information may be used to provide ongoing information about issues 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 Advice Evolution Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

LifeTime Financial Group and its staff will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information we hold about you at any time to correct or update it as set out in the Advice Evolution Privacy Policy. The Advice Evolution Privacy Policy also contains information about how to make a complaint about a breach of the *Australian Privacy Principles*. For a copy of Advice Evolutions Privacy Policy visit www.adviceevolution.com.au or you can contact us.

Professional indemnity insurance

Professional indemnity insurance is maintained by Advice Evolution Pty Ltd and LifeTime Financial Group Pty Ltd to cover advice, actions and recommendations which have been authorised by Advice Evolution Pty Ltd and provided by Financial Planners associated with LifeTime Financial Group Pty Ltd. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint?

If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Advice Evolution Pty Ltd on (02) 9997 6787 or put your complaint in writing and send it to:

Advice Evolution Pty Ltd
302/20 Bungan Street, Mona Vale NSW 2103

Advice Evolution Pty Ltd 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 in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1300 780 808
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.