



**All Financial**  
SERVICES

Financial Services Guide  
Issued December 2018

*All Financial Services (NSW) Pty Ltd  
and All Financial Services (QLD) Pty  
Ltd T/a AFS Financial Security  
are Corporate Authorised  
Representatives of  
Lifestyle Asset Management Pty  
Ltd  
AFSL No. 288421*

## ABOUT THIS FSG

This document is a Financial Services Guide (“FSG”).

This document contains information that we are legally obliged to provide you to give you a better understanding of All Financial Services (NSW) Pty Ltd (AFS) 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
- Our fee structure
- Financial relationship with related entities

Please take the time to read this FSG and keep it safely with your other documents. If there is anything you do not understand, or have questions about, please speak with your adviser or contact us.

## WHAT FINANCIAL SERVICES IS AFSNSW AUTHORISED TO PROVIDE?

AFSNSW is authorised as a Corporate Authorised Representative (“AFSNSW”) of Lifestyle Asset Management Pty Ltd (“LAM”) under its Australian Financial Services Licence (AFSL) to:

- Provide financial product advice
- Deal in financial products

The financial products that AFSNSW is authorised to give advice to both retail and wholesale clients on are:

- Government debentures, stocks and bonds
- Life products, including life investment & life risk insurance
- Managed Investment Schemes, including Investor Directed Portfolio Services.
- Retirement savings accounts products (RSA)
- Securities, Basic Deposit Products
- Superannuation, including Self-managed Super Funds
- Standard Margin Lending & Geared Investments
- 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
- Direct Equities
- Instalment Warrants
- Estate Planning

AFSNSW is licensed to “deal” in the above products. This allows us to apply for, acquire, vary or dispose of those financial products in the implementation of the advice provided.

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

## AFSNSW CAN PROVIDE YOU WITH THE FOLLOWING SERVICES

### Financial Planning & Investments:

- Assessment of Current Position, Financial Needs and Personal Goals
- A Strategy to Support the Lifestyle You Want to Live
- Investment Planning (including savings programs)
- Estate Planning
- Superannuation (including Retirement Planning, Annuities and Allocated Pensions)
- Sourcing of Taxation, Accounting, Legal and Property Selection Advice

### Portfolio Management Advice:

- Research
- Portfolio Development and Reporting
- Acquisition and Disposal
- Cash & Interest Bearing

### Investments

- Securities

### Superannuation:

- Self-managed Super Funds
- Employer Sponsored Superannuation
- Rollovers, Annuities and Allocated Pensions
- Transition to Retirement
- Investment Accumulation

### Plans Insurance:

- Life Insurance
- Income Protection
- Total and Permanent Disability
- Trauma Protection
- Business Expenses, Succession Planning and Partnership Protection
- Margin Loans

Specific information about your adviser’s experience and specialization is provided in the Adviser Profile, which is issued in conjunction with this FSG. AFSNSW and your adviser are only responsible for services offered by your adviser as a AFSNSW Representative and not in any other capacity. It is very important that you are aware that the range of products that AFSNSW 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.

## HOW DO CLIENTS COMMUNICATE INFORMATION TO US?

It is preferable that information is provided in a way that gives us a clear and substantiated 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

## GENERAL SECURITIES AND EXECUTION SERVICE

Please note that any advice provided for securities execution services only is *general advice*.<sup>1</sup>

Clients requiring our securities execution services will be allocated an equities adviser who will be primarily responsible for providing you with *general advice*. All instructions to buy or sell securities are automatically accepted as 'Good-till-Cancelled' orders unless otherwise indicated. Conditional orders are accepted on a non-guaranteed basis.

Accordingly, we will not provide a Statement of Advice for these services. We make no warranties or guarantees in respect of the performance as a result of our securities services.

You are responsible for monitoring your own portfolio. The existence of a securities account with AFSNSW or the acquisition of a financial product through us does not mean AFSNSW or its advisers are responsible for monitoring any client's portfolio. It should be noted that communication(s) by us or an adviser in relation to your portfolio (with recommendations or otherwise) is not to be taken that your account is being managed or monitored by an adviser or us. We stress that clients are responsible for monitoring their own portfolios and for contacting their adviser if they have any queries relating to their investments.

## WHAT INFORMATION CLIENTS WILL RECEIVE

### Advice

If we provide you with personal financial services 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).

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.

We can also act on your specific instructions to transact on your behalf and place a financial product (that AFSNSW is able to offer) without providing any financial advice. After you engage us as your adviser, we can act on your instructions whether you provide them by telephone, email or other means of communication agreed to.

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<sup>1</sup> "General Advice" is financial product advice that is not personal advice i.e. does not examine your personal needs, objectives and financial circumstances.

## REMUNERATION AND BENEFITS

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

All fees are payable to LAM. 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

Financial Planning Fees	Before providing advice or service, your adviser may charge you an upfront fee for services based on either: <ul style="list-style-type: none"><li>• Time spent developing advice or implementing services</li><li>• A fixed dollar amount</li><li>• A percentage of funds invested; or</li><li>• A combination of these methods</li></ul> These fees will be disclosed before service is provided to you and you will need to agree to our terms of engagement.
Adviser Service Fee	When you elect to have ongoing advice, you will be charged a fee, which will be disclosed to you at the time of making the arrangement.
Commissions	Commissions on insurance products are based on a percentage of the premium, which is the industry standard practice.
Adviser Service Fee	An additional Adviser Service Fee may also be paid to AFSNSW by the product provider for the duration of that investment. The amount of any such commission will be disclosed to you.
Referrals	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 AFSNSW and your adviser, and does not represent an additional cost to you.
Alternative Remuneration	If AFSNSW or your adviser receives alternative remuneration such as entertainment and gifts from financial institutions, in accordance with the Industry Code of Practice, AFSNSW and your adviser maintain a register of material alternative remuneration paid and received. Copies of these registers are available on request.
Post FSG notification benefit	There will be occasions when our benefit cannot be ascertained at the time of issue of the FSG and in those cases. Once we do ascertain the amount or nature of the 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.

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## DISPUTE RESOLUTION SYSTEM

How do clients complain about the services provided?

AFSNSW is committed to providing a high level of client satisfaction and maintaining our reputation for honesty and integrity. If you feel that we have fallen short of our commitment we would like you to tell us. LAM is committed to resolving any concern a client has and will deal with it quickly, fairly and in the strictest confidence. If you have a complaint that has not been dealt with to your satisfaction by your adviser, you can notify it verbally to the Compliance Officer for our licensee LAM who can be contacted on 1300 226 271, or in writing to 84 Nicholson Street, Woolloomooloo, NSW 2011.

LAM is a member of Credit and Investments Ombudsman (CIO) and you have recourse to that organisation if you are dissatisfied with our efforts to resolve the dispute or query. If a complaint is not resolved to your satisfaction by us within 45 days, you have the right to take the complaint, free of charge, to CIO on 1800 138 422.

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

## PRIVACY

How is personal information dealt with?

We are committed to implementing and promoting a privacy policy that will ensure the privacy and security of your personal information.

AFSNSW keeps records of your personal profiles, including the information supplied 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.

Privacy Policy

AFSNSW'S Privacy Policy has been designed to ensure the privacy and security of your personal information. A copy of our Privacy Policy can be viewed or downloaded from our LAM's website ([www.lifestyleassetmanagement.com.au](http://www.lifestyleassetmanagement.com.au)) or can be requested from your adviser or the Compliance Officer on 1300 226 271.

<b>ADVICE AND SERVICES PROVIDED UNDER</b>	Lifestyle Asset Management Pty Ltd Australian Financial Services Licence 288421
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