

Financial Services Guide (FSG)

Dated 21/06/2021

Version 1.0

Lack of Independence

We are not independent, impartial or unbiased because we receive commissions for the advice we provide on life risk insurance products.

This Financial Services Guide ('FSG') is an important document Life Strategies Financial Services Pty Limited ('Life Strategies Financial Services') is required to give to you. It is designed to help you decide whether to use our financial services.

The FSG contains information about:

- who we are
- the financial services and products we offer
- how we can be contacted
- how your financial planner is paid
- any conflicts of interest that may exist
- how to give instructions
- how we deal with a complaint if you are not satisfied with our services
- how we protect your privacy.

You should take time to read the FSG so that you can make an informed decision. If you have any questions, please ask your Financial Adviser. You should retain the FSG for your reference.

Lofgren Financial Pty Limited ABN 68 641 333 771 ('Lofgren Financial') has authorised the distribution of this FSG.

Other documents you may receive from us

Statement of Advice and Record of Advice

If we provide you with personal advice, you will receive a Statement of Advice ('SoA') which documents the advice we have provided to you, the basis of the advice, information about fees, payments and associations we have that may influence the advice we provide to you.

Any subsequent personal advice that we provide to you will be documented in a Record of Advice ('RoA') provided there has not been a significant change in your personal circumstances or the basis upon which our initial advice was provided. A record of this further advice will be kept for seven years. You may request a copy of the SoA and/or RoA from your financial planner.

Product Disclosure Statement

We will provide you with a Product Disclosure Statement ('PDS') if we recommend that you buy a particular financial product. The PDS will contain information about the features, costs, risks and benefits of the financial product. It will help you to make an informed decision about whether or not to buy the financial product

About us

Life Strategies Financial Services is a privately owned financial advisory firm. We aim to provide advice that is tailored to your situation and goals and is valued by you.

Life Strategies Financial Services is an authorised representative of Lofgren Financial.

Your Financial Planner, Sharni Lofgren, is the Managing Director and Principal Financial Adviser at Life Strategies Financial Services. Sharni Lofgren has over 20 years' experience in providing both personal and general advice and has the following qualifications.

- Certified Financial Planner™
- Bachelor of Commerce (UNSW)
- Graduate Diploma of Financial Planning
- FPA Accredited Estate Planning Strategist
- Justice of the Peace
- TBP Registered Tax (Financial) Adviser

Your Financial Planner acts on behalf of Lofgren Financial, who is responsible for the services that are provided.

Lofgren Financial

Lofgren Financial holds Australian Financial Services Licence ('AFSL') No. 530501 and is regulated by the Australian Securities and Investments Commission ('ASIC').

Lofgren Financial is a company owned by interests associated with its Director, Sharni Lofgren.

The details of financial planners are available on the ASIC Register of Advisers located on the website www.moneysmart.gov.au. The Register also includes details of any person controlling a corporate licensee, such as Lofgren Financial.

Contact details for Life Strategies Financial Services and Lofgren Financial are:

Address: Suite 3, 282-284 Bobbin Head Road, North Turrumurra NSW 2074

PO Box 893 St Ives NSW 2075

Phone: 02 9487 8200

Email: theteam@lifestrategies.net.au

Web: www.lifestrategies.net.au

What financial services and products we offer

Lofgren Financial's AFSL authorises us to provide a comprehensive range of advice and dealing services in relation to cash, shares, managed funds, life insurance products and superannuation.

Our service include (but are not limited to):

- Financial Planning advice
- Superannuation advice including self managed super funds (SMSFs)
- Investment advice
- Life and disability insurance
- Adviser facilitated estate planning
- Adviser facilitated probate and estate administration

- Aged care advice
- Assistance communicating with Services Australia (Centrelink)

These services may be provided to both retail and wholesale clients.

How you can give us instructions

We will accept your instructions in writing, by email or verbally (in person or over the telephone). However, in some instances we require your instructions to be in writing. We will document any instructions given verbally and make this record available to you on request.

Fees you pay

We will explain, and agree with you, our fees before providing advice and services to you. The fees will be detailed in your Statement of Advice.

All fees are paid to Life Strategies Financial Services.

Advice fees

Strategic Advice Fee

We may charge you a flat fee or an hourly rate of up to \$330 (inclusive of GST) for strategic advice. Please keep in mind this fee will need to include the time to document the advice as well as advice provided during meetings with you.

Plan Preparation Fee (SoA)

The Plan Preparation Fee covers the cost of determining a financial plan for you and preparing a SoA and is based on the scope and complexity of advice provided to you and the time required to help you understand the advice and implement it. In most cases this fee starts at \$3,850 including GST.

Plan Implementation Fee

If you decide to proceed with our advice, we will help you implement it as the advice is only of value if implemented.

If you would like us to quote these fees separately, please advise.

Ongoing Fees

Ongoing fees will depend on what ongoing services we provide to you and will be disclosed in the SoA or RoA.

The Advice Service Fee will cover the cost of reviews of your personal circumstances and the strategies recommended to you. We will agree the frequency of provision of services and the Advice Service Fee with you. It will generally be a fixed fee however may include a percentage based fee to reflect the size of the portfolio of investments we assist you with.

Commission

Where we provide you with advice in relation to insurance, commission may be paid to us by the insurance provider which is factored into the annual premium and will be set out in the SoA.

We may receive an initial commission of up to 66% (inclusive of GST) of the value of your insurance premium when you take out an insurance policy we recommend. We may also receive an ongoing commission of up to 22% (inclusive of GST) of the value of your premium.

Compensation arrangements

Lofgren Financial is covered by professional indemnity insurance that complies with the requirements of the Corporations Act for compensation arrangements.

Relationships or associations which might influence the financial advice provided

We may recommend our associated accounting firm Life Strategies Accounting Services Pty Ltd however are equally happy to work with your existing Accountants.

Sometimes a third party may refer you to us or we may refer you to another party who can provide a service that we are unable to offer. We do not make or accept referral payments, commissions or non-monetary benefits.

Concerns, complaints and our dispute resolution process

Life Strategies Financial Services & Lofgren Financial is committed to providing clients with quality service and we welcome suggestions as to how we may improve.

If you have a complaint about the financial services or product provided to you, please contact us by telephone or by email or mail. Our contact details are provided on page 2.

Lofgren Financial has a dispute resolution process for the management of complaints from clients. Your complaint will be acknowledged promptly. We will treat your complaint fairly and endeavour to respond to you with an acceptable resolution to your complaint as soon as practicable.

If your complaint has not been resolved within 45 days or to your satisfaction, you can refer it to the Australian Financial Complaints Authority ('AFCA') of which Lofgren Financial is a member.

You can lodge a complaint with AFCA through its website, www.afca.org.au. Alternatively, AFCA can be contacted at:

Telephone: 1800 931 678 Email: info@afca.org.au Mail: GPO Box 3, Melbourne VIC 3001

There is no charge to you for accessing this service.

Your Privacy

We recognise the importance of protecting your privacy. We collect your personal information so that we can provide you with the advice and dealing services outlined in this FSG.

We collect, use and disclose your personal information in accordance with our Privacy Policy, which is available on our website.