

Financial Services Guide

Understanding this Service Guide

Purpose of this FSG

This Financial Services Guide (FSG) will help you decide whether to use the services that we* offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

* In this document 'we' refers to Lifesolver Financial and Matthew Meehan.

Our services

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Retirement planning
- Managed investments
- Securities
- Personal risk insurance

Licensee:

Advice Evolution Pty Ltd ABN 66 137 858 023
Australian Financial Services Licence 342880
Suite 302, 20 Bungan Street, MONA VALE NSW2103
www.adviceevolution.com.au

Authorised Representative:

Matthew Meehan (ASIC#364089), Clinton Fleming (ASIC#1002831)
The Authorised Representatives act on behalf of Lifesolver Pty Ltd
who is responsible for the services that they provides.

Not Independent

In addition to our Annual service fees we may be paid a commission by the insurance provider. Our advice on risk insurance is therefore not independent, impartial or unbiased. In all other cases, we charge a fee for our advice services and do not receive commission or other payments from product providers.

The Financial Advice Process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests. When we first provide personal advice to you it will be explained thoroughly and documented in a **Statement of Advice (SoA)** which you can take away and read.

The **SoA** will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice. For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend. You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions. We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products. If we provide further advice, it will typically be documented in a **Record of Advice (RoA)** which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.



Transaction Fees

If you would like us to help you complete a particular transaction without our advice, we can take your instructions and arrange for the transaction to be completed without providing any advice. It is important to understand that in these circumstances we will generally ask you to confirm your instructions in writing and to sign a letter that acknowledges you have declined our offer of advice as well as understand the risks of a transaction service. You will be provided with a copy of the letter for your own records.

Fees

All fees are payable to Advice Evolution Pty Ltd.

Consultation Fee

You may be charged up to \$490 excluding GST for an initial consultation meeting.

Advice Preparation Fee

The Advice Preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA. The Advice Preparation fee is based on the scope and complexity of advice provided to you. We will agree on the fee with you before providing you with advice.

Advice Implementation Fee

If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Annual Services Fees

Our annual service fees depend on the services that we provide to you. They will typically be an agreed fixed fee which is either paid upfront or monthly. The services and fees will be set out in a separate document provided to you at the time of the advice.

Commissions

We may receive commissions and other benefits from some product providers. The commission or benefit will vary depending on the recommended product and will be documented in the SoA or Record of Advice (RoA).

Insurance Commissions (paid by the product issuer)

We may receive a one-off upfront commission when you take out an insurance policy we recommend. This can range from 11%-66% of the initial premium paid. We also may receive a monthly commission payment for as long as you continue to hold the policy. This can range from 0%-22% of the annual premium paid.

Other Benefits

We may also receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser Remuneration

Matthew Meehan is the owner of the practice and is remunerated through a combination of salary and profits generated by the practice and associated businesses (refer below). Clint Fleming is an employee of the practice and is remunerated through a combination of salary and bonus.

Associated Businesses

In providing you with financial services we may refer you to Advisory Partner which provides accountancy services such as taxation, financial statements, company secretarial and Self-managed superannuation administration. To find out more, refer to:
<https://advisorypartner.com.au/>

In addition, we may refer you to Practical Systems Software for Cashbook Plus software and bookkeeping services. To find out more, refer to - <https://www.practicalsystems.com.au/>
Matthew Meehan is an owner of Advisory Partner Holdings Pty Ltd.

Professional Indemnity Insurance

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

Making 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 0426 228 737 or email us at admin@adviceevolution.com.au. Advice Evolution Pty Ltd will acknowledge your complaint and will try to resolve your complaint as quickly and fairly as possible. We will conduct a thorough investigation of your situation and the issues that you raise, and we will provide you with a formal written response within a 30-day period.

If your complaint has not been resolved satisfactorily, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA): Website: www.afca.org.au, Email: info@afca.org.au, phone: 1800 931 678 (free call), in writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Adviser Profiles

Matthew Meehan

Matt Meehan, founder and owner of Lifesolver Financial, is a Certified Financial Planner, Chartered Accountant and Agriculture Business Management Graduate of Marcus Oldham College. Drawing on over 30 years experience within the financial industry, Matt provides high-level strategic financial solutions to his clients. By getting to know you personally, Matt ensures your financial future is clear, focusing on your current needs and the vision for your future.

Clint Fleming

Clint Fleming has developed a comprehensive understanding of the intricacies of personal finance, investment strategies, and wealth management, with over a decade of experience providing financial advice. Dedicated to delivering tailored, actionable advice, Clint works closely with clients to help them navigate their financial journeys with confidence and clarity. Clint has a Master's of Business in Applied Finance and is an AFP member of the FAAA.

Your Privacy

Your privacy is important to us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy, please refer below.

Another financial adviser may be appointed to you if your financial adviser leaves Advice Evolution or if your financial adviser is unable to attend to your needs due to an extended absence from the business. In these circumstances, Advice Evolution will write to you advising of the change. Your personal information will be passed on to the new financial 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 annual or ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

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 financial adviser and Advice Evolution may have access to this information when providing financial advice or services to you;

Your financial adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Advice Evolution to review customers' needs and circumstances from time to time.

Your information is only disclosed to other parties as are necessary for us to provide our services to you. Other parties may include fund managers, life companies, other Licensees and related parties who provide services to us. In certain situations, some of the parties that we share information with may be in, or have operations in, other countries. This means that your information might end up stored or accessed in overseas countries.

When we send your personal information to overseas recipients, we make sure appropriate data handling and security arrangements are in place. In all such cases, we commit to making reasonable enquiries to ensure that these organisations comply with their local privacy legislation where such legislation is comparable to the Australian legislation and to comply with the key components of Australian Privacy legislation in cases where their local legislation is considered inadequate or non-existent. In addition, we will disclose your information where we are required to by law.

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 Advice Evolution Privacy Policy); Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your financial adviser and Advice Evolution 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 your adviser or Licensee holds 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 Evolution's Privacy Policy visit www.adviceevolution.com.au or you can contact us.