

# Financial Services Guide

**This Financial Services Guide dated 1 July 2010 is issued by Lifeplan Australia Friendly Society Limited ABN 78 087 649 492 AFSL 237989 of 111 Gawler Place, Adelaide, South Australia (referred to in this Guide as Lifeplan).**

The purpose of this Financial Service Guide (FSG) is to assist you in understanding the process by which Lifeplan offers financial services. After reading this FSG you should understand:

- who we are, and how to contact us;
- what types of financial services and products we provide, and how they will be provided;
- what remuneration arrangements are in place in relation to what we do;
- how we maintain your personal information; and
- the complaints handling process which applies in relation to what we do.

## Documents which you should receive

When you are contemplating acquiring one of Lifeplan's products you must also receive a brochure about that product entitled a Product Disclosure Statement (PDS).

The PDS will fully explain the financial product, including its features and benefits, and is intended to assist you in making an informed decision about whether to acquire that product.

## How you can give us instructions

You may normally give us instructions in person, by writing to us or by telephone, fax, or email. The method by which you give us instructions may depend on the products or services we provide to you, and will be explained in more detail in the PDS.

## The financial products and services we offer

Lifeplan is licensed by the Australian Securities and Investments Commission to deal in and provide advice on the following types of financial products:

- Investment life insurance products;
- Life risk insurance products;
- Non-cash payment facilities such as direct debits; and
- Deposit products including term deposits.

## The limitations on the advice which we can provide to you

We can only provide general advice, for the purposes of assisting you in understanding the features of the products and services which we provide. We do not, and are not authorised to give personal financial advice, which means that any general information provided to you will not take into account any of your personal objectives, needs or financial situation. You should, however, give those items due consideration when making your investment decision, or seek advice from a financial adviser.

## Fees and remuneration arrangements

### What we receive for the products and services we provide

If you acquire a product issued by Lifeplan, fees will be received by Lifeplan as set out in detail in the fees disclosure section of the PDS provided to you.

Lifeplan may also receive indirect benefits and support from the marketing and distribution of our products by other parties.

## **Payments or benefits which we make**

You may receive advice about any of the Lifeplan products from a financial adviser, some of whom may receive remuneration from Lifeplan. Your financial adviser is required to provide you with full particulars of fees and other benefits which may be directly (or indirectly) received as a result of your acquisition of a Lifeplan product. This information should be provided to you before you acquire a Lifeplan product.

Dealer groups and other licensees may receive remuneration from Lifeplan for including any one of our financial products on their investment menus. This remuneration will generally be in the form of payments based on up to 0.15% per annum (GST inclusive) of funds invested in a Lifeplan financial product by that entity. These amounts may be retained by the dealer group or licensee, or may be passed on to the individual investors, depending upon individual arrangements. You are entitled to ask for more details about such forms of payment.

Any amounts paid by Lifeplan to your financial planner, the dealer group or other licensees are paid by us and are not an extra amount paid from the product nor are they an extra amount deducted from your investment.

Any payment by Lifeplan in relation to or as a result of the acquisition of or investment in one of its products is made in compliance with the Investment and Financial Services Association (IFSA) Industry Code of Practice of Alternative Forms of Remuneration. As required by that Code, we maintain a register of payments of alternate forms of remuneration, and you are able to contact us to view the register if you wish.

Employees of Lifeplan who provide general advice to you may participate in a salary structure arrangement which awards bonuses and other benefits on the basis of criteria that includes the volume of increased investment into Lifeplan products.

## **Referrals to us**

If you are referred to us by another organisation, or if you are a member of an organisation with which we have an agreement to pay remuneration in these circumstances, we may pay that organisation a referral fee of up to 0.36% per annum of the funds you invest. We may also pay some or all of your membership fees for that organisation and offer other incentives from time to time. The referral payments by Lifeplan are not an extra amount paid from the product, nor are they an extra amount deducted from your investment.

## **The relationships we have with other product issuers**

Lifeplan is part of the Australian Unity Group of companies and is associated with the following entities within that group which also issue financial products:

- Australian Unity Property Limited;
- Australian Unity Investment Bonds Limited;
- Australian Unity Funds Management Limited; and
- Australian Unity Finance Limited.

## **Compensation Arrangements**

Lifeplan is regulated and supervised by the Australian Prudential Regulation Authority (APRA) under the Life Insurance Act. It is also subject to certain provisions of the Corporations Act, and as such falls within the supervision of the Australian Securities and Investments Commission (ASIC). Financial services providers are required by the Corporations Act to have compensation arrangements in place. However, an exemption applies for financial services providers who are regulated by APRA. As an APRA regulated entity, we are exempt from these requirements.

## **Complaints Handling**

We are committed to providing a quality and personalised customer service, so if you are unhappy with any of our products or services, please tell us and we will attempt to quickly and fairly resolve the matter for you. We have procedures in place that provide for a complaint to be fully investigated. However, if for some reason we are unable to resolve the complaint to your satisfaction within 45 days of receiving the complaint you may refer the matter to an independent complaints handling service, known as the Financial Ombudsman Service.

Its contact details are:

### **Financial Ombudsman Service (FOS)**

Web-site: [www.fos.org.au](http://www.fos.org.au)  
E-mail: [info@fos.org.au](mailto:info@fos.org.au)  
Mailing address: GPO Box 3, Melbourne, VIC 3001  
Telephone: 1300 78 08 08  
Fax: (03) 6913 6399

## **Important information about your privacy**

The National Privacy Principles (NPPs), established under the Privacy Amendment (Private Sector) Act 2001 apply to Lifeplan.

The NPPs require us to notify you of certain matters and these are set out below.

Further information relating to the issue of your privacy, and the obligations which Lifeplan has to you, can be accessed at the website of the Office of the Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au)

### **Collection of information**

Lifeplan collects and holds personal information such as your name, date of birth and contact details.

This information is collected so that we can properly administer your holding of a Lifeplan financial product. In addition, the information may be used to provide you with information that you have requested, or information regarding other Lifeplan products and services. We may also be required to collect information by law, for example under Commonwealth Anti-Money Laundering and Counter-Terrorist Financing law and the Corporations Act. If you do not provide us with the information we ask for we may not be able to open or administer your investment or otherwise provide you with our other services.

We will endeavour to ensure that at all times the information which we hold is up to date and is accurate. If you believe that any such information is not accurate or is out of date, you should contact us immediately, so that we can take all reasonable steps to correct that information. In the event that you change address (whether residential address or e-mail address), you should always ensure that we are notified promptly.

## **Use and disclosure of information**

We may provide your personal information to service providers that we engage for the purposes of the administration of financial products and services. We may also provide this information to other companies within the Australian Unity Group. This information is provided on a strictly confidential basis and will only be used for the purposes of the Australian Unity Group. Lifeplan will also disclose information such as your name, contact details and product details to Australian Unity for the purpose of Australian Unity maintaining a register of its members and administering its memberships.

If a financial adviser, funeral director (for funeral bonds) has referred you to our products then your details (including ongoing investment and transaction details) may be provided to that adviser, the adviser's dealer group, the funeral director, the broker or the organisation for whom they work.

If you have provided us with personal information relating to a third party (such as a life insured, a nominated beneficiary, a plan guardian or a nominated student), you are responsible for informing the third party that Lifeplan may collect, use and disclose their personal information for the purposes of administering the product and verifying that appropriate benefits are paid or that the policy is transferred or managed according to your instructions.

To the extent required by privacy laws we will provide you with access to your personal information. You can advise us at any time if the information is inaccurate or incomplete.

Lifeplan may from time to time provide you with a newsletter containing valuable information about the Australian Unity Group and its financial products and other services. We may also wish to send you other information and offers regarding the Australian Unity Group of companies and its financial products and services and, unless you request otherwise, you authorise Lifeplan to forward the abovementioned information. We may send this information to your email address, if so you will be given the option to not receive the information each time you receive an email. If you do not want to receive any of this information, or you wish to access or change or update any of your personal details, you may instruct us by contacting The Privacy Liaison Officer on 1300 1300 38.

### **Document security and storage**

We have an obligation to ensure that the personal information which we receive is maintained securely and not able to be subject to unauthorised access (whether held in paper file or by computer technology support systems). Our processes ensure that we meet the obligations requiring that personal information held by Lifeplan is protected from misuse, loss, or unauthorised access, modification or disclosure.

In the event that you cease to hold a Lifeplan product (or cease to qualify as a beneficiary under a Lifeplan product) any personal information which we hold about you will be maintained for a period of seven years, in order to meet regulatory requirements.

### **Access and correction**

You may request to have access to your personal information by contacting our Privacy Officer. We will (subject to those exceptions noted below) provide you with such access, usually by providing an accurate summary of the information which we hold.

We will not provide you with access to personal information if:

- allowing such access would pose a serious threat to the life or health of a person;
- it would have an unreasonable impact upon the privacy of others;
- the request is frivolous or vexatious;
- the information is connected to anticipated legal proceedings; and
- allowing such access would be unlawful.

However, should we refuse access to such information, we will provide an explanation of the reasons for refusal.

## **Our website**

We collect data on our website to help us determine where our visitors have come from, who referred them to us, which areas they visit within our site and what software they use to access our site. This information is used to make improvements to our website. We may use cookies and your computer's IP address to customise the site and track your visit. We do not forward or store your IP address. The cookies are deleted from your computer once you leave our website and no record is kept. The cookies cannot be used to determine the identity of visitors to the website. If you do not wish to use a cookie you can set your browser so it will not accept them.

## **Privacy complaints**

We invite you to contact our Privacy Liaison Officer on 1300 1300 38 if you would like to discuss our privacy practices. If you wish to know more about Lifeplan's information handling practices you may ask us for a copy of our Privacy Policy.

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, your complaint should be directed to our Privacy Officer, as detailed below. We will endeavour to resolve your complaint, but in the event that this is not possible, you can contact the Office of the Privacy Commissioner, which may investigate the complaint further.

Investments Privacy Officer  
Lifeplan Funds Management  
111 Gawler Place  
Adelaide SA 5000

## **Lifeplan Australia Friendly Society Limited**

ABN 78 087 649 492 AFSL 237989

Principal Office of Administration  
111 Gawler Place, Adelaide SA 5000

## **Investor Services**

Telephone	1300 1300 38
Fax	(08) 8212 2790
Email	enquiries@lifeplan.com.au
Website	lifeplan.com.au

Lifeplan Funds Management is a business name and a registered trademark of Lifeplan.