

Financial Services Guide

This Financial Services Guide describes the services we provide and is designed to assist you to decide whether to use them. It also describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

Our services

We hold an Australian financial services licence that authorises us to provide financial product advice and deal in life insurance products (including investment and life risk products) and superannuation.

Life/risk insurance advice

We are specialists in life risk advice. Our risk insurance advisory services will assist you to:

- + Identify your risk insurance objectives and develop appropriate goals and strategies,
- + Obtain advice on insurance policies and how to implement them, and
- + Identify and arrange life insurance protection policies that are suitable for your needs.

Your risk insurance adviser will be employed by us and will give you other documents when providing these services, including:

- + **Statements of Advice (SOA)** - Any advice about your personal circumstances will be set out in a Statement of Advice. This will also tell you how we will be paid for our advice. If further advice is provided to you, this may be recorded in a Record of Advice and a copy will be available on request.
- + **Product Disclosure Statements (PDS)** - If we recommend that you acquire a financial product we will provide you with a Product Disclosure Statement containing information about the product's features and risks.

We act for you when giving personal financial advice and arranging products we have recommended for you.

If you only need simple life insurance advice, we may refer you to NobleOak Life Limited for assistance.

Steadfast Life Express

We also offer an online life insurance service called Steadfast Life Express. This insurance is issued by MetLife Insurance Ltd (MetLife) for whom we act when arranging this insurance. We will provide you with a Product Disclosure Statement if you purchase insurance online via our website www.steadfastlifeexpress.com.au.

How you can instruct us

You may instruct us in person, by phone, fax or email. It is important that you provide us with complete and accurate information otherwise our services may not be appropriate for your needs.

If your circumstances change, our recommendations may no longer be appropriate. Please tell us about any changes in your circumstances so that we can confirm that your insurance continues to be suitable for you.

How we are paid

Life/risk insurance advice

If you purchase a product we recommend, we will receive upfront and/or ongoing commission from the product provider. Unless your SOA says otherwise, we will not invoice you for our services. Depending on the product you purchase, we will receive commissions of 30-130% (incl GST) of your initial annual premium and 8.8-35% (incl GST) of subsequent renewal premiums.

This is paid by the insurer and is not an additional cost to you. We will clearly disclose any commission that we will receive in the SOA we give you.

We may also charge a 'review service fee' from time to time, depending on any additional services you require.

If you cancel an insurance policy within the first 12 months, to cover the cost of our advice, we may require you to pay us the lower of \$2,500 or the commission we are required to repay to the insurer.

Steadfast Life Express

If you purchase life insurance through Steadfast Life Express, Metlife will pay us 70% (incl GST) of your initial annual premium and 18% (incl GST) of your annual premium payable on each renewal of the policy.

NobleOak Life Limited

If you purchase life insurance through NobleOak, NobleOak will pay us 16.5% (incl GST) of your initial premium and 16.5% (incl GST) of each renewal premium.

Who we pay

Our employees receive an annual salary. Our risk insurance advisers are also entitled to receive a performance bonus which is dependent on their meeting a range of criteria, including in relation to new business, meeting our compliance, continuing education and client service standards.

If you have been referred to us for life/risk insurance advice, we will pay a percentage of the commission we receive to the person who referred you. You may ask us for details of the amount we pay before we provide our services.

If you are referred to Steadfast Life Express by a general insurance broker in the Steadfast Group, we will pay the broker 33% (excl GST) of any commission we earn on initial and subsequent renewal premiums.

All referral fees we pay will be disclosed in the SOA we give you.

Important associations

We have arrangements with the following insurance providers:

- + AIA Australia Ltd – who pays us an additional 5% of the net value of new business we introduce to them annually.
- + Asteron Life (Part of the Suncorp Group) – our financial advisers may qualify to participate in the 'Life Partnership Reward Program' and subject to certain conditions, we may receive additional renewal commission.
- + TAL Life Limited – our advisers may qualify to participate in the 'TAL Business Partnership Program' and subject to certain conditions, we may qualify for additional remuneration.
- + One Path Life Limited – who pays us 1% of the total average in force annual premium subject to our lapse rate performance.
- + MetLife Insurance Limited – we are a distributor of direct life insurance products issued by MetLife.

Details of any such additional benefit we will receive will be disclosed in the SOA we give you. They are paid by the product provider and are not an additional cost to you.

Professional indemnity insurance

We have professional indemnity insurance in place which covers us for errors or mistakes relating to our services. This meets the requirements of the Corporations Act and covers the services provided by us, our representatives and referrers after they cease working with us provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

Complaints

Firstly, contact us and tell us about your concern.

If this does not resolve the issue to your satisfaction, please contact our Complaints Officer on 02 8456 7866. We will acknowledge receipt of your complaint promptly, and attempt to resolve it within 45 days.

We are a member of the Financial Ombudsman Service Limited (FOS), an external dispute resolution scheme. If you are not satisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. They can be contacted through their website at www.fos.org.au and by telephone on 1300 780 808. You can access this scheme for free and any decision FOS makes is binding on us, but not on you.

Privacy

We are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We collect, hold, use and disclose your personal information to provide you with financial advice and/or to arrange financial products such as life insurance for you. If you don't provide us with full information we may not be able to do this.

We provide your information to the product issuers you choose to deal with. We do not disclose it to overseas recipients.

Our Privacy Policy describes our practices in relation to the collection and use of personal information and details how you can complain about a breach of the privacy laws or access or correct the information we hold about you. This is available on our website www.steadfastlife.com.au and on request.

If you are concerned about our handling of your personal information, please write to our Privacy Officer at one of the addresses below.

Contact us

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