

# Financial Services Guide

## Lack of Independence

Steadfast Life Pty Ltd (AFS Licensee Number: 421904) is not independent, impartial or unbiased under section 923A of the Corporations Act because we receive commissions on the placement of life risk insurance products that are not rebated in full to clients: s923A(2)(a)(i).

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 insurance advice. Our 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 or an authorised representative of Steadfast Life Pty Ltd and will give you other documents when providing these services, including:

- + **Statement of Advice (SOA)** - Any advice about your personal and/or business 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 do not need personal life insurance advice, we may refer you to NobleOak Life Limited for assistance with risk insurance products only.

## How you can instruct us

You may instruct us in person, by phone 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

### Strategic Advice Fee

We will charge you an insurance advice fee, the amount of which will depend upon the type of insurance advice you require and the complexity of your circumstances. These fees will be outlined in our Engagement Letter to you and is payable in addition to the premium of any product you implement based on our insurance advice.

### Advice Implementation Commission

If you purchase a product we recommend, we will receive upfront and/or ongoing commission from the product provider. Depending on the product you purchase, we will receive an upfront commission of 20-66% (incl GST) of your initial annual premium and an ongoing commission of 0-22% (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.

### 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. This is payable out of the upfront and ongoing commissions received by NobleOak – it is not additional cost to you.

## Who we pay

Where you receive advice from our employees, they 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 advice implementation, and meeting our compliance, continuing education and client service standards.

Where you receive advice from one of our authorised representatives, they will receive 35% of the Strategic Advice Fee and between 50-80% of the Advice Implementation Commission (excl GST). The remuneration or other benefits authorised representatives may receive will be disclosed at the time you are provided with your personal advice.

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.

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 2% servicing commission, paid annually, on policies written pre 31 December 2017 and subject to our lapse rate performance.
- + One Path Life Limited – who pays us 1% of the total average in force annual premium as at 31 December 2017 subject to our lapse rate performance.

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\*.

\* From 5 October 2021, this time-frame will reduce from 45 days to 30 days from receipt of your complaint in line with ASIC's Regulatory Guide 271.

We are a member of the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides fair and independent financial services complaint resolution that is free to consumers. If you are not satisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. Any decision AFCA makes is binding on us, but not on you.

You can contact AFCA at:

### AFCA

Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001  
T 1800 931 678 (free call)  
E [info@afca.org.au](mailto:info@afca.org.au)  
W [www.afca.org.au](http://www.afca.org.au)

## 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 may disclose your personal information to other companies or individuals both here and overseas who assist us in providing our financial services, perform services on our behalf or regulate the financial services that we provide.

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](http://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

Steadfast Life Pty Ltd ABN 81 111 380 388 | AFS Licence No 421904  
T 02 8456 7866  
E [admin@steadfastlife.com.au](mailto:admin@steadfastlife.com.au)  
W [steadfastlife.com.au](http://steadfastlife.com.au)

### Steadfast Life head office address

Level 2, 25 Cooper Street  
Surry Hills NSW 2010

### Steadfast Life postal address

Suite 2.2A, 25 Cooper Street  
Surry Hills NSW 2010

This FSG was prepared on 1 July 2021 (Version 4).

Steadfast Life Pty Ltd | ABN 81 111 380 388 | AFSL 421904  
Level 2, 25 Cooper Street Surry Hills NSW 2010  
02 8456 7866 | [www.steadfastlife.com.au](http://www.steadfastlife.com.au) | [admin@steadfastlife.com.au](mailto:admin@steadfastlife.com.au)

# STEADFAST LIFE

# PRIVACY STATEMENT.

## Introduction

We understand that people want the information that they give to organisations to be treated with respect and confidentiality. Protecting your information is an important part of maintaining trust between us and our customers and by handling information in a secure manner we build strong business relationships.

This summary sets out the key points about how Steadfast Life handles personal information. We collect, hold, use and disclose personal information to carry out our business functions and provide our financial services to you. The obligations contained in the Privacy Act 1988 (Cth), the 13 Australian Privacy Principles and any registered APP Code are those that apply to us for handling personal information.

More information can be found in our main privacy policy available at [steadfastlife.com.au](http://steadfastlife.com.au) or by contacting Steadfast Life you can obtain a copy free of charge.

## Collection of personal information

We usually collect personal information (including sensitive information) from you or by a person or entity representing you when we provide our services including advising you on and arranging insurance on your behalf and managing insurance claims.

We may collect personal information (including sensitive information) from third parties or publicly available sources to enable us to provide our products and services to you.

## Disclosure of personal information

Where permitted by current privacy legislation we disclose information about you to authorised people, organisation and Government agencies.

Generally we don't disclose sensitive information about you unless you agree, you would reasonably expect us to, or we are permitted by current privacy legislation to disclose that information.

In limited circumstances we disclose personal information overseas where permitted by current privacy legislation.

## Assessing and correcting personal information

In most cases when you request access to personal information that we hold about you we will provide you with that information. There are limited exceptions under current privacy legislation where we are not obligated to provide you with that information. It is important that the information about you is complete and accurate and we take reasonable steps to update your information when we become aware that it is out of date or incorrect.

## Our complaints process

We have a formal complaint process to deal with any issue that you may have regarding how we have handled your personal information. Generally we respond to privacy complaints within 30 days. If you remain dissatisfied with the outcome of the complaint process, you can get your complaint reviewed by a completely independent complaints handling entity, such as the Office of the Australian Information Commissioner.

## Our contact details

Mail Level 2, 25 Cooper Street,  
Surry Hills NSW 2010  
Phone 02 8456 7866  
Email [admin@steadfastlife.com.au](mailto:admin@steadfastlife.com.au)  
Website [www.steadfastlife.com.au](http://www.steadfastlife.com.au)

*Last Updated: 1 July 2021*

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