

# Financial Services Guide

## Part 1

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This Financial Services Guides (FSG) comes in two parts, this document which is part 1, and Part 2, the Adviser Profile

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**LIFE PROTECTOR**

## About Life Protector

Weal Par Pty Ltd Trading as Life Protector ABN 70 169 190 461, AFSL No. 474805 (Life Protector) is an Australian financial company authorised to provide financial products advice and deal in financial products to retail and wholesale clients. Life Protector is not a related body corporate to any Life Insurance company, General Insurance company, bank, or any other financial institution. Life Protector's Australian Financial Services License (AFSL) Number is 407805 commencing from 7 July 2015.

## About this guide

This financial Services Guide (FSG) contains important information about the financial services available to you. Life Protector holds an AFSL, under which your Adviser operates as an authorized representative. This FSG outlines the services that both your Adviser and Life Protector offer you, and aims to assist you in deciding whether to use the services available to you. It contains information including:

- The Financial services available
- How your Adviser and Life Protector are paid
- Any potential conflicts of interest and
- Dispute resolution procedures if you have a complaint

When you received personal financial advice your adviser will provide you with a Statement of Advice (SOA). This contains details of the advice provided, the basis on which it was given and information about fees, commissions and associations which may reasonably be expected to be capable of influencing the provision of the advice. However, your adviser has an overriding obligation to act in your best interest.

If your Adviser provides you additional advice, and that further advice is related to what was included in your previous SOA (and is not provided to you in writing), you may request a copy of the record of that further advice at any time up to seven years from the date your Adviser gave that further advice to you. You can request the Record of Advice by contacting your Adviser or Life Protector.

In some circumstances your Adviser will provide general financial product advice. In these situations your Adviser will provide a warning that the advice does not take into account your personal objective, financial situation or need and, in these circumstances, you will not be provided with an SOA.

When you receive personal or general advice to acquire a particular financial product, your Adviser will provide you with a Product Disclosure Statement (PDS). This contains information about a particular product and will assist you in making an informed decision about that product.

If you ask to purchase a specific product you will be provided with the appropriate PDS.

This FSG has been authorized for use by Life Protector.

## Your Adviser

Your adviser is an authorised representative of Life Protector. They will be acting on behalf of Life Protector when they recommend financial products to you.

Life Protector is responsible for any of the financial services provided, including the distribution of this FSG. You should also receive Part 2 of this FSG, the Adviser Profile, with this Part 1 of the FSG. Part 2 provides more detailed information about your Adviser.

## Advisory Services

Life Protector is authorised to provide financial product advice and deal in the following areas:

- Basic Deposit Products
- Deposit Products other than Basic Deposit Products
- Debentures, stock or bonds issued or proposed to be issued by a government
- Investment Life Insurance products
- Risk Life Insurance products
- Managed Investment Schemes (including Investor Directed Portfolio Services)
- Securities
- Superannuation

The Adviser Profile sets out which of these financial services your Adviser is authorised to provide as an authorised representative of Life Protector.

Life Protector may also provide the following advisory services:

- Financial Advisory Services
- Financial Planning
- Superannuation Rollover Advice
- Investment Advice
- Social Security Advice
- Succession Planning
- Saving Plans
- Portfolio Reviews

A financial product will only be recommended to you after it is considered suitable for your individual needs, objectives and financial circumstances

Life Protector also has access to specialist advice on tax and estate planning. When required, these specialist areas of advice will be provided only by referral. Whether you use the specialist referred to you, or a professional that you currently have an involvement with, they will be responsible for the advice provided to you.

If you required advice on a wider range of products or complex issues you may be referred to another financial services provider.

## Your Adviser's responsibilities to you

Your Adviser will:

- where personal advice is given, act in your best interests and only provide personal advice that they reasonably consider is appropriate, having regard to your personal circumstances
- where personal advice is given, give priority to your interest if a conflict exists between your interests and the interests of your Adviser, Life Protector or an associate of these
- generally only advise within Life Protector's approved product list
- deal if directed but only with your approval
- take instruction from you
- subject to any registration rules which may be applicable, consider but not advise on tax issues, and
- not ask you to sign blank documents

## Your responsibilities to your Adviser

It is expected that you will:

- when you are seeking personal advice, tell your Adviser about your personal objectives, current financial situation and any other relevant information so they can offer you the most appropriate advice. If you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation
- where required, provide your Adviser with complete and accurate information
- update your Adviser as required with any changes in your personal situation
- not sign blank forms
- carefully consider their advice when making decisions about financial products, and
- carefully consider the implications or risk associated with any recommendations in your SOA before making a decision relating to a financial product.

## Your information and privacy

Your Adviser will maintain a record of your personal profile including details of your objectives, financial situation and needs. They will also maintain records of any recommendations made to you. If you wish to review your file please contact them.

The way in which your information is collected, used and disclosed is explained in the Life Protector Privacy Policy. You can access this by contacting Life Protector. The accuracy of the information you provide is important. If you think any information held is incorrect, please let your Adviser know.

Information relating to your right to privacy is available at the website of the Office of Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

## Fees and Commissions

There are various ways payment is received and distributed by your Adviser and their associates for the service provided.

You may either be charged a set fee, an hourly rate or your Adviser and their associates may receive commissions directly from the financial product issuer whose products are recommended to you. Part 2 of this FSG, the Adviser Profile, contains further information detailing fees and commissions as well as other benefits your Adviser and their associates may receive for the services they provide.

Life Protector or its Advisers may be entitled to receive partnership payments from product issuers, to the extent permitted by law. This may be by way of additional commission (including amounts additional to the rates of commission disclosed in Part 2 of this FSG), a rebate of some or all of these fees that your Adviser pays to Life Protector, or other payments and may depend on the volume of business Life Protector and its Advisers collectively or individually place with a product issuer, to the extent permitted by law.

Life Protector may have these types of arrangements in place with any product issuer on its approved product list (APL). A copy of Life Protector's APL is available on request from your Adviser or Life Protector.

Your SOA outlines the specific amount of any initial and ongoing commissions, fees, charges and other benefits that are paid to any person as a result of the financial products or services you obtain. It will also explain how the commissions, fees, charges and other benefits are calculated.

If your Adviser only provides general advice, you can request further details about how remuneration is calculated, provided you do so within a reasonable time after receiving this FSG and before you receive a financial service.

If your Adviser recommends a financial product, the issuer of that product will receive a benefit which may be in the form of a premium, entry fee or management fee. This is fully explained in the relevant PDS.

If you enter into an ongoing fee arrangement with your Adviser you will be sent a Fee Disclosure Statement (FDS) annually. The FDS notes the services you were entitled to receive, the services you actually received and the fees you paid for those services in the previous 12 months.

An ongoing fee arrangement is an arrangement under which you are charged an ongoing fee during a period of more than 12 months for personal advice (but does not include commissions paid to Advisers).

If personal advice is provided, when you are happy with the recommendations and information in your SOA, you need to authorize your Adviser to implement the recommendations by signing it.

## Referrals

If you are referred to your Adviser or Life Protector by someone else, and they are paid a fee or commission for that referral, your SOA will show the amount of that fee or commission, or you can request this information from your Adviser.

## Anti-Money Laundering and Counter-Terrorism Financing Act 2006

Life Protector has a number of obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth). These obligations may require us to carry out procedures to identify you and to verify the identification information provided.

We may not be able to provide our services until we receive all required information. Anti-Money Laundering and Counter-Terrorism Financing legislation and regulations also stipulate that we need to report certain information about our clients to relevant authorities, including the Australian Transaction Reports and Analysis Centre (AUSTRAC). Where such reporting has taken place, we may be prevented by this legislation from telling you.

Where legally permitted or obliged to do so, we may disclose that information to regulatory or law enforcement agencies, to our related bodies or to other third parties.

The AUSTRAC website at [www.austrac.gov.au](http://www.austrac.gov.au) provides information relating to the Anti-Money Laundering and Counter-Terrorism Financing legislation and regulations.

We will not be liable to you for any loss you suffer (including consequential loss) caused by the fact that we are required by law to delay, block, freeze or refuse to process a transaction.

### Professional Indemnity

Life Protector, its employees and its representatives are indemnified under Professional Indemnity Insurance. That insurance covers work conducted for Life Protector, by its representatives and employees. These arrangements satisfy the compensation requirements for an AFS licensee under section 912B of the Corporations Act.

## If you have complaint

Firstly, contact your Adviser and discuss your complaint. Their contact details are provided in Part 2 of this FSG, the Adviser Profile.

If you are unable to resolve the issue to your satisfaction with your Adviser within three working days please contact Life Protector using details below.

Emil Dimitrov  
Weal Par Pty Ltd Trading as Life Protector  
Level 4, 447 Kent Street, Sydney, NSW 2000  
Telephone 0416 129 000  
Email [emil@lpro.com.au](mailto:emil@lpro.com.au)

Life Protector will aim to resolve your complaint quickly and fairly within 45 days (or 90 days in cases where we have notified you that we require 90 days to resolve your complaint and you have agreed).

If the complaint cannot be resolved to your satisfaction then you have the right to refer your matter to the Financial Ombudsman Service of which Life Protector is a member.

This is an external independent body which offer a free and accessible dispute resolution service to clients who have been unable to resolve their complaint with their financial institution. Life Protector is bound by decisions made by the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted using the details below.

Financial Ombudsman Service  
GPO Box 3 Melbourne VIC 3001  
T 1300 780 808  
F 02 9613 6399  
E [info@fos.org.au](mailto:info@fos.org.au)  
W [www.fos.org.au](http://www.fos.org.au)

### Further Enquires

If you have any further questions about the financial services outlined in this FSG, please contact your Adviser in the first instance. Alternatively, you can contact Life Protector on [info@lpro.com.au](mailto:info@lpro.com.au)

Please retain this document for your reference and any future dealings with your Adviser or Life Protector.



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