

Financial Services Guide: Part Two

STOP This document is Part Two of a Financial Services Guide & must be read in conjunction with Part One.

This Financial Services Guide (FSG) contains important information about:

- Your Authorised Representative/s;
- The Financial Products and Services provided by your Authorised Representative;
- How your Authorised Representative charges for their services; and
- How NEO Financial Solutions Pty Ltd (the Licensee, 'NEOFS' AFSL 385845) and its Authorised Representatives are paid.



AUTHORISED REPRESENTATIVE PROFILE

CORPORATE AUTHORISED REPRESENTATIVE PROFILE

Authorised Representative Name	Lifegro Pty Ltd
Authorised Representative ASIC Number	411643
Trading Name	Lifegro Financial Planning
Business Address	7/339 Cambridge St WEMBLEY WA 6014
Postal Address	PO Box 518 WEMBLEY WA 6913
Telephone	08 9387 8010
Fax	08 9387 8020
Email	info@lifegro.com
Web Page	www.lifegro.com

Lifegro Pty Ltd is a Corporate Authorised Representative of NEO Financial Solutions Pty Ltd AFSL 385845.

SUB AUTHORISED REPRESENTATIVE PROFILE

Authorised Representative Name	Claudia Gould
Authorised Representative ASIC Number	1273049
Mobile	0401 473 555
Email	Claudia.gould@lifegro.com

Claudia Gould is a Sub Authorised Representative of Lifegro Pty Ltd.

AUTHORISED REPRESENTATIVE BACKGROUND

Claudia Gould has 15 years' experience in financial planning.

Relevant educational and professional qualifications include:

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Services (Financial Planning)
- Graduate Certificate in Financial Planning (Griffith University)
- Master in Financial Planning (Griffith University)
- Financial Planner AFP® member of the Financial Planning Association of Australia (FPA)



PRODUCTS & SERVICES OFFERED

FINANCIAL PRODUCTS OFFERED

The Authorised Representative named in this Financial Services Guide has been authorised by NEOFS to provide Financial Product Advice and Deal in the following products:

✓	Deposit & Payment Products
✓	Government Debentures, Stocks & Bonds
✓	Life Products – Life Risk Insurance Products
✓	Life Products – Investment Life Insurance Products
✓	Superannuation, RSA's & Retirement Income Stream Products
✓	Managed Investments
✓	Securities
✓	Self-Managed Superannuation Funds

Only products researched and approved by NEOFS can be recommended by your Authorised Representative.

SERVICES OFFERED

The Authorised Representative named in this Financial Services Guide is able to offer you the following services:

✓	Personal Risk Insurance	✓	Business Succession Planning
✓	Debt Management	✓	Estate Planning Strategies
✓	Guidance on Budgeting	✓	Pre-Retirement Strategies
✓	Wealth Accumulation Strategies	✓	Transition to Retirement Strategies
✓	Superannuation	✓	Centrelink & Veteran Affairs Planning
✓	Self-Managed Superannuation Funds	✓	Socially Responsible Investments
✓	Managed Investments	✓	Salary Packaging
✓	Securities	✓	Direct Property – Strategies Only

SERVICES & PRODUCTS NOT OFFERED

Your Authorised Representative is unable to offer you advice or services regarding the financial products or services listed below. We may have referral arrangements in place for a service or financial product listed below. Please inform us if you wish to receive advice in these areas and we will be happy to refer you to a suitably qualified adviser. It is important for you to understand that we do not endorse, recommend or accept responsibility for the services, strategies and/or products provided by external referral service providers.

✗	General Insurance	✗	Standard Margin Lending & Gearing
✗	Derivatives	✗	Direct Property - Sales



HOW WE GET PAID

NEOFS receives all remuneration upon implementation of the products and services provided by your Authorised Representative. NEOFS then pays Lifegro Pty Ltd 100% of all remuneration received.

From this Lifegro Pty Ltd pays Claudia Gould a salary, bonuses and, up to 50% of any fees/commission on any clients she brings to the practice.

Following is a guide as to how commissions and/or fees may be charged. If you choose to receive personal advice, the Statement of Advice you receive will detail the specific payments in relation to the products recommended.



WHAT ARE THE COSTS

All fees are inclusive of GST.

Your Authorised Representative may provide you with an initial meeting for which there is no charge. Further meetings including the preparation, implementation and ongoing advice will be charged by one or a combination of methods as outlined below. You may elect to be invoiced directly for these fees to be paid to NEOFS or you may elect to have these fees deducted from your investments. An estimated cost of services will be provided to you before commencing any work.

Initial Appointment		
We will collect information from you at this meeting and provide you with general only advice at this meeting. The costs in providing comprehensive advice services will be quoted to you at this meeting. To receive comprehensive advice, you will need to have a Statement of advice prepared.	Nil	
Fee for Service Hourly Rate		
We may charge an hourly rate for the services we provide.	Up to \$330 / Hour	
Statement of Advice Preparation Fees		
Advice fees are charged based on the complexity of the advice provided. <i>Please note the SOA preparation fees still apply where you decide not to implement our advice.</i>	From (Min)	To (Max)
	\$0	\$16,500
Implementation of Advice (Non-Insurance) (1st Year only)		
Implementation Fee: Flat Fee		
Investment of superannuation and non-superannuation funds	\$550	\$7,700
Life Insurance Commission (1st Year only)		
This commission is payable by the insurance company and is a percentage of the insurer's base premium i.e. premium excluding stamp duty, fire services levy, GST, model loadings or any other government charges, taxes, fees or levies.		
For insurance approved from 1 Jan 2019 to 31 Dec 2019 : Example: if the annual premium was \$1,000 NEOFS would receive up to \$770 in the first year based on the maximum.	0%	77%
For insurance approved from 1 Jan 2020 onwards : Example: if the annual premium was \$1,000 NEOFS would receive up to \$660 in the first year based on the maximum.	0%	66%
Insurance fee - we may include a fixed fee to advise and implement your insurance recommendations, either in lieu of or in conjunction with upfront initial insurance commission. This fee will be agreed with you prior to implementation. In the event of non-acceptance of your insurance application by the insurer, or cancellation of your policy for any reason, this fee will not be refundable.	\$1,100	\$9,900
Ongoing Advice Fee (Non-Insurance)		
Ongoing Advice: Flat Fee		
Ongoing Advice fees will be determined by the complexity and requirements of the recommended strategy.	\$1,980	\$13,200
Ongoing Advice: Asset Scale Fee		
Based on the account balance of superannuation and non-superannuation portfolios. The ongoing commission is paid based on the value of your holding in a product for as long as you hold the product. Example: if your account balance is \$250,000 and you are charged 0.88%, NEOFS would receive \$2,200 per annum.	0%	2.20%
Ongoing Life Insurance Commission (Year 2 onwards)		
NEOFS may also receive a renewal commission from the insurance company each year while your policy is in force. This is a percentage of the base annual premium you pay.		
Example: if you're annual premium is \$1,000 NEOFS would receive up to \$330 per annum based on maximum.	0%	33%

FSG Issued by: [NEO Financial Solutions Pty Ltd](#)
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