

Financial Services Guide (FSG)

A guide to the services we provide and how we will work with you

Your financial security will play an important role in the quality of life experienced by you and your family in the years to come. Solar Financial Advisory Pty Ltd - ABN: 89 161 427 916, (Solar), is an Australian Financial Services Licensee (AFSL) and our role is to provide the advice, services, products and carefully planned strategies to meet your wealth creation goals and family protection needs.

Before we provide you with financial advice, you should read this Financial Services Guide (FSG). It contains the following important information to help you decide whether to use our services:

- Who we are;
- Initial and ongoing advice we provide;
- How we are paid;
- Who to contact if you have a complaint.

This document is Part One of the Financial Services Guide and is only complete when Part Two - the Adviser Profile - is attached.

Authorised Representative Profile – Part Two

Your financial adviser is the Authorised Representative listed in Part Two of this FSG. Solar's financial advisers act for you and not for any life insurance company, fund manager or bank.

Part Two of this FSG provides detailed information about your financial adviser such as their contact details and the types of financial products and services they can advise and deal in. Please retain both Part One and Part Two of the FSG for your reference and any future dealings with Solar and your financial adviser.

About Solar

Solar is the holder of AFSL No: 431915. Under the Corporations Act and our licensing obligations regulated by the Australian Security & Investment Commission (ASIC), our primary responsibility is to you, our client. Our Authorised Representatives act on our behalf and Solar is responsible for the advice they provide.

Contact details:

Solar Financial Advisory Pty Ltd
PO Box 8014
Baulkham Hills Business Centre
Baulkham Hills NSW 2153
Tel: 1300 785 443
Email: info@solar.com.au
Web: www.solarfin.com.au

Solar Financial Advisory Pty Ltd is a Professional Partner of the Financial Planning Association (FPA). We are fully committed to the FPA's Code of Ethics and Rules of Professional Conduct.

Solar Financial Advisory Pty Ltd is a registered Tax (Financial) Adviser of the Tax Practitioners Board, as is all of our Authorised Representatives.

Solar Financial Advisory Pty Ltd has approved the distribution of this FSG.

Why you should choose Solar Financial Advisory Pty Ltd

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and undertake training programs so we are up to date with legislative changes to superannuation, investment, social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our financial advisers will help you determine your goals and weigh up different investment strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

Solar financial process

Everyone has different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.

Identifying where you want to be

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks

Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to liaise with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

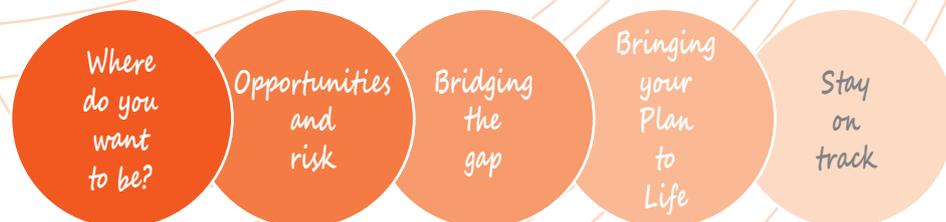
Staying On track with regular ongoing advice

Time goes on and circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice. We design an ongoing service programme to ensure your plan remains up to date as your life changes so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

Advice Solar can provide

Solar Financial Advisory Pty Ltd maintains an approved product list containing financial products that have been researched by a number of external research houses and assessed by Solar's Investment Committee. A copy of the approved product list can be given to you if requested. We may recommend products and platforms promoted or issued by our product partners if appropriate to your needs. Please refer to your adviser's profile for a list of strategies and products they can recommend.



Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and our advice to help you achieve them. We will keep a record of any further advice we provide you for seven years. You may request a copy by contacting our office.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest in or purchase a financial product. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product. You can contact your adviser directly with any instructions relating to your financial products

How you can provide instructions

You may specify how you would like to give us instructions. You can give us instructions or information verbally or in writing. In some situations we will require your instructions to be in writing. We will advise you what information we need or what documentation we need you to complete and sign.

Advice fees

All fees and commissions will be paid directly to Solar Financial Advisory, as the Licensee, on the Authorised Representative's behalf. Solar will pay your financial adviser in accordance with their Authorised Representative Agreement with Solar.

The fees charged for our advice services may be based on one or a combination of:

- A set dollar amount; or
- A percentage of the funds that you invest.
- Brokerage or commission which is paid by a product issuer.

Our advice fees may include charges for the following advice services:

Initial advice – The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount. Before providing you with initial advice we will prepare an Initial Advice Agreement. The Initial Advice Agreement sets out what our initial advice will cover and how much it will cost you.

In addition, the initial advice fee will be disclosed in your SOA.

Advice implementation – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and are based on a set dollar amount. The advice implementation fee will be disclosed in your Initial Advice Agreement and / or your SOA.

Ongoing advice – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available. The fee for the ongoing advice fee service is calculated as either a set dollar amount or a percentage of your investments.

Before providing you with ongoing advice your adviser will prepare an Ongoing Advice Agreement. This agreement will set out what our ongoing advice will cover, including the advice and services we will provide, as well as frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated. In addition, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount. Any additional advice fee will be disclosed in your SOA.

Commission – Please note that for services in relation to insurance and business/corporate superannuation, commissions will be paid from the insurance product providers to cover both our initial advice and the ongoing commissions for the renewal of your insurance products.

Payment method & frequency

We offer you the following payment terms:

- BPay, direct debit (credit card or savings), cheque
- Deduction from your investment
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our ongoing advice agreement.

Other benefits Solar Financial Advisory may receive

- Solar received a limited number of shares from Wealthtrac Pty Ltd. Any proceeds received from these shares will not be passed onto your financial adviser.
- From time to time, Solar may receive Education, Training and/or IT Software and Support benefits from our product partners.
- Payments from other professionals: You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. This will be disclosed in your financial plan if applicable.
- Payments to other professionals: We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your financial plan if applicable.

Both Solar Financial Advisory Pty Ltd and your financial adviser maintain a Register to document benefits received. A copy of this register will be made available within seven days of a request.

Privacy

Your privacy is important to us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy please refer to the Appendix to this FSG.

Another financial adviser may be appointed to you if your adviser leaves or is unable to attend to your needs due to an extended absence from the business. In these circumstances, we will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policies will be paid to your new adviser.

Professional Indemnity Insurance

Professional indemnity insurance is maintained by Solar Financial Advisory Pty Ltd and your financial adviser to cover advice, actions and recommendations which have been authorised by Solar Financial Advisory Pty Ltd and provided by your financial adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint?

If you have any complaints about the services provided to you, you should take the following steps:

Contact your financial adviser and tell them about your complaint.

If your complaint is not satisfactorily resolved within three business days, please contact Solar Financial Advisory Pty Ltd on 1300785443 or put your complaint in writing and send it to: Solar Financial Advisory Pty Ltd, PO Box: 8014, Baulkham Hills BC, Baulkham Hills NSW 2153

Solar Financial Advisory Pty Ltd will try to resolve your complaint quickly and fairly. If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

1. Financial advice, investments, superannuation or insurance matters - refer complaint to the Financial Ombudsman Service (FOS) on 1300 780 808
2. Personal information held - refer complaint to the Privacy Commissioner on 1300 363 992

Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

Privacy Collection Statement

Appendix to FSG Version 4.0; Issue Date: 14 March 2016

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the *Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006* to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your financial adviser and Solar may have access to this information when providing financial advice or services to you;
- Your financial adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Solar to review customers' needs and circumstances from time to time;
- Your information may be disclosed to external service suppliers who supply administrative, financial or other services to assist your adviser and Solar in providing financial advice and services to you. Solar does not disclose personal information to recipients in foreign countries.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Solar Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your financial adviser and Solar will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Solar holds about you at any time to correct or update it as set out in the Solar Privacy Policy.

To raise any concerns you might have in relation to your privacy, please refer to page 2 of your FSG "What should you do if you have a Complaint?" and Solar's Privacy Policy. You can request a copy of Solar's Privacy Policy from your adviser or Solar at any time.

Adviser profile version:

Version 4.0 (Frances Hesse)

This profile is part of the Financial Services Guide and is only complete when the business profile is attached. The Adviser Profile sets out my personal details and the services and products I can provide.

Date issued

14 March 2016

Personal Profile

Frances Hesse is an Authorised Representative and Tax (Financial) Adviser of Solar Financial Advisory Pty Ltd (431915)

Authorised Representative No.: 231502

Business Name: Lifetime Advisers

Telephone Number: 1300 135 573 Fax: 1300 135 593

Address: 4 Fox Road East Ryde NSW 2113 Postal: PO Box 6043 North Ryde NSW 2113

Email address: info@lifetimeadvisers.com.au www.lifetimeadvisers.com.au

Education and Qualifications

Bachelor of Business, Finance and Economics University of Technology, Sydney 1991;
DFP, Deakin University 1996; Cert IV in Financial Markets (Finance/Mortgage Broking) 2009

Experience

Financial planning since 2002. Financial services since 1988.

Memberships

FPA- CERTIFIED FINANCIAL PLANNER®, Membership 012740, member since 1996

SPAA- Associate member since 2013

Advice your adviser can provide

Frances Hesse can provide you with advice on the following:

Strategies

- J Guidance on budgeting and goal setting
- J Savings and wealth creation strategies
- J Investment planning
- J Superannuation planning
- J Pre-retirement planning
- J Retirement planning
- J Estate planning considerations
- J Centrelink planning
- J Risk and insurance analysis
- J Business succession planning
- J Salary packaging advice
- J Aged care accommodation

Products

- J Cash management trusts
- J Retirement income streams
- J Direct fixed interest
- J Retail & wholesale managed investment schemes
- J Socially responsible investments
- J Hedge funds
- J Master trust products
- J Superannuation products
- J Personal and group insurance
- J Business succession insurance
- J Self-managed super funds
- J Direct shares

How your adviser is paid

Solar Financial Advisory Pty Ltd, after deduction of licensing fees and other associated costs, will pay Frances Hesse 0% to 100% of the gross revenue received.

Referrals

If you have been referred to me, the referrer may receive commission I have received from Solar Financial Advisory Pty Ltd.