

Financial Services Guide

VERSION 1, 1 OCTOBER 2020

This Financial Services Guide (FSG) is an important document which provides you with information to help you decide whether to use our financial services.

Important information about this FSG

This FSG is an important document. It tells you about Lewis Financial Services Licence Pty Ltd ('Lewis Financial'), also referred to as 'we', 'us' or 'our', and the financial services we may provide to you.

This will help you decide whether to use our financial services. It provides information on:

- who we are,
- the financial services and products we may provide to you,
- how we, your financial advisor (and our associates) are paid and any conflicts that may exist,
- how to get advice and give instructions,
- how we protect your personal information,
- how you can make a complaint about us, and
- what we can do and what we expect from you.

Other documents you may receive from us

Initial advice

You are entitled to receive a Statement of Advice (SoA) on the first occasion that we provide you with personal advice or a Record of Advice (RoA) if the advice relates to amounts under certain thresholds.

The SoA/RoA will contain the advice, the basis of the advice, information about fees, payments and associations

we have that may influence the advice we provide to you.

After providing you with our initial advice in an SoA, any subsequent personal advice that we provide to you may be documented in Records of Advice (RoAs), provided there has not been a significant change in your personal circumstances or the basis upon which our initial advice was provided.

Copies of each SoA and RoA will be retained on your client file and you may request a copy by contacting your financial advisor.

Further advice

If you require further advice, your financial advisor must ensure that your personal circumstances and the basis on which the original advice was given have not significantly changed. Therefore, your financial advisor may need to check your circumstances again prior to providing any further advice.

A record of this further advice will be kept for seven years. You may request a copy of the RoA from your financial advisor.

We are not required to provide you with an SoA or an RoA where the advice relates to certain basic deposit products or other approved financial products.

Product Disclosure Statement

We will provide you with a Product Disclosure Statement (PDS) or other offer document if we recommend that you acquire a particular financial product. The PDS will help you to make an informed decision about whether or not to acquire the financial product. The PDS will contain information about the features, costs, risks and benefits of the financial product.

1. About us

We, Lewis Financial Services Licence Pty Ltd (ABN 33 640 042 468), hold an Australian Financial Services Licence (AFSL No 522904) to provide you with the financial services outlined below. We are the issuer of this FSG.

Our details are:

Office and postal address:

Suite 3 Springwood Mews
10 Ferguson Road, Springwood NSW 2777

Phone: 02 4751 4300

Fax: 02 4751 4600

Email: info@lewisfinancial.com.au

Website: www.lewisfinancial.com.au

2. The financial services and products we offer

The financial services we are authorised to advise and deal in are:

- Deposit and payment products: basic deposit products
- Deposit and payment products: non-basic deposit products
- Government debentures, stocks or bonds
- Investment life insurance products
- Managed investment schemes including IDPS
- Retirement savings accounts
- Securities
- Standard margin lending facility
- Superannuation.

Financial services will be provided by us directly or through our authorised representative, such as your Lewis Financial advisor.

3. What your financial advisor is authorised to do

Your Lewis Financial advisor acts on our behalf and can provide you with the services listed above.

Generally, your financial advisor is authorised to provide financial advice on, and deal in, only those financial products on our Approved Product List.

Your financial advisor has access to a range of financial products to help you achieve your financial goals based on your personal circumstances, needs and objectives.

4. How we and your financial advisor get paid

When your financial advisor provides financial services to you, certain fees may be charged for providing these financial services, however, please note the following:

- The amount of the fees charged depends on the nature of those financial services.
- Your SoA will set out the exact amount of fees, payments and other benefits that we and your financial advisor will receive.
- Your financial advisor may receive a share of fees and in some instances payments may be paid from us for the financial services they provide to you.

Alternatively, your financial advisor may receive a salary from us, or their employer if employed by a third party, together with a performance bonus.

From time to time, we and your financial advisor may also receive other benefits from product issuers, such as subsidised training.

We maintain an Alternate Forms of Remuneration Register. The Register, which you can review by contacting us, outlines some alternative forms of remuneration (including the incentive payments referred to above) that we may receive from product issuers.

Any of the above payments will be to the extent permitted by law.

5. What fees are paid for our services?

Our fees charged generally include the following:

- When you only require specific personal advice and an SoA is completed for this, you may be charged a fee which will be disclosed in the SoA.
- Ongoing fees may be received based on the ongoing service provided, the value of the funds you invest and the financial products you use. In some cases this may be an asset-based fee paid directly from your investment portfolio. Alternatively, this may be a direct debit payment from your bank account or invoiced to you, depending on the arrangement you have agreed upon with your financial advisor.
- Whenever you purchase an insurance policy, a payment may be paid by the insurance company to us. The payment amount will depend on:
 - the particular insurance company and insurance policy, and
 - whether the payment received is a fixed percentage of the premium paid for the insurance policy. This can range from 0% to 66% of the premium you pay. It will be paid out of the premium you pay and at the time you pay it.

Our financial advisors will fully explain all fees that are charged to you each time you use a financial product.

Any of the above fees will be charged as agreed with you or as permitted by law.

6. Fees you pay for using other financial products

The amount of fees charged will depend on the financial products you acquire and the issuer of those financial products.

These fees charged will depend on the services you require and what is agreed between you and your financial advisor and may include the following:

- administration fee: based on the balance of your investment, depending upon the type of financial product; the amounts will generally be calculated monthly and payable quarterly,
- switching/transfer fee: based on the switch amount or transfer amount between investments in a financial product, and
- all other fees identified by a product issuer in the relevant PDS for the financial product.

7. When you are given advice we will address your personal financial situation, needs, goals and objectives

We are under an obligation to act in your best interests in relation to the personal financial product advice provided to you (i.e. the 'best interests duty'). Generally, we must ensure, within the subject matter of the advice provided to you that:

- the scope of the advice includes all the issues for the advice to meet your objectives, financial situation and needs (including your tolerance for financial risk),
- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs, and
- we consider whether or not to provide advice that recommends a specific product or whether you should dispose of a product or do nothing.

The advice that your financial advisor provides will always be provided to you in writing in the SoA, unless it is further advice as outlined earlier.

However, you have the right not to tell us information about yourself if you do not wish to but still require your financial advisor to provide you with personal financial product advice.

In these cases, the SoA will contain a specific warning that draws your attention to the risks of not providing

full information about yourself. The warning will state that if you do not give your financial advisor accurate and complete information relating to your personal circumstances, the advice you receive may not meet your intended objectives and that your financial advisor has not been able to determine whether the advice is appropriate.

Therefore, before acting on any advice you receive, you should consider the appropriateness of the advice and read carefully the warnings contained in the SoA before making any decision relating to the advice.

In all cases where your financial advisor provides an SoA to you and a recommendation is included in the SoA for you to acquire a financial product, an investment report or PDS for that financial product will be provided to you.

It is important that you read and understand this document before implementing any recommendation made in the SoA. Your financial advisor will readily explain any part of this document that you do not understand.

If you don't wish to receive our advice, we may still act on your instructions to deal in financial products. However:

- you face the risk that the financial product you select may not be appropriate for you, and
- we may require you to sign a document that records your intention not to seek advice from us for the particular financial product(s).

8. Do any relationships or associations exist which might influence the financial advice we provide?

Lewis Financial does not have any relationships or associations that could reasonably be expected to influence the provision of financial services.

9. How we protect your personal information

We recognise the importance of protecting your privacy. Your personal information will be handled in accordance with our Privacy Policy, which outlines how the information we collect from you is used, stored and disclosed.

We will collect your personal information from the Introductory Questionnaire you complete and information gathered with your financial advisor. As a financial service provider, we are obligated to verify your identity and the source of any funds. Accordingly, we will ask you to present identification documents, such as, your passport or driver's licence, which will be held on file.

The main reason we collect, use and/or disclose your personal information, is to provide you with the products and services that you request. This may also include the following related purposes:

- to help your financial advisor provide you with financial advice and ongoing services in relation to your account with us,
- to facilitate internal administration, accounting, research, risk management and compliance,
- to establish and maintain insurance protection that you may request, or
- to provide you with information about other products and services that may interest you.

We may also disclose your information to external parties, some of whom act on your or our behalf. These parties may include:

- your financial advisor,
- banks or other financial institutions,
- insurers and reinsurers and their claims agents and assessors,
- product providers, or
- other service or advice providers.

We are also permitted to collect and disclose your personal information when required or authorised to do so by law.

By signing the Terms of Engagement, you agree to our collecting, storing, using and disclosing your personal information. If you do not provide all the information requested, we may not be able to provide you with financial advice.

If you have concerns about the accuracy and completeness of the information we hold, you may request access to your personal information by contacting the Privacy Officer:

By mail: Privacy Officer

Lewis Financial Services Licence Pty Ltd
Suite 3 Springwood Mews, 10 Ferguson Road
Springwood NSW 2777

By email: privacy@lewisfinancial.com.au

By phone: 02 4751 4300

Depending upon the nature of the request, we may have the right to impose a reasonable charge.

To obtain a copy of our Privacy Policy please contact Lewis Financial on 02 4751 4300 or through our website at www.lewisfinancial.com.au.

10. How you give instructions

Generally, you may give us your instructions verbally or in writing, such as by email, fax or letter. However, in some instances we require your instructions to be in writing.

11. Restrictions that apply

We shall avoid acting or shall not act on your behalf, unless we receive instructions from a duly authorised third party.

For your own protection, you should not:

- sign any blank forms or documents,
- appoint any financial advisor to act as your attorney or authorised signatory,
- nominate any financial advisor to receive your statements without your also receiving a copy, and
- give us unclear or misleading instructions or false information.

Under the Tax Agent Services Act 2009, your financial advisor is required to declare whether or not they are authorised by the Tax Practitioners Board to provide tax (financial) advice services and hence the tax (financial) advice that they are authorised to provide.

Your Lewis Financial advisor is a registered tax (financial) adviser. They are authorised to provide a tax (financial) service, where the advice is:

- provided in the context of the personal advice authorised by the licensee, and
- part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances.

As a registered tax (financial) adviser, they are not authorised to provide tax agent services (i.e. those services in relation to the preparation and filing of tax returns and liaison with the ATO, etc.).

If tax agent services were to be provided (i.e. those services in relation to the preparation and filing of tax returns, and liaison with the ATO, etc.), these services constitute a separate business activity and are not provided under the licensee's AFSL.

We are only responsible for advice relating to the financial products and services described in this FSG and our Approved Product List.

12. What we expect from you

We will expect that you will do the following:

- give us complete, up-to-date and accurate details of your personal objectives, financial situation and needs,
- keep us informed of any changes in your personal situation, and
- use our advice to make your investment decisions.

13. What happens if you want to make a complaint?

If you have a complaint about any of the financial services provided to you by your financial advisor, you should first contact the financial advisor who provided the service to you.

If your financial advisor has not provided a satisfactory resolution within five (5) business days of your making a complaint, you should contact us at the following address:

Complaints Officer

Lewis Financial Services Licence Pty Ltd
Suite 3 Springwood Mews, 10 Ferguson Road
Springwood NSW 2777

Phone: 02 4751 4300

Fax: 02 4751 4600

When we receive your complaint, we will enter it into our complaints database, and send all details to our Complaints Officer for investigation.

If we cannot resolve your complaint to your satisfaction or within 45 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

Australian Financial Complaints Authority Limited

GPO Box 3 Melbourne, VIC 3001

Tollfree: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

You can also make a complaint to the Australian Securities and Investments Commission (ASIC) at any time by contacting their information line on 1300 300 630.

There is no charge to you for accessing the services offered by the above organisations.

14. What kind of compensation arrangements are in place?

Lewis Financial has adequate professional indemnity insurance as required by Section 912B of the Corporations Act. Our professional indemnity insurance covers us for the financial services we provide, having regard to the following:

- our maximum liability under the Australian Financial Complaints Authority (AFCA) of which we are a member,
- the volume and nature of our business,
- the number and kind of clients, and
- the number of advisors.

This insurance will continue to provide such coverage for any authorised financial advisor/employee who has ceased working with us, but for work done while engaged with us.

If you require further information about our compensation arrangements, please contact Lewis Financial.

15. Further questions

If you have any further questions about the financial services which we and our financial advisors provide, please call 02 4751 4300. Please retain this document for your reference and any future dealings with us.