



LOWE financial
group

... because we are the specialists

Financial Services Guide

— VERSION 9.0 • ISSUED JANUARY 2019 —

advice | solutions | service

The purpose of our Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to explain to you the services Integrity Financial Planners Pty Ltd (IFP) and Lowe Financial Group Pty Ltd (LFG) provide, along with any fees or commissions associated with our services.

You may receive other disclosure documents from us which may include;

- Statement Of Advice – This document sets out our understanding of your current circumstances, any financial advice and recommendations made to you along with full disclosure of any fees or commissions that may be charged to you.
- Product Disclosure Statements - These documents provide details regarding the financial products that have been recommended to you. They include any fees and charges associated with particular products.
- Record of Advice - Where we have provided a Statement of Advice and your circumstances and the basis of the advice have not significantly changed, we may provide further related advice and record this in a Record of Advice. If the advice recommends a change or replacement of the financial products you currently hold we will provide you with a copy of that advice. If the advice does not recommend a change or replacement of the financial products you currently hold we may simply create a Record of Advice which we will retain on your client file. You may request (in writing or verbally) a copy of that Record of Advice at any time up to 7 years after the date that the advice is provided and we will provide you a copy of that advice without further fees or costs.
- Product Disclosure Statements - These are documents created by the product issuers (not IFP) and provide details regarding the financial products that have been recommended to you. The details include, but are not limited to, any fees and charges associated with particular products.

About Lowe Financial Group

LFG acts as an authorised representative of IFP and is one of a number of financial planning practices operating under this licence.

Any advice given to you by LFG will be provided by a qualified person who is also an authorised representative of Integrity Financial Planners Pty Ltd. The following people are currently employed by LFG to assist you with financial planning advice.

Gerard Lowe

Authorised Rep. No: 226542

Gerard is authorised to provide you with advice and implementation of financial products in the areas of life risk insurance product, including income protection, superannuation, interests in managed investment schemes and deposit and payment products.

Kirstel Beckwith

Authorised Rep. No: 1243701

Kirstel Beckwith works in conjunction with the Director Gerard Lowe and is authorised to work with Gerard to assist you with the implementation of Life Insurance products including Income Protection and answer any queries. In addition, Kirstel is the Vitality Coach at LFG, assisting clients to get the most out of their Vitality membership.

No other person is authorised to provide you with financial advice on behalf of LFG.

About Integrity Financial Planners

IFP is a privately owned financial planning business.

We provide financial advice to help you improve your lifestyle by building wealth and/or producing income, depending on your particular needs.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. IFP will give you that confidence, drawing on the expertise of professional advisers.

IFP has a network of qualified and experienced advisers working in established financial planning and accounting practices in Victoria, New South Wales and Queensland.

Your adviser is an authorised representative of IFP and IFP is responsible for their advice. All authorised representatives have been individually assessed as having the competencies, knowledge, skills and integrity necessary to deliver quality financial services and advice to our clients.

IFP is responsible for the distribution of this FSG and for the financial services provided by LFG and any of the advisers authorised by IFP and detailed in this FSG.

Services we provide

IFP provides clients with:

- Personal financial advice and recommendations
- Implementation of financial strategies and placement of financial products
- Ongoing financial advice and review of financial strategies

LFG & Gerard Lowe are authorised to provide advice regarding the following financial products and to arrange the placement of these products on your behalf:

- Life insurance and income protection products
- Deposit and payment products Government, Debentures, Securities, Stocks & Bonds.
- Investments in managed funds and managed investment schemes
- Superannuation and rollover funds

Kirstel is authorized to provide you with advice and implementation of financial products in the area of life risk insurance products.

What else can you expect to receive?

Personalised advice to suit your needs

Our advice will be tailored to meet your individual situation. We do not use a "one size fits all" formula for our clients. We will strive to provide the advice that we believe is most appropriate to help you achieve your objectives. And as a smaller group we can adapt our services to meet your particular needs.

LFG and IFP are privately owned, with no ownership ties to any fund manager or financial institution. We are not required or influenced through ownership to recommend or direct you toward any particular investments or financial products. To ensure advice is appropriate to your needs, we will ask you for personal information. Of course you have the right not to divulge information but you should carefully consider any warnings we give you regarding possible consequences of us not having complete knowledge of your circumstances

Clear and documented advice

Advice provided by IFP and its representatives shall be documented in a Statement of Advice ("SoA"). Similarly all instructions from clients are to be confirmed in writing. Note that we will not normally act on telephone instruction unless such circumstances are supported by written instructions..

When we provide you with ongoing advice, if your circumstances and objectives have not changed substantially, we may not be required to provide a new SoA. Where we do not provide a written SoA, we are required to keep a Record of Advice, which is our notes regarding the advice we provided. These notes are available for you to read, upon your request.

Complete advice

We have access to accountants and taxation experts as well as associations with finance and legal professionals. Whatever your need for financial related advice, your adviser will be able to assist, either directly or through referral to appropriate affiliates.

Confidence in the advice of experienced and licensed professionals

IFP is responsible for any investment advisory services provided to you by our authorised representative. All our advisers have considerable experience and training. They include people with diverse backgrounds and specialist expertise, including accountants, university lecturers, insurance advisers and investment professionals.

The Corporations Act governs activities of investment advisers and only licensees or their representatives may provide financial product advice. IFP holds an Australian Financial Services Licence, issued by the Australian Securities and Investment Commission. Licensing ensures you are advised by an appropriately qualified person, and that advice is properly researched. A copy of our AFS Licence is held in the offices of all representatives and may be inspected on request.

How will I pay for these services?

Upfront and ongoing/trail commissions are payable by life insurance companies when we recommend life insurance risk products. The commission that is payable to us by the life insurance company is factored into the annual premium and as such does not represent an additional cost to you. Initial commissions are paid by life insurance companies to IFP in the first year and ongoing commissions are paid from year two onwards. Once received by IFP, commissions are then on-paid to your adviser.

Under the Life Insurance Framework Reforms (effective as at 1st January 2018), grandfathering arrangements may apply in certain circumstances. This means for all policies that were in place prior to 1st January 2018, the rate of ongoing commission that was applicable at the time that the policy was issued, will continue to apply for the life of the policy. The grandfathering arrangement may also apply to policies issued after 1st January 2018, in order to fix an administrative error on your pre-LIF policy or where you (as the client) request to establish new or additional cover under your pre-LIF policy.

The relevant commissions applicable to your insurance policies will be disclosed to you in your advice document and can range as follows:

Policy Issue Date	Upfront Commission (based on annual policy cost less policy fees and stamp duty)	Ongoing/Trail Commission (based on annual policy cost less policy fees and stamp duty)
Prior to 1 January 2018 (or prior to 1 April 2018 if application was received prior to 1 January 2018)	0 – 121%	0 – 33%
1 January 2018 to 31 December 2018	0 – 88%	0 – 22%
1 January 2019 to 31 December 2019	0 – 77%	0 – 22%
From 1 January 2020	0 – 66%	0 – 22%

All stated commissions are inclusive of GST.

Examples based on policy premium of \$1,000:

For a policy established prior to 1st January 2018, IFP may receive up to \$1,210 in the first year, and up to \$330 per annum in the following years.

For a policy established between 1st January 2018 and 31st December 2018, IFP may receive up to \$880 in the first year, and up to \$220 per annum in the following years.

For a policy established between 1st January 2019 and 31st December 2019, IFP may receive up to \$770 in the first year, and up to \$220 per annum in the following years.

For a policy established after 1st January 2020, IFP may receive up to \$660 in the first year, and up to \$220 per annum in the following years.

Initial consultation

Your initial consultation will be free. This will include a discussion of your financial circumstances and requirements and possible solutions for your situation. During this discussion we will agree whether or not to proceed with the development of written recommendations.

Insurance advice

You do not pay us for this advice; we receive commission, as outlined above, from the insurance provider.

Implementation of our recommendations

When you decide to proceed with our recommendations and the insurance provider has issued a policy document, IFP will receive a commission for the establishment of this policy.

Ongoing advice and recommendations

We provide you with the ability to review your insurance and/or investment portfolio as often as required and would recommend that a review be conducted at least every 2 years.

There is no fee charged for the ongoing advice and recommendations, although we will receive a upfront/trail commission from the product providers, as outlined above.

Who has an interest in these services?

Fees paid by you for our services and commissions and brokerage paid by product providers or intermediaries, shall be paid to IFP. These amounts shall then be paid by IFP to LFG or associated entities. IFP may retain an amount agreed with LFG to meet licensing costs.

Gerard is an employee and shareholder of LFG and as such he is paid a salary from LFG and will participate in profits of LFG.

Kirstel is paid a salary from LFG.

IFP and its representatives may receive profit share of volume based remuneration from some product suppliers. This may result in payments to IFP and your adviser based on the overall level of business or funds placed with IFP or its representatives in particular products or with particular product providers. Any such interest in recommended products shall be disclosed in the Statement of Advice.

LFG and IFP both maintain a register of Alternative Benefits outlining any such benefits that may be received. We also maintain a register of any potential conflicts of interest that we may have. These registers may be viewed on request.

IFP and its representative may participate in ongoing cumulative reward programs and receive cash and non-cash benefits in relation to specific products. Non-cash benefits may include attendance at functions, conferences and training sessions provided by product suppliers or the provision of business services to IFP or your adviser at reduced cost. If applicable, the products and associated benefits shall be disclosed in the Statement of Advice. GST may be paid in addition to the amounts shown above.

How can you provide your adviser with instructions?

There are various ways in which you can provide instructions to your adviser, including face to face, in writing, by telephone, fax or other agreed means such as e-mail. We will advise you if any instructions need to be provided in writing.

Will anyone be paid for referring me to LFG or my adviser?

If you were referred to us through one of our Joint Venture partners, then LFG may pay them a referral fee. This fee is between 15-30% of the receivable upfront and trail commissions. This is paid by LFG and is NOT an additional cost to you. Full details of the payment will be disclosed in your advice document.

An example of payment is as follows:

We agree to pay a Joint Venture partner 20% upfront and 20% ongoing trail of commissions received from the insurance products, they will receive:

\$1000 up front commission received by LFG

\$200 paid to Joint Venture Partner

\$200 trail commission received by LFG

\$40 paid to Joint Venture Partner

Resolving a complaint or concern

If you have a concern about services provided by Integrity Financial Planners or one of our representatives we will try and resolve your issues quickly and fairly. To allow us to do so you should take the following steps.

1. Contact your adviser about your concerns.
2. If a complaint is not satisfactorily resolved in 3 days, contact:

The Compliance Manager
Integrity Financial Planners
PO Box 1140, CROYDON, VIC 3136
Phone: (03) 9723 0522

3. Integrity Financial Planners is a member of the Australian Financial Complaints Authority (AFCA). If the outcome of the above steps is not satisfactory, you may lodge your complaint in writing with AFCA. AFCA will undertake an independent review of your concerns and we are bound by their determination. AFCA is a new external dispute resolution (EDR) scheme (operational from 1st November 2018) to deal with complaints from consumers in the financial system. It is operated by a not-for-profit company limited by guarantee authorised by the responsible minister.

Australian Financial Complaints Authority
GPO Box 3, Melbourne Vic 3001
Phone: 1800 931 678
www.afca.org.au

Integrity Financial Planners Pty Ltd (IFP) currently holds professional indemnity insurance for activities conducted in accordance with our AFS Licence.

Professional indemnity insurance helps reduce the risk that IFP might not have sufficient resources available to compensate clients for losses they incur as a result of certain breaches of the Corporations Act by IFP or its representative.

The limit of indemnity is as prescribed under ASIC Regulatory Guide 126.

Subject to the terms and conditions of the policy, the professional indemnity insurance extends to cover claims made in relation to the conduct of Authorised Representatives and employees of the Licensee including cover for those Authorised Representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct). This insurance does not cover any actions by the representative acting in any other capacity or acting beyond the scope of IFP's AFS Licence.

Low Financial Group operates under the privacy policy of Integrity Financial Planners Pty Ltd. This is available from your adviser on request or from **www.iplan.com.au**.



.... because we are the specialists

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Income
Protection



Life
Insurance



Trauma
Cover



Total &
Permanent
Disability