

# Financial Services Guide

## Part One

Sustainable Life Solutions Pty Ltd
**ACN** 655 297 886 | **AFSL** 536966
**Version** 3.0 - April 2025

Sustainable Life Solutions

## Purpose Of This Document

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services and information on how to engage with one of our authorised representatives.

Part 1 of the FSG should be read in conjunction with Part 2, the Authorised Representative Profile, and covers the following:

- Information about Sustainable Life Solutions as a licensee
- Details on how you may instruct your Authorised Representative
- Who will be responsible for providing the financial service?
- Details of the financial services and/or products Sustainable Life Solutions can provide
- Remuneration received by your Authorised Representative
- Other forms of remuneration or benefits
- The complaints procedure

Please take the time to review this document before engaging our services.

Throughout this FSG, Sustainable Life Solutions is referred to as "Sustainable Life Solutions", "we", "us", "our" or any variations. The term "Authorised Representative" refers to Sustainable Life Solutions' Authorised Representatives.

Sustainable Life Solutions Pty Ltd (ACN 655 297 886) is an Australian Financial Services Licensee (AFSL No. 536966).

**General Advice Warning**

The service we provide is of a general nature. It does not take your specific needs or circumstances into consideration, so you should look at your own financial position, objectives and requirements and seek financial advice before making any financial decisions. Before you take any action or purchase any financial products you should consider whether it is appropriate having regard to your own objectives, financial situation and needs. You should obtain the Product Disclosure Statement (PDS) and Target Market Determination (TMD) that is related to the relevant financial product. The PDS contains full details of the terms and conditions of the relevant financial product and you should consider it before making any decision about whether to acquire the financial product.

**Lack Of Independence**

Sustainable Life Solutions and its representatives are not independent, impartial, or unbiased because we receive commissions for the service we provide on life risk insurance products.

## You, Your Authorised Representative And Sustainable Life Solutions

You have decided that you would like the services of an Authorised Representative. Regulatory requirements and the Law require all Authorised Representatives offering general advice, to either hold an Australian Financial Service License (AFSL for short) or to be authorised by an AFSL holder. This is where Sustainable Life

Solutions comes in. Your Authorised Representative has chosen to be associated and appointed as an Authorised Representative of Sustainable Life Solutions and is therefore able to provide you with general advice under the Sustainable Life Solutions AFSL.

Sustainable Life Solutions provides your Authorised Representative with Training, Research, Compliance, Technical and Operational support, Professional Indemnity insurance and access to a free dispute resolution service. Sustainable Life Solutions is ultimately responsible for the service provided by your Authorised Representative and has obligations to fulfil to maintain the AFSL. One of these obligations includes monitoring the service your Authorised Representative provides to you, their client.

Your Authorised Representative is authorised by Sustainable Life Solutions to provide you with the types of service and product detailed in their Authorised Representative profile.

## Our Responsibility

Sustainable Life Solutions is committed to ensuring that your Authorised Representative is providing a wide choice of insurance products and has the knowledge to provide you with general and factual information on the products.

If your Authorised Representative is unable to provide the service you require, Sustainable Life Solutions will assist you, where possible, to find someone who can provide you with the service you require.

## Licensee Authorisations

We are licensed to provide general advice on the following services:

- Life Risk Insurance
- Superannuation

We can provide general advice in the following products:

- Life Risk Insurance; and
- Superannuation

If there are any limitations in relation to the products that we access, this will be outlined in Part 2.

## How To Give Instructions

Your Authorised Representative may accept your instructions by phone, letter, email or fax. In some instances, your Authorised Representative can only accept written instructions from you, and they will let you know when this occurs.

## Documents You May Receive

When your Authorised Representative provides a service to you, you may receive one or more of the following documents:

- Privacy Policy
- Product Disclosure Statement
- Target Market Determination

You may request in writing a copy of any document up to seven (7) years after the general advice has been given.

## AFSL Holder Remuneration

Sustainable Life Solutions generally receives a flat fee plus a percentage fee of commissions generated by your Authorised Representative. Sustainable Life Solutions also receives fees for providing compliance audits and for your Authorised Representative's use of our CRM. Additionally Sustainable Life Solutions receives a fixed Professional Indemnity insurance fee per Authorised Representative for the provision of services required under its AFSL.

## Other Forms Of Benefit Or Remuneration

Sustainable Life Solutions and/or its Authorised Representatives may receive non-monetary benefits where:

- The amount is less than $300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product general advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product general advice in relation to the financial products issues or sold by the benefit provider.

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

## Privacy

Your Authorised Representative will maintain a record of your personal information. If you wish to examine your file, please ask your Authorised Representative and they will arrange for you to do so. In order to provide you financial products or services and undertake the management and administration of those products and services, it may be necessary for us to disclose your personal information to third parties. Your Authorised Representative must provide you with a copy of our Privacy Policy. If you require an additional copy please ask or, download a copy from Sustainable Life Solutions website at www.slife.com.au.

## Reporting Your Concerns

If you have a complaint about any financial service provided to you by your authorised representative, you should take the following steps:

1. Contact the Responsible Manager of Sustainable Life Solutions to discuss your complaint.

   **Phone** 1300 754 333
   **Email** compliance@slifegroup.com.au
   **Mail** Responsible Manager
   PO Box 83
   Darlinghurst, NSW 1300

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which Sustainable Life Solutions is required to be a member of.

   The contact details for AFCA are:

| | |
|---|---|
| **Phone** | 1800 931 678 (free of charge) |
| **Fax** | 03 9613 6399 |
| **Online** | www.afca.org.au |
| **Email** | info@afca.org.au |
| **Mail** | GPO Box 3, Melbourne VIC 3001 |

## Professional Indemnity

Sustainable Life Solutions holds Professional Indemnity Insurance that is required under section 912B of the Corporations Act (2001). This insurance policy meets ASIC requirements and covers the conduct of present and past representatives.

## Questions?

Please ask us to explain anything you do not understand in this FSG.

Sustainable Life Solutions



# Financial Services Guide Part Two

Version 4 | October 2023

**Sustainable Life Solutions Pty Ltd**

ABN 66 655 297 886 | AFSL 536966 | Phone: 1300 754 333
Address: Level 3, 360 Kent Street, SYDNEY NSW 2000 | Email: admin@slife.com.au

# Financial Services Guide (Part Two)

## About your Authorised Representative

The following contains important information about your Authorised Representative. This includes their Authorised Representative and Corporate Authorised Representative number, qualifications, areas of general advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

## Your Authorised Representative

We Life Insure Pty Ltd
Corporate Authorised Representative No. 1303213

## Contact Details

**Address:** 173 East Boundary Road, Bentleigh East Vic 3165
**Postal Address:** 173 East Boundary Road, Bentleigh East Vic 3165
**Phone:** 0433 527 995
**Email:** Wilson@welifeinsure.com.au

## Wilson Chen

**Authorised Representative No. 1252217**

I am a Sub Authorised Representative of **We Life Insure Pty Ltd** ("the Practice") which is a Corporate Authorised Representative (No. 1303213) of Sustainable Life Solutions Pty Ltd.

I hold the following qualifications:
Advanced Diploma of Financial Planning
Bachelor of Arts (Economics and International Studies)

## General Advice Warning

The service we provide is of a general nature. It does not take your specific needs or circumstances into consideration, so you should look at your own financial position, objectives and requirements and seek financial advice before making any financial decisions. Before you take any action or purchase any financial product you should consider whether it is appropriate having regard to your own objectives, financial situation and needs. You should obtain the Product Disclosure Statement (PDS) that is related to the relevant financial product. The PDS contains full details of the terms and conditions of the relevant financial product and you should consider it before making any decision about whether to acquire the financial product. If you would like personal financial advice, please let me know and I will refer you to someone who can provide this.

If we have provided you with personal advice in the past we may have knowledge of your personal objectives, financial situation and needs. Regardless of any knowledge we may have of your relevant circumstances we will not consider any previously acquired details of your personal objectives, financial situation and needs when providing you with General Advice.

## Services we are authorised to provide

Sustainable Life Solutions has authorised me to provide **general advice only** in the following areas:

- Life Products – Life Insurance Products
- Life Products – Investment Life Insurance Products
- Life Products – Superannuation

## Authorised Representative Remuneration

When your Authorised Representative provides a general advice service to you, your Authorised Representative may be remunerated through:

- A commission payment from product providers.

All commissions are initially paid to Sustainable Life Solutions before being distributed to your Authorised Representative or to their relevant business.

## How We Get Paid

Sustainable Life Solutions Pty Ltd receives all remuneration for services provided by your Authorised Representative. Sustainable Life Solutions Pty Ltd then pays **We Life Insure Pty Ltd** 95% of all remuneration received.

## Commissions and Fees

The following is a guide as to how commissions and/or fees may be charged.
**All fees are inclusive of GST.**

| Fee Type | Minimum % | Maximum % |
|---|---|---|
| **Life Insurance Commission – New Policies (1st Year Only)**<br>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, modal loadings or any other government charges, taxes, fees or levies.<br>**Example**<br>**If the annual premium was $1,000, Sustainable Life Solutions would receive up to $660 in the first year based on the maximum percentage.** | 0% | 66% |
| **Ongoing Life Insurance Commission – New Policies (Year 2 Onwards)**<br>Sustainable Life Solutions 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.<br>**Example**<br>**If your annual premium is $1,000, Sustainable Life Solutions would receive up to $330 in the second year and onwards based on the maximum percentage.** | 0% | 33% |
| **Claims Administration Processing**<br>In the event of a claim, we provide 2 hours of initial support at no cost. Following this, we may charge an hourly rate of up to $400 for processing. Your consultant may discuss a fixed fee option with you or the person making the claim. This can be offset with any financial advice benefit payable by an insurance company. | $0 | $400 |

## Other Remuneration I may receive

A referral fee may be received for any referrals to AIA's Health Insurance. For any health insurance policies commenced by you through this service, I will receive a once-off referral fee of up to 27.5% (inclusive of GST) of the first year's annual premium.

We may receive an activation fee of $250 for clients who join AIA's Vitality programme. This is a once off fee and will be paid upon activation of AIA Vitality.

## Referral Fees

If a third party referred you to us, that third party may receive a referral fee.
From this remuneration, the CAR may pay referral commissions of up to 100% of all remuneration received.

## Questions?

Please ask me to explain anything you do not understand in my Authorised Representative profile or FSG.