

Financial Services Guide

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Lasarith Pty Ltd ATF Smith Family Trust trading as
Succession Matters
AFSL 433938
ACN 134 628 489

Unit 11, 162 Colin Street
WEST PERTH WA 6005

www.successionmatters.com.au

Purpose of this FSG

This Financial Services Guide (FSG) will help you decide whether to use the services that we offer. It contains information about:

- The services we offer and their cost,
- Any conflicts of interest which may impact the services,
- How we are remunerated; and
- How we deal with complaints if you are not satisfied with our services.

Our Licence

Succession Matters holds an Australian Financial Services Licence. It is required to comply with the obligations of the Corporations Act and the conditions of its licence.

This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that its current and past representatives provide.

Our Services

We are authorised to provide personal advice and services for personal Insurance and limited Superannuation advice.

We also provide Estate Planning, Business Succession, and Insurance Claims facilitation.

Not Independent

Lasarith Pty Ltd ATF Smith Family Trust trading as Succession Matters is not independent, impartial or unbiased because we receive commission for the advice we provide on life risk insurance products.

The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interest.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We will also provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you can contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us, in person, in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date due to changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice, it will typically be documented in a Record of Advice (RoA) which we will provide to you.

You can request a copy of your SoA or RoA document at any time up to 7 years after the advice is provided.

Discovery Process

Our first meeting called the Discovery Meeting is to understand your circumstances, establish what's most important you, identify any gaps, and discuss a plan of action to resolve.

This meeting is complimentary with no-obligation to proceed.

Remuneration

For personal Insurance advice, we will either charge you a fee, receive a commission or a combination of both.

For Estate Planning, Business Succession, and Insurance Claims Facilitation, we will charge you an agreed fee, which will require your authority before proceeding.

Fees

Before providing our services to you, we will confirm an agreed fee with you and have you sign a fee acknowledgement form prior to commencement.

Commissions

We receive an upfront commission payment upon successful implementation of an insurance policy we recommend. We also receive an ongoing commission payment for as long as you continue to hold the policy. This commission is payable by the insurer.

Insurance Service

Our Insurance Service is about understanding what is most important when it comes to protecting you and your family.

Fees

- An advice fee may be payable and is tailored to your circumstances.
- An implementation fee may be payable and where applicable will be detailed in your SoA.
- An annually agreed service fee may be payable and where applicable will be detailed in your SoA.

Claims Service

Our Claims Service is all about understanding your claim and assisting you to get the best possible outcome in your time of need.

Fees

- A claims pre-assessment fee may be payable in advance to determine the likelihood of a claim being paid by the insurer.
- Following the claims pre-assessment, a claims facilitation fee is tailored based on your individual circumstances.
- This facilitation fee is to be agreed upon prior to proceeding.
- For existing Succession Matters clients only, the facilitation fee will be offset by any ongoing insurance commission received in the 5 years prior to the claim being lodged.

Estate Service

Our Estate Service is about facilitating your estate wishes and what is most important to you when creating your legacy.

Fees

- An estate facilitation fee is tailored to your personal circumstances.
- This facilitation fee is to be agreed upon prior to proceeding.

Business & Farming Succession Service

Our Business & Farming Succession Service is about facilitating what is most important for you and your business succession plan.

Fees

- A business & farming succession facilitation fee is tailored to your business circumstances.
- This facilitation fee is to be agreed upon prior to proceeding.

Other Benefits

We may also receive other benefits from product providers such as training, meals, and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser Remuneration

Adam Smith is a beneficiary of the Smith Family Trust and shares in the profits generated by Succession Matters.

Luke Towers is an employee of Succession Matters and is paid a salary. In addition, he will receive 10% of the advice fee, facilitation fee, implementation fee, claims pre-assessment fee and upfront commissions for the clients that he advises.

Making a Complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us, send an email or put your complaint in writing to our office.

If you are not satisfied with our response, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678 or www.afca.org.au. AFCA provides a fair and independent complaint resolution service, which is provided to you free of charge.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.