

FINANCIAL SERVICES GUIDE (FSG)

This Financial Services Guide describes our financial adviser services to assist you to decide whether to use our services. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

We may give you other documents when providing our services. These may include:

- **Statements of Advice (SoA)** - If we provide you with advice about your personal circumstances, we will set out our advice in a Statement of Advice (or in some cases, a shorter document called a Record of Advice). This will also tell you how we will be remunerated for the advice we give you. When we provide further advice to you, we may not give you a Statement of Advice, however we will record the advice and you can ask us for a copy of the advice by calling us.
- **Product Disclosure Statements** – If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement containing information about the product's features and risks.

ABOUT US

Founded in 2015, **Australian Global Life Solutions (AGLS)** is a specialist personal risk business and we provide informed, insightful, and tailored risk insurance advice and strategies that is designed to protect your life. We work on the principle that we need to take the time to understand what really matters to you in order to provide advice that is relevant and tailored to each individual.

OUR SERVICES

We are an authorised representative of Australian Financial Services (AFS) licensee, Auslife Pty Ltd. Our high-quality advisory services can assist you to:

- Identify your financial and insurance objectives and goals, taking into account your current financial position and personal circumstances;
- Help you to develop appropriate insurance strategies;
- Advise you how to implement your insurance strategies; and
- Recommend and arrange insurance products that are suitable for your needs.

We provide advice in the following areas:

- Life Insurance – personal and or business succession
- Superannuation – limited to strategies for payment of life insurance

In conjunction with the above you should always seek specialist advice in areas such as estate planning, superannuation, taxation relevant to your personal situation and needs.

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The financial products we can arrange for you include:

- Life Products including investment life insurance products and life risk insurance products. This includes;
 - Life Insurance
 - Total and Permanent Disability (TPD)
 - Trauma Insurance
 - Income Protection
 - Business Expenses
 - Keyperson Insurance
 - Through Superannuation, including SMSFs

We research a broad range of products and select those that are worthy of recommendation to you. We also review the performance of those products periodically to ensure they remain competitive and will meet your ongoing needs. We act for you when giving advice and arranging insurance products.

WHO IS MY ADVISER?

Your adviser is Carolyn Hodge, Authorised Representative No: 000444075. Carolyn is a Director and Financial Adviser of Australian Global Life Solutions Pty Ltd, Authorised Representative No: 001233203. Australian Global Life Solutions Pty Ltd and Carolyn Hodge are Authorised Representatives of Auslife Pty Ltd AFSL 526288.

Qualifications:

Bachelor of Business (Accounting)
CPA Program
RG146 Life insurance & Skills
RG146 Compliance Program

Memberships:

CPA Australia (CPA)
AIOFP (Association of Independently Owned Financial Professionals)
Tax Practitioners Board Registered. No 25697561

HOW CAN YOU DEAL WITH US?

You can deal with us in person, video conferencing, by phone or email. It is important that you provide us with complete and accurate information about your circumstances and you take the time to check any assumptions we make and the basis for our advice. If you do not our advice may not be appropriate for your needs.

Naturally, your circumstances may change over time. When this happens, our initial advice and recommendations may no longer be appropriate for you. We can periodically review your financial position, personal circumstances, financial and insurance goals, and strategies to decide whether those strategies and goals and the insurance products you hold are appropriate. Or, you can contact us for a review when your circumstances change.

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HOW WE ARE PAID

Life insurance	<p>If we arrange life insurance for you, we will receive commission from the insurers with whom we place your insurance. The amount will vary depending upon the type of insurance but is in the range of 25% – 60% of the first year’s premium (excluding taxes and statutory charges). We also receive an ongoing commission from the insurer during the life of your policy in the range of 10% – 30% of the premium (excluding taxes and statutory charges). These commissions are included in the premium for the policy and <u>are not</u> a separate charge to you.</p> <p><i>Example of commission paid to AGLS by the insurer:</i></p> <table border="1" style="width: 100%;"> <tr> <td>Annual Premium \$1000.00</td> <td>Annual Premium for the life of the policy.</td> </tr> <tr> <td>Upfront Commission 60% = \$600.00</td> <td>Ongoing commission 20% = \$200.00</td> </tr> </table> <p>We will also charge you a Statement of Advice preparation fee of \$550.00 - \$1100.00 (incl. GST). This fee is payable for the preparation of a Statement of Advice (SoA) and the recommendations made for insurance products. Although, if you take action in accordance with our recommendations contained in the SoA and purchase the relevant insurance products pertaining to your needs, no fee is payable, as we will be paid commission by the relevant insurance company. If the commission payable in the first year is less than \$550.00 we will charge you the difference between the first years commission received and \$550.00.</p>	Annual Premium \$1000.00	Annual Premium for the life of the policy.	Upfront Commission 60% = \$600.00	Ongoing commission 20% = \$200.00
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We may also charge a fee should you cancel your recommended insurance within the first two years from inception, where we receive a clawback of commission from the insurer. The clawback amount is up to 100% of upfront commission if cancelled within the first year and up to 60% of upfront commission within the second year.

Example:

Commission Received by AGLS	Clawback within Year 1	Clawback within Year 2
100% = \$1,000.00	100% = \$1,000.00	60% = \$600.00

In the event of a claim you have the option to take up our support service where we manage the claim on your behalf. The initial consultation and assessment is free. Then there are 2 options: A fee for service, based on an hourly rate of \$300 per hour or 1-2% of the claim (for lump sums only). You have no obligation to take up these options, but if you do an engagement letter will be provided to confirm the service and the fee rate prior to the claim.

Example:

Claim amount	Hourly rate	% base fee
\$500,000	\$300/hr x 25 hrs = \$7,500	1% = \$5,000

This is only charged on the success of the claim.

WHO WE PAY?

Advisers	Our advisers may be paid by commission and fees received.
Referrers	If you were referred to us, we may pay the person who referred you up to 30% excl. GST of the remuneration we receive for providing services to you.

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ASSOCIATED BUSINESSES

Your adviser may have associations with other related businesses. Where these associations are relevant to the advice being provided to you, they will be disclosed in your written advice.

OUR PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in place, which covers us for any errors or mistakes relating to our financial advising services. This insurance meets the requirements of the Corporations Act and covers the services provided by our authorised representatives after they cease working with us provided, we notify the insurer of the claim when it arises and this is done within the relevant policy period.

WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to complain about our services, you can either discuss the matter with your adviser or contact our AFS Licensee Complaints Officer on 07 55268955 or email: mail@ausslife.com. They will acknowledge receipt of your complaint immediately and attempt to resolve it within 21 business days.

Our AFS licensee is a member of the Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme. If you are not satisfied with the manner in which your complaint has been handled, you are entitled to take your complaint to them. You can access this scheme for free and any decision they make is binding on us, but not on you. Their contact details are:

1800 931 678 or via mail: GPO Box 3, Melbourne VIC 3001 Website: www.afca.org.au

HOW CAN YOU CONTACT US?

Your financial adviser Australian Global Life Solutions Pty Ltd (AGLS) AR No: 001233203 Suite 1 'The Rodman Centre' 11 Karp Court, BUNDALL QLD 4217 Ph: 07 5526 8955 Email: mail@AustGLS.com www.AustGLS.com	Our AFS licensee Auslife Pty Ltd ABN: 48 644 705 797 AFS Licence No: 526288 Suite 1, 11 Karp Court, BUNDALL, Qld, 4217 Ph: 07 5526-8955 Email: mail@ausslife.com www.ausslife.com
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This FSG has been authorised for distribution by the AFS licensee identified above.

HOW WE PROTECT YOUR PRIVACY?

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We provide your information to the product issuers with whom you choose to deal (and their representatives). We do not trade, rent, or sell your information or disclose it to overseas recipients.

If you don't provide us with full information, we can't properly advise or assist you with your financial services needs. For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, you can view our Privacy Policy on our website: www.AustGLS.com or ask us for a copy of our Privacy Policy by contacting us at our email address: mail@AustGLS.com

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OUR PAYMENT METHODS

Your adviser will discuss and agree the method of payment with you before providing you with services. The specific fees, and service that you will pay for will be set out in your SoA or other advice documents, and our client service agreement.

This Financial Services Guide (FSG) was prepared on **20th April 2021, Version 1.02.**