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FINANCIAL SERVICES GUIDE

MAKING IT EASIER TO PROVIDE QUALITY RISK ADVICE

FEBRUARY 2018

LIFERISK PARTNERS

Financial Services Guide

This Financial Services Guide (FSG) is issued by Life Risk Partners Pty Ltd. ABN 19 115 831 028, Australian Financial Services License (AFSL) No 411655 (LifeRisk Partners).

This FSG has been developed to provide you with important information to assist you to determine whether you will subscribe to our information and research services.

If you need more information about our services please contact us.

Who provides the Financial Services

LifeRisk Partners Pty Ltd. ABN 19 115 831 028, Australian Financial Services License No 411655 and its Authorised Representatives provide the Financial Services. Authorised Representatives include LifeRisk Services Pty Ltd ABN 33 073 830 172 Auth Rep No 414390 (LifeRisk Services) under its own name and its trading name LifeRisk Online.

Wholesale clients only

LifeRisk Partners provides its information and research based advice services to wholesale clients. We do this by ensuring that all subscribers to LifeRisk Partners and LifeRisk Services reports and services are either Authorised Representatives of an AFSL or are holders of an AFS License which includes an authorisation to provide personal life risk insurance product advice to retail clients.

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Ownership

No shares in LifeRisk Partners or LifeRisk Services are owned by life companies or AFS Licensees or their Authorised Representatives that provide personal life insurance product advice.

What Financial Services does LifeRisk Partners provide?

Under its Australian Financial Service License, LifeRisk Partners is authorised to provide general financial product advice, for life products limited to life risk insurance products and any other products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds to wholesale clients.

As an Authorised Representative of LifeRisk Partners, LifeRisk Services and LifeRisk Online may provide general financial product advice on life risk insurances to wholesale clients.

LifeRisk Partners provides research to LifeRisk Online including:

- extracts from Life Company Product Disclosure Statements and where required Policy Documents
- assessment of the relative generosity, flexibility etc of the policy terms and conditions based on published criteria
- analysis of extracts of information from published reports and submissions provided by the Life Insurance companies.

LifeRisk Online is provided as a subscription service to appropriately authorised AFS Licensees and their Authorised Representatives.

LifeRisk Partners also provides reports and subscription services including:

- Life Company performance reports
- Premium comparison and product research services

LifeRisk Partners also provides consulting services focussing on:

- Assistance with retail Life Insurance tenders for other AFSLs
- Ongoing research including regular reports to assist in the management of Life Risk Insurance Approved Product Lists, and
- Membership of Risk Research Committees
- commissioned research

LifeRisk Services also provides life insurance quotation software.

General Advice Warning

All the information on LifeRisk Group websites and published reports may include general product advice. This means that any financial product advice has been prepared without taking into account the particular financial situation and needs of any individual. As a result, product advice provided by LifeRisk Partners is not suitable for use as personal advice to retail clients without the additional input of an appropriately authorised AFS Licensee or one of their Authorised Representatives.

You should assess whether the information and advice provides is appropriate for your clients taking into account thier own objectives, financial situation and particular needs.

Clients should consult with their Adviser who is an before a decision is made to retain, alter, acquire or dispose of any life risk insurance policy or any other product issued by a registered Australian Life Insurance company on the basis of the information provided.

Life Risk Partners remuneration

LifeRisk Partners and LifeRisk Services are subscription based businesses. When you subscribe to a service you will be required to pay a fee for the service provided. No other fees or commissions are charged for our services.

Staff remuneration, commission and other benefits

Employees of LifeRisk Partners and LifeRisk Services receive a salary and may also receive a performance based bonus. Contractors are remunerated on a fixed or hourly fee and/or a share of subscription revenue.

Employees and contractors are not permitted to receive commission or other incentives execpt with the express consent of LifeRisk Partners. All other forms of remuneration or benefits received by LifeRisk Partners, LifeRisk Services, its employees and contractors must be disclosed in our Register of Soft Dollar Benefits, a copy of which is available on request.

Relationships that may affect the advice we provide

LifeRisk Partners and LifeRisk Services are owned independently of any Registered Life Insurance Companies and other Australian Financial Services Licensees.

LifeRisk Partners and LifeRisk Services may provide life companies and AFS Licensees with subscription services, consulting services and commissioned reports.

How we manage potential conflicts of interest

LifeRisk Partners and LifeRisk Services are owned independently of any financial product product or financial advice provider.

Life Risk Partners research analysts must comply with Life Risk Partners' Research Policy and Conflicts of Interest guidelines.

All research is reviewed and approved by the Head of Research and Compliance prior to its publication.

Any benefits received by LifeRisk Partners, LifeRisk Services and their employees and contractors must be disclosed on the LifeRisk Partners Register of Soft Dollar Remuneration which is available on request.

Is the advice suitable to my clients needs and financial circumstances?

LifeRisk Partners only provides information and general advice. LifeRisk Partners does not take your personal circumstances into account in its research.

Personal advice clients should not access and use the information on LifeRisk Partners and LifeRisk Services websites, reports etc **without** the additional input of an appropriately authorised AFS Licensee or one of their Representatives.

What information do you hold about my clients and myself?

As a subscriber to our services, you may provide us with some of your client's information to enable us to provide you with life insurance quotes. In turn, we provide some of this information to the life companies by entering data into their quote systems. This information includes, name, date of birth, sex, smoking status, state of residence, annual income, type of employment and levels of cover. If this information is not provided, requested quotes may be inaccurate or we may not be able to provide you with our services.

We hold this information in databases so that you may be able to reuse it in future to do further quotes or initiate applications for insurance. All our databases are password protected so that the data is not easily available to others. In addition, passwords held in databases are encrypted.

Under privacy legislation, we understand that you should advise your clients that you have provided their information to LifeRisk Online and the Life Companies so that you can obtain life insurance quotations.

As a subscriber to our services, we keep your name, company name, address, phone and facsimile numbers and email address in a database so that we can communicate with you and provide the services. Subscribers may change, remove or alter the records held by LifeRisk Partners or LifeRisk Online.

LifeRisk Partners and LifeRisk Services can assist you to manage your data.

Cyber Security & Privacy

Your client's as well as your own data is stored on an Australian resident cloud based database and server. This ensures that cloud service provider is subject to the same privacy constraints as LifeRisk Partners. There is a risk that the security measures that we have in place to prevent theft of this data may be compromised.

We have action plans in place to regularly test and update these security measures as it becomes necessary. You should advise your clients that there is some risk that their data may be accessed by unauthorised entities.

You may view our Privacy policy by going to www.liferiskpartners.com.au/privacy.

Please contact our Privacy Officer if you wish to complain about any breach or potential breach of your clients' or your own privacy rights. Your complaint will be responded to within 7 days. If you are not satisfied with the outcome of your complaint, you are entitled to contact the Office of the Privacy Commissioner.

The Privacy Officer

1300 131 778

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PO Box 12
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Does Life Risk Partners have professional indemnity insurance?

LifeRisk Partners holds professional indemnity insurance in accordance with its obligations under section 912B of the Corporations Act.

Who can I complain to if I have a complaint about the financial services provided?

If you have any complaint about the service provided, you should take the following steps:

- Contact us about your complaint. We want to resolve your complaint quickly and fairly. If we cannot resolve your complaint within a reasonable time, you should make your complaint in writing directly to the Complaints Officer, LifeRisk Partners.
- If we cannot resolve your complaint to your satisfaction you can take your complaint to the Financial Ombudsman Service (FOS). FOS is the dispute resolution scheme authorised to deal with complaints in relation to Life Insurance products and advice. LifeRisk Partners is a member of this service.

FOS can be contacted on 1300 780 808 or at www.fos.org.au.

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