



# Client Handbook

(including Financial Services Guide)

Version No 8



[www.lips.net.au](http://www.lips.net.au)

## A message from the Managing Director and Business Owner



Lifestyle & Investment Planning Solutions is the result of my decision to apply for my own Australian Financial Services Licence in an effort to ensure that I can provide quality advice that is centred on my client's wants and dreams. Whether that be being able to afford an annual holiday or create an investment portfolio to provide a secondary source of income allowing for their lifestyle goals to be achieved.

Having worked for a number of financial planning firms in the past I know that the freedom of having our own licence puts us in a much better position with regards to client centred advice. A number of financial planning businesses are currently giving "Lip Service" to terms like "Holistic" and "Lifestyle" planning. The problem is that unless their business is structured in such a way that they do not require you to invest money for them to be remunerated this level of service is very hard to achieve.

To be able to advise clients on how to improve their ability to live their desired lifestyle it is important that I lead by example. Part of the reason for taking the jump into owning my own business was to enable me to spend more time with my family, seeing my children grow up and sharing their daily experiences first hand. Myself and my wife also have our own lifestyle strategy balancing work, rest and play. We set our own five year goals and monitor our progress towards them.

As we fully understand the fact that some people may only need advice on a specific issue we do have the ability to provide "Limited Advice" based on the individual's needs.

Money is a tool that provides you with the ability to satisfy your lifestyle requirements. Money, itself, is useless—it is what it can "purchase" that is most important.

The program we will design for you will require input from you. Unless you are committed to the process nothing will be achieved.

Succeeding in life requires hard work. Structuring the goals and objectives properly provides satisfaction when they are achieved. You will need to determine short term, medium term and long term goals to make this process worthwhile. If you choose to embark on this journey we need a destination to aim for.

We look forward to working with you to achieve the lifestyle you desire.

## Financial Services Guide

As a potential client, it is important to have answers to basic questions relating to Lifestyle & Investment Planning Solutions Pty Ltd and our services.

Under the Financial Services Reform Act any Authorised Representative or Licensee Employee Representative must give a Financial Services Guide (FSG) to each client before giving them advice. This FSG is intended to inform you of certain matters relating to our service relationship, prior to providing you with a financial service. Key information is set out in a question and answer format below. If you need more information or clarification, please ask us.

### **Before you receive advice**

**Who are we?** Lifestyle & Investment Planning Solutions Pty Ltd holds an Australian Financial Services (AFS) Licence. It is a privately owned company, wholly owned by the Director and his family.

Trading Name: Lifestyle & Investment Planning Solutions

AFS Licence No 275914    Mobile: 0408547704  
224 Long St East        Fax: 07 3379 8870  
GRACEVILLE QLD 4075    PO Box 282  
A.C.N: 107322056        SHERWOOD QLD 4075  
[www.lips.net.au](http://www.lips.net.au)        [enquiries@lips.net.au](mailto:enquiries@lips.net.au)

**Who is my adviser?** Damian Ebzery (see personal profile attached)

**What is he allowed to advise on?** Representatives can provide both personal and general financial advice in relation to the following financial products:

#### **Provide advice on:**

Deposit products  
Debentures, stocks or bonds issued by a government  
Life products (investment and risk)  
Managed Investment Schemes including investor directed portfolio services

Retirement Savings Accounts  
Securities (shares, etc)  
Superannuation  
Derivatives

#### **Deal in:**

Deposit products  
Debentures, stocks or bonds issued by a government  
Life products (investment and risk)  
Managed Investment Schemes including investor directed portfolio services

Retirement Savings Accounts  
Securities (shares, etc)  
Superannuation  
Derivatives

Authorised employees have completed appropriate courses that qualify them to provide advice on the above mentioned products. Representatives are provided with appropriate ongoing training to ensure that they remain competent in their ability to provide you with quality advice.

***Who will be responsible for the advice given to me?*** As licensee, Lifestyle & Investment Planning Solutions Pty Ltd is ultimately responsible for any advisory services your adviser provides.

***What advisory services are available to me?*** Lifestyle & Investment Planning Solutions Pty Ltd and its authorised employees can offer you the following services:

- Superannuation and rollover advice;
- Insurance;
- Retirement income streams (annuities, pensions);
- Redundancy;
- Salary Packaging;
- Investment products – shares, managed funds, cash deposits;
- Estate and succession planning issues;
- Debt management / Cashflow management;
- Borrowing to invest;
- Social Security;
- Family assistance benefits;
- Taxation issues incidental to financial planning advice.

### **What else do your fees/commissions cover?**

One of our requirements as an AFS Licence holder is to know and understand the products that we recommend. Significant time is invested in this process to ensure that we can offer some of the best available investment and insurance products to our clients.

The second main requirement we have is to know and understand you, our client. This takes time and therefore we do charge a fee to cover getting to know you so we can best assist you to achieve your goals and objectives.

As professional advice providers we also have Professional Indemnity insurance that protects the client in the unlikely scenario where they may receive negligent financial advice.

### **How can you pay the service?**

You can pay for our services via fees or commissions. We negotiate the terms with our clients. Our initial level advice will usually be fee based.

## **When you get our advice**

**Do I get detailed information about actual commissions and other benefits my adviser or the licensee receives by you proceeding with the recommendations?**

Yes, you have the right to know about details of commissions and other benefits your adviser or dealer receives if the investment recommendations are implemented. We will provide this information to you when we make specific recommendations.

**Will you give me advice that is suitable to my investment needs and financial situation?**

Yes, but to do so we need to find out your individual financial objectives, financial situation and lifestyle expectations before we can recommend a strategy or investments to you. You have the right not to divulge this information to us, if you do not wish to do so. In this case, we are required to warn you that the appropriateness of our advice may be affected by you not providing full personal information. You should consider this issue carefully.

**What should I know about any risks of the investments or financial strategies you recommend to me?**

We will explain any significant risks of the investments or financial strategies that we recommend. If you think anything has been explained inadequately you should request further explanation from us.

**What information do you maintain in my file and can I examine my file?**

We maintain a record of our discussions with you. If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

**Can I tell you how I wish to instruct you make investments on my behalf?**

Yes. You may specify how you would like to give us instructions, for example, by telephone, fax, email etc. Normally an instruction signed by you is required to process investment transactions other than listed shares.

## **If you have any complaints**

### **Who can I speak to if I have a complaint about the advisory service?**

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

- Contact your adviser and notify him/her of your complaint.
- If your complaint is not satisfactorily resolved within 3 days, put your complaint in writing and send it to The Complaints Officer, Lifestyle & Investment Planning Solutions Pty Ltd, PO Box 282, SHERWOOD QLD 4075. We will try to resolve your complaint quickly and fairly.
- If you have still not been able to get a satisfactory result you can contact the following complaints scheme that the licensee is a member of:

Financial Industry Complaints Services Ltd

Tel 03 9629 7050

Fax 03 9621 2291

Email: [fics@fics.asn.au](mailto:fics@fics.asn.au)

Toll Free: 1800 335 405

The maximum compensation amount that FICS gets involved with is \$100,000. Over this amount the Australian Securities and Investment Commission and/or private legal representation would be necessary.

You are also able to contact the Australian Securities and Investment Commission (ASIC) at their freecall info line on 1300 780 885 for advice on further action if the above methods have not provided a satisfactory result.



## Planner Profile

Damian's professional qualifications include:

- Bachelor of Business (QUT)
- Master of Business – Professional Accounting (QUT)
- Certificate – Financial Planning Principles and Practice (SIA)
- Graduate Diploma in Financial Planning 1 subject – Risk Management & Estate Planning
- Associate Member of the Financial Planning Association
- Associate Member of the Certified Practising Accountants

Damian has worked within the financial services industry for over six years, initially as a superannuation fund accountant, and then for three years as a financial planner with a top Brisbane accounting firm and recently as a financial planner for Austsafe Financial Advisers. Prior to this he worked in a number of industries including transport, hospitality and retail.

Damian has worked with a wide range of clients, from individuals starting out to couples with complex business structures requiring high level strategic advice.

Damian's areas of specialisation include:

- Tailoring personalised lifestyle and financial planning advice for all age groups;
- Working with small business owners to review their business processes and to educate them about how to structure their businesses from a financial planning point of view;
- Technical advice on superannuation and retirement matters;
- Retirement planning;
- Salary packaging; and
- Investment selection.

To ensure his ability to provide high quality advice Damian takes part in ongoing training and development in all areas that he is authorised to give advice.

Damian is the Managing Director of Lifestyle & Investment Planning