



## **Financial Services Guide**

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### **Licensee:**

Lightbulb Financial Management Pty Ltd  
(AFSL# 542662 ABN 97 661 785 235)

### **Contact Details**

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### **Your Adviser:**

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## Purpose of this FSG

This Financial Services Guide (FSG) is designed to give you a better understanding of Lightbulb Wealth Management Pty Ltd so you can decide if you want to engage us to provide you with financial services and/or advice. This FSG contains information about:

- What we offer
- How we work
- How we can help you
- Remuneration and benefits
- Limits on our advice
- Protecting your privacy
- What if there's a problem?

### **Not Independent**

The use of the terms independent, impartial, unbiased, or similar terms are restricted under section 923A of the Corporations Act.

Lightbulb Wealth Management is not independent and cannot use these words or expressions because it is paid commission by insurers for life risk policies arranged by us.

## What we offer

Lightbulb Wealth Management Pty Ltd (LWM) is authorised as a Corporate Authorised Representative of Lightbulb Financial Management Pty Ltd (LFM) under its Australian Financial Services Licence (AFSL) to:

- Provide financial product advice
- Deal in financial products
- To wholesale and retail clients

The financial products on which LWM is authorised to give advice are:

Products	Description
Deposit and payment products	<ul style="list-style-type: none"><li>• Basic deposit products</li></ul>
Investments	<ul style="list-style-type: none"><li>• Government debentures, stocks and bonds</li><li>• Investor-directed portfolio services (IDPS)</li><li>• Securities (domestic &amp; international)</li><li>• Interest in managed investments</li><li>• Superannuation, including Self-Managed Super Funds</li><li>• Life products, including life investment and life risk insurance</li><li>• Retirement savings accounts</li><li>• Standard margin lending facility</li></ul>

## How we work

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 interests.

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 provide you with a Product Disclosure Statement where we recommend a financial product other than securities. This contains information to help you understand the product being recommended. At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us 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 for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice, it will be documented in a Record of Advice (RoA) which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

## The financial advice process

Step	What happens
1. Initial engagement	We provide you with a copy of this FSG and explain how we can help you.
2. Understanding your goals	We discuss your overall financial situation, as well as your financial and lifestyle goals for the future.
3. Preparing your strategic advice	We will take into consideration your needs and preferences, then determine strategies that will help you achieve your goals.  We prepare a tailored financial plan that matches you with the best solutions for your circumstances.
4. Presenting our advice	We present a personalised advice document and clearly explain our recommendations to you.  We make sure you understand each recommendation so you can make informed decisions before proceeding.
5. Putting your plan into action	Once you're completely satisfied with your financial plan, we discuss the process for implementing the strategies.  We then guide you through the important first steps towards achieving your goals.

6. Review and portfolio management	We will assess the need for portfolio management services to ensure your portfolio continues to appropriately support your needs and objectives and offer you access to this service where suitable.
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## How we can help you

Products	Description
Financial Planning & Investments	<p>Assess current position, financial needs and personal goals.</p> <ul style="list-style-type: none"> <li>• Develop financial strategies to achieve your goals</li> <li>• Develop investment, cash flow, debt reduction or retirement plans</li> <li>• Advising on the role of superannuation and estate planning in your financial plan</li> </ul>
Securities	<ul style="list-style-type: none"> <li>• Advising on Australian shares</li> <li>• Advising on International shares</li> </ul>
Portfolio management advice	<ul style="list-style-type: none"> <li>• Ongoing management of investments</li> <li>• Managing risk and asset allocation</li> <li>• Administration of accounts</li> </ul>
Superannuation	<ul style="list-style-type: none"> <li>• Self-managed superannuation funds</li> <li>• Employer sponsored superannuation</li> <li>• Rollovers, annuities and allocated pensions</li> <li>• Transition to retirement</li> <li>• Investment accumulation plans</li> </ul>
Insurance	<ul style="list-style-type: none"> <li>• Life and business risk insurances – income protection, total and permanent disability, trauma protection, business expenses, succession planning and partnership protection</li> </ul>
Margin Loans	<ul style="list-style-type: none"> <li>• Gearing and using leverage/borrowing to invest</li> </ul>

## Remuneration and Benefits

Financial Planning Fees	<p>Before providing advice or service, your adviser may charge you an upfront fee for services based on either:</p> <ul style="list-style-type: none"><li>• Time spent developing advice or implementing services</li><li>• A fixed dollar amount</li><li>• A percentage of funds invested; or</li><li>• A combination of these methods</li></ul> <p>These fees will be disclosed before service is provided to you and you will need to agree to our terms of engagement.</p>
Adviser Service Fee	<p>When you elect to have ongoing advice, you will be charged a fee, which will be disclosed to you at the time of making the arrangement.</p>
Commissions	<p>Commissions on insurance products are based on a percentage of the premium, which is the industry standard practice.</p>
Adviser Service Fee	<p>An additional Adviser Service Fee may also be paid to LWM by the product provider for the duration that you hold an insurance policy. The amount of any such commission will be disclosed to you.</p>
Referrals	<p>If you have been referred to your adviser by a third party, (e.g. accountant) the third party may receive a fee, commission or other benefit for the referral. This fee comes out of the fees received by LWM and your adviser, and does not represent an additional cost to you.</p>
Alternative Remuneration	<p>LWM and your adviser may receive other benefits from product providers such as training, meals, entertainment and gifts. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.</p>
Post FSG notification benefit	<p>There will be occasions when our benefit cannot be ascertained at the time of issue of the FSG. Once we do ascertain the amount or nature of the benefit to us, we will inform you as soon as practical.</p>

## Payment Terms

Unless otherwise stated, all fees are payable to LFM. LWM pays a Licensing Fee to LFM, and all Advice Fees collected by the Licensee will be passed through to LWM.

Fees can be deducted from your product (i.e. superannuation/investments etc.) or can be invoiced directly to you via a combination of methods. You have the option to pay the fees by:

- Direct debit
- Direct credit
- Credit Card

## Limits on our advice

As the holder of an AFSL, LFM is only responsible for the financial service or products offered by your Adviser in their capacity as an Authorised Representative of LFM. This does not include any other services your Adviser may provide in any other capacity such as:

- Accounting and audit services
- Taxation advice
- Self-Managed Super Fund compliance and administrative services
- Credit and Lending products (excluding Margin Lending)
- Advice on unlisted or private companies and investments, private development funds, franchises, high yield debentures, direct property, property syndicates, solicitor's or other mortgage schemes, derivatives, general insurance (e.g. car insurance), and
- Any other services not provided as an authorised representative of LFM.

LFM is only responsible for those financial services or products under our AFSL.

LFM is not registered with the Tax Practitioners Board and your adviser is not a tax (financial) adviser. To determine the tax consequences that relate directly to the financial advice being provided, and how your Adviser's financial advice fits with your overall tax position, you should seek separate tax advice about liabilities, obligations or claim entitlements that arise, or could arise, under taxation law.

In some cases, the advice your financial adviser provides may be limited because:

- you've only given us limited personal information and/or financial information; and
- you've requested scaled advice that doesn't cover your total financial situation.

## **Protecting 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.



## What if there's a problem?

### **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, email us or put your complaint in writing to our office.

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

Lightbulb Financial Management is required to hold adequate Professional Indemnity insurance for the financial services that it and its current and past representatives provide.