

Financial Services Guide

Practical Systems Super Pty Ltd ACN 626 268 237

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1. What is a Financial Services Guide?

This Financial Services Guide ('FSG') helps you understand and decide if you wish to use the financial services we are able to offer you.

It provides you with information about Practical Systems Super Pty Ltd and the services we provide as well as our authorising licensee and authorised representatives. It tells you:

- who we are and how we can be contacted
- what services and products we are authorised to provide to you
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

We may provide you with personal advice that takes into account your needs, financial situation and circumstances. Where we provide you with personal advice we will provide you with a Statement of Advice ('SOA'). The SOA outlines our advice and the basis on which the advice was given. It also outlines relevant information about us, our fees and charges associated with our advice.

If we provide further personal advice, you may request a record of the further advice that is provided to you, if you haven't already been provided with it. You can also contact us, using the details at the start of this FSG, within 7 years from when the advice is provided to request this record.

Occasionally we provide general advice. If we provide you with general advice, it may not be appropriate to your needs, financial situation or objectives, and you should consider your circumstances before choosing to proceed with our advice. Additionally, you should obtain and read the applicable Product Disclosure Statement ('PDS') (if one is available) before making a decision.

If we help you establish a self-managed superannuation fund ('SMSF'), we may provide you with a PDS. The PDS contains information about the product to assist you in making an informed decision about the SMSF. It will outline relevant terms, significant risks, and fees and charges associated with the product.

We have arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under section 912B of the *Corporations Act 2001*.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.

2. Who will be providing the Financial Services to you?

The Licensee

PSA Super & Financial Services Pty Ltd (trading as "Lifetime Super Services") is the holder of an Australian Financial Services Licence and is responsible for the financial services that it and its representatives provide to you. Lifetime Super Services authorises, and is also responsible for, the content and distribution of this FSG. The Responsible Manager for the Licensee is Robert James Locke, a Chartered Accountant who has over 35 years experience in public accounting, taxation and business services.

Corporate Authorised Representative

Practical Systems Super Pty Ltd is a Corporate Authorised Representative of Lifetime Super Services. The individuals authorised to provide advice under this FSG are; Robert James Locke and Andrew John Toomey.

All of the parties named in this section share the same offices and you can provide instructions to us by contacting us using contact details at the start of this FSG. The licensee acts on your behalf when we provide financial services to you.

3. What services and products are we authorised to provide to you?

We are authorised to provide personal advice to both retail and wholesale clients in relation to SMSFs and superannuation products (in relation to your existing superannuation holdings where we recommend you establish a SMSF or where we provide you advice about contributions or pensions under a superannuation product). We can also arrange to deal in SMSFs.

We are also authorised to provide 'class of product advice' on superannuation, securities, simple managed investment schemes, general insurance, life risk insurance, and basic deposit products. Class of product advice means that we can recommend broad classes of products to you, but we cannot recommend specific, named products within the class.

In providing our services, other financial matters may arise, such as which specific products to invest in, within your superannuation fund. However, we are not authorised to provide advice relating to those financial issues, or any other issues except those explained above. You should seek specific advice from the appropriate professionals if these issues are relevant to you.

Practical Systems Super is also able to provide a range of services that do not require an Australian Financial Services Licence. These services include taxation and the provision of a complete SMSF administration and compliance service.

4. What fees and commissions are payable to Practical Systems Super?

We receive fees for providing you with our services. Our fees vary according to the level of expertise of your adviser, the level of complexity of the advice and the time taken to provide the advice. We will discuss our fees with you and provide a quotation prior to undertaking an advice engagement. All of the fees charged will be received by Practical Systems Super. We do not receive fees or commissions from any other parties and our remuneration for services provided will only come directly from clients to whom services are provided.

You may request more details about the way Practical Systems Super is remunerated within a reasonable time after receiving this document.

5. How are our people and third parties remunerated?

Practical Systems Super and Lifetime Super Services directors and their employees are remunerated by way of salary and may also be awarded an annual bonus. Bonuses will depend on several factors including; company performance, professionalism and adherence to compliance procedures.

Practical Systems Super and Lifetime Super Services shareholders will also receive a benefit based on ongoing company performance.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

1. All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. We do not charge asset-based fees.
3. You understand, consent to, authorise and direct us to charge you in this way.

6. What should you do if you have a complaint?

If you have a complaint, you can contact your Practical Systems Super representative and discuss your complaint.

If your complaint is not satisfactorily resolved within 6 weeks, please contact our Complaints Manager via the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed time frames.

If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) which is an external complaints service, of which we are a member (member no, 37580). You can contact the AFCA on 1800 931 678 or in writing at GPO Box 3, Melbourne, Victoria 3001, Australia. You can also contact the AFCA through their website: www.afca.org.au

7. Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Corporations Act 2001. This insurance provides cover for claims made against us and our representatives including claims in relation to the conduct of representatives who may no longer work for us but who did so at the time of the relevant conduct.