

Riverina Life - Financial Services Guide – General Advice Only

This Financial Services Guide (FSG) is dated 30/01/2024. It provides you with information about the financial services provided to you by Life Plan FP Aust Pty Ltd (LPFPA), and its representatives. You should also refer to the Product Disclosure Statement (PDS) for the insurance product. The purpose of the PDS is to help you understand financial products and make your own informed decision about whether to acquire the Insurance Product. The PDS includes information such as the risks, benefits, and characteristics of the particular Insurance Product.

Life Plan FP Australia Pty Ltd

LPFPA Pty Ltd holds an Australian Financial Services License 277681 and is authorised to provide financial advice and deal in life risk insurance products. LPFPA Pty Ltd may be contacted by phone 02 8003 5295 or in writing to: Level 11, 65 York St, SYDNEY, NSW, 2000.

Financial Services Provided

Advisers and representatives of LPFPA may discuss with you the offer of insurance described in the accompanying PDS. These representatives are only authorized to provide you with general advice about the insurance product. They are not able to provide you with personal advice, which means they will not consider your personal financial circumstances, needs and objectives.

How do I pay for the financial services provided?

There is ordinarily no charge to you for the general advice provided. When you purchase the Insurance Product the insurance company may pay the licensee 0% to 60% (ex GST) of the first year's premium and then ongoing trailing commission of up to 27.50% (ex GST) from the day following the first anniversary date (ex-policy fee and stamp duty). A percentage of both the initial up-front commission and ongoing trail commission is paid to the Authorised Representative as commission.

Professional Indemnity

LPFPA Pty Ltd, its employees and representatives are indemnified under Professional Indemnity Insurance secured by LPFPA Pty Ltd. Such insurance covers work done by its representatives and employees whilst they comply with the requirements of LPFPA Pty Ltd.

Not independent; Life Plan FP Australia Pty Ltd and I as your adviser may receive commission based on your premium for the duration of time you hold an insurance policy, fees based on the volume of assets under advice and gifts and other nonmonetary benefits. For these reasons, we are unable to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

What if I have a complaint?

If you have a complaint, please contact us directly. Our contact details are:

☎ 02 8003 5295

☎ admin@lifeplanfpa.com.au

☎ The Complaints Manager,

Life Plan FP Australia Pty Ltd

Level 11, 65 York Street

SYDNEY, NSW, 2000

We will respond to your complaint within 30 days. If you are not satisfied with our response, or if you have not received a response from us within 30 days you can contact the: Australian Financial Complaints Authority (AFCA), which is a service for consumers. The contact details for AFCA are:

☎ Toll free: 1800 931 678

☎ info@afca.org.au

☎ GPO Box 3 MELBOURNE VIC 3001

☎ www.afca.org.au

Life Plan FP Australia Pty Ltd ABN 60 005 065 305 AFSL No. 277681

Level 11, 65 York St, SYDNEY, NSW, 2000

T: 02 8003 5298

E: admin@lifeplanfpa.com.au W: www.lifeplanfpa.com.au

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