FINANCIAL SERVICES GUIDE ("FSG")

This document contains information that we are legally obliged to provide to give you a better understanding of M&O Advice Pty Ltd ("Milkshakes & Olives Advice") and to enable you to make an informed decision on whether to engage us to provide financial services and/or advice to you.

M&O is a corporate authorised representative (No. 1308508) of
Lifestyle Asset Management ("LAM") AFSL 288 421.

This FSG contains important information about:

- The financial services we provide
- Our compensation arrangements
- How we and our associates are remunerated
- Dispute Resolution System
- Information you need to supply
- Other information you need to know
- Our fee structure
- Financial relationship with related entities

We recommend that you read the FSG carefully. Please feel free to ask us any questions and you are, of course, at liberty to discuss the FSG with your legal adviser.

FINANCIAL SERVICES LAM IS AUTHORISED TO PROVIDE

LAM is authorised under its Australian Financial Service Licence (AFSL) to:

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

The financial products that LAM is authorised to give advice on are:

- Government debentures, stocks and bonds
- Life products, including life investment and life risk insurance
- Managed Investment Schemes, including Investor Directed Portfolio Services.
- Retirement savings accounts products (RSA)
- Basic Deposit Products
- Superannuation, including Self-managed Super Funds
- * Standard Margin Lending
- Personal and Corporate Superannuation
- Personal and Business Risk Insurance
- Managed Portfolio Services
- * Securities
- Self-Managed Superannuation Funds

Representatives authorised by LAM can also provide advice on:

- Wealth Creation and Retirement Planning
- Cash Flow and Debt Reduction Strategies
- Portfolio Review and Ongoing Service
- Estate Planning

* subject to advisers being personally competent and, where applicable, accredited for that financial product

Authorisation to deal in the above products allows us to apply for, acquire, vary or dispose of those financial products in the implementation of advice provided to you.

NOT INDEPENDENT

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

Milkshakes & Olives Advice is not independent and cannot use these words or expressions because it is paid commission by insurers for life risk policies arranged by its advisers. Please refer to the sections on fees in this FSG for further information on commission Milkshakes & Olives Advice may receive.

LAM also authorises Milkshakes & Olives Advice under its Australian Credit Licence (ACL) to engage in credit activities under the National Consumer Credit Protection Act. 2009.

The credit products that Milkshakes & Olives Advice provides assistance on include:

- Consumer and investment mortgages
- Self-managed Super Fund loans
- Commercial property loans
- Car and other personal finance

Your adviser will provide you with an Adviser Profile, which, along with this FSG and CG, provides information necessary for you to make an informed decision. Your adviser will be acting as a Representative of Milkshakes & Olives Advice. While Milkshakes & Olives Advice is directly responsible for the financial services and advice as set out in this FSG, the licensee (LAM) has ultimate responsibility for services provided under its AFSL 288421, as set out in this FSG and CG.

MILKSHAKES & OLIVES ADVICE CAN PROVIDE YOU WITH THE FOLLOWING SERVICES

Financial Planning and Investments

- Assessment of Current Position, Financial Needs and Personal Goals
- A Strategy to Support the Lifestyle You Want to Live
- Investment Planning (including savings programs)
- Estate Planning
- Superannuation (including Retirement Planning, Annuities and Allocated Pensions)
- Sourcing of Taxation, Accounting, Legal and Property Selection Advice

Portfolio Management Advice

- Research
- Portfolio Development and Reporting
- Acquisition and Disposal
- Cash and Interest Bearing Investments

Securities

Credit Activities

- Home Loans
- Investment Loans
- Equity Loans
- Margin Loans
- Debt Consolidation
- Commercial Loans
- Leasing, Rental Finance, Car Loans

Superannuation

- Self-managed Super Funds or individual Superannuation Accounts
- Employer Sponsored Superannuation
- Rollovers, Annuities and Allocated Pensions
- Transition to Retirement
- Investment Accumulation Plans

Insurance

- Life Insurance
- Income Protection
- Total and Permanent Disability
- Trauma Protection
- Business Expenses, Succession Planning and Partnership Protection

Specific information about your adviser's experience and specialisation is provided in the Adviser Profile, which is issued in conjunction with this FSG. Milkshakes & Olives Advice and your adviser are only responsible for services as a LAM Representative and not in any other capacity.

It is very important that you are aware that the range of products that LAM Representatives are authorised to offer you is limited to an Approved Product List (APL) based on approved independent research and endorsed by an internal research team.

COMMUNICATING INFORMATION TO US

It is preferable that information is provided in a way that gives us a clear and documented basis for mutual understanding of your circumstances, needs and preferences. This can include copies of documents and written communications in emails or other online systems that we will give you information about when required.

If information additional to that supplied direct by you is required in order to provide complete advice, you may be requested to give written authorisation for your adviser to obtain information from third parties.

INFORMATION THAT YOU WILL RECEIVE

Advice

If we provide you with personal financial advice, we will confirm our recommendations in writing so that you can make an informed decision about the appropriateness and suitability of our advice.

Our recommendations are usually given to you in a written Statement of Advice (SoA).

Subsequent advice on recommended actions that fall within the scope of the SoA may be provided in a written Record of Advice (RoA)

Where we recommend a particular financial product, we will provide a Product Disclosure Statement (PDS), which contains specific and important information about that product. It is very important for you to read and understand any PDS that we provide you before you act on a financial product recommendation.

In most cases personal advice will be provided, however if you do not require personal advice, general advice is available. General advice is information provided about financial products that does not take into account your personal needs, objectives or circumstances.

We can also act on your specific instructions to transact on your behalf and place a financial product (that LAM is able to offer) without providing any financial advice. After you engage us as your adviser, we can act on your instructions whether you provide them by telephone, email or other means of communication agreed to.

Credit Activities

We do not provide credit products, however, we can assist you with your application for housing or investment loans and the structuring of those loans.

We will ensure that the Credit Provider (e.g. a bank) provides you with a Quote and a Credit Proposal Document (CPD). The Credit Provider will assess your circumstances to ensure the credit you are applying for is not unsuitable, taking into account your capacity to meet your obligations on an ongoing basis and in terms of discharging the liability at the end of the contract period.

Where we are advising you in relation to obtaining credit or varying your existing credit facilities we will provide you with a Quote. At the time of advising you, we will assess your circumstances to ensure the credit you are applying for is not unsuitable, taking into account your capacity to meet your obligations on an ongoing basis and in terms of discharging the liability at the end of the contract period. If you request a copy of our assessment it will be provided to you without cost.

REMUNERATION AND BENEFITS

The fee schedule is structured to ensure that you only pay for services as they are agreed to be implemented. All fees are payable to Lifestyle Asset Management Pty Ltd. The basis and amount of all fees, commissions, adviser service fees and any referral fees will be fully disclosed in your SoA or CPD and explained by your adviser prior to the implementation of any advice. An explanation of the fees and charges of the product provider will also be outlined in the relevant PDS.

Referral Arrangements AND BENEFITS

Client Referrals
Milkshakes & Olives Advice may offer existing clients a referral payment of up to **$500** for successfully referring a new client to our services. Any such referral payments are provided as a token of appreciation and do not influence the advice or services provided.

External Referrals
Milkshakes & Olives Advice may enter into referral arrangements with external professionals, such as accountants, solicitors, mortgage brokers, or other financial advisers. Under such arrangements, external referral partners may receive up to **30% of initial fees paid by the referred client**.

Disclosure and Compliance
All referral payments or benefits are disclosed in accordance with ASIC regulatory guidance (INFO 291, RG 246). These arrangements are managed to ensure:

- They do **not create a conflict of interest** or compromise the advice given.
- The adviser always acts in the **best interests of the client**.
- Full disclosure of any referral fees or benefits is made to clients in this FSG and/or Statement of Advice (SoA).

HOW CLIENTS PAY FOR THE SERVICE

Financial Planning and Credit Assessment Fees	Before providing advice or service, your adviser may charge you an upfront fee for services based on either: • Time spent developing advice or implementing services • A fixed dollar amount • A percentage of funds invested; or • A combination of these methods These fees will be disclosed before service is provided to you and you will need to agree to our terms of engagement.
Adviser Service Fee	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.
Commissions	Commissions on insurance products are based on a percentage of the premium, which is the industry standard practice.
Referrals	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 LAM and your adviser, and does not represent an additional cost to you.
Alternative Remuneration	If LAM or your adviser receives alternative remuneration such as entertainment and gifts from financial institutions, in accordance with the Industry Code of Practice, LAM and your adviser maintain a register of material alternative remuneration paid and received. Copies of these registers are available on request.

The SoA and CPD will detail fees, commissions or benefits that relate to your specific matter.

DISPUTE RESOLUTION SYSTEM

How do clients complain about the services provided?

LAM is committed to providing a high level of client satisfaction and maintaining our reputation for honesty and integrity. If you feel that we have fallen short of our commitment we would like you to tell us. LAM is committed to resolving any concern a client has and will deal with it quickly, fairly and in the strictest confidence. If you have a complaint that has not been dealt with to your satisfaction by your adviser, you can notify it verbally to our Compliance Officer, who can be contacted on 1300 226 271, or in writing to Lifestyle Asset Management, Level 35, 100 Barangaroo Avenue, Barangaroo, Sydney, NSW 2000 . You can also email erm@lifestyleam.com.au.

We are a member of Australian Financial Complaints Authority (AFCA) and you have recourse to that organisation if you are dissatisfied with our efforts to resolve the dispute or query. If a complaint is not resolved to your satisfaction by us within 45 days, you have the right to take the complaint, free of charge, to AFCA on 1800 931 678 or submit it online at www.afca.org.au.

LAM has Professional Indemnity Insurance for compensation claims by clients against LAM and its advisers.

How is personal information dealt with?

We are committed to implementing and promoting a privacy policy that will ensure the privacy

And security of your personal information. LAM keeps records of your personal profiles, including the information supplied to the adviser relating to investment and insurance objectives, financial position and personal needs. We also maintain records of recommendations made to you. Personal information supplied may be stored electronically.

Privacy Policy

LAM's Privacy Policy has been designed to ensure the privacy and security of your personal information. A copy of our Privacy Policy can be viewed or downloaded from our website

Advice and Service Provided under	AFSL 288 421
Licensee Details	Lifestyle Asset Management Pty Ltd Level 35, 100 Barangaroo Avenue, Barangaroo, NSW 2000 Tel: 1300 226 271 Email: erm@lifestyleam.com.au Web address: www.lifestyleam.com.au