



# *combined financial services guide and credit guide*



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## WHO IS LIFESHERPA?

LifeSherpa Pty Limited (ACN: 602 793 368) ("LifeSherpa") provides a range of financial and credit services to LifeSherpa members and users of the LifeSherpa website.

LifeSherpa is an Authorised Representative (no. 468922) and Authorised Credit Representative (no. 469526) of MoneySherpa Pty Limited (ACN: 164 927 708) which holds Australian Financial Services Licence (AFSL No. 451289) and Australian Credit Licence (ACL No. 451289) issued by the Australian Securities and Investment Commission (ASIC) which govern how we provide these services.

When you become a LifeSherpa Pro Member you will get your own personal adviser ("your Sherpa"). Your Sherpa will be an employee of LifeSherpa Pty Limited who will provide the service on behalf of the licensee. LifeSherpa does not act on behalf of anyone else.

## WHAT IS THIS DOCUMENT?

This document is a combined Financial Services Guide and Credit Guide. We are required to provide it to you before we provide you with Credit Assistance (help with loans, leases or other credit products) or any Financial Service (help with insurance, super and investments).

It contains important information about various fees and charges that may be payable by you to us, payments that we may receive from a product provider (for example a lender, insurer or fund manager), or we may pay to you or certain third parties, when we provide you with a financial service or product or credit assistance.

It also contains information about what you should do if you have a complaint or dispute in connection with our provision of those services.

You should read this document, ensure you understand what it means for you and retain a copy for your records. If anything is unclear - [AskMySherpa](#).

## HOW TO CONTACT LIFESHERPA

Contact details:

Suite 31, 1-7 Hampden Avenue, Cremorne, NSW 2090

1300 MY SHERPA (1300 6974 3772)

[mysherpa@lifesherpa.com.au](mailto:mysherpa@lifesherpa.com.au)

[www.lifesherpa.com.au](http://www.lifesherpa.com.au)

## WHAT ARE WE LICENSED TO PROVIDE TO YOU?

Our AFSL authorises us to provide Advice in relation to the following products:

1. Deposit products
2. Bonds and other fixed interest products
3. Life insurance products (life insurance, income protection, trauma and TPD insurance)
4. Managed investment funds
5. Retirement savings accounts
6. Shares
7. Superannuation

We are also licensed to arrange for you to acquire, vary or dispose of these products and general insurance products.

## WE CAN HELP YOU WITH LOANS OR LEASES

Our Australian Credit Licence authorises us to provide you with advice in relation to loans and leases and to help you apply for a loan or lease or to vary or repay an existing one.

We can help you with your borrowings by:

- Helping you manage your existing debts
- Recommending you apply for a specific loan or lease (or increase the limit on an existing one)
- Helping you with an application for a particular loan or lease (or suggest you apply for an increase to an existing loan)
- Recommending that you remain in your current loan or lease

Before we provide Credit Assistance to you, we assess whether the particular loan or other credit product is suitable for you. That is, the loan or lease or limit increase will meet your requirements and objectives and you can afford the proposed repayments.

We do this by asking you for information about your objectives and financial situation and for supporting documentation.

We won't be able to give you Credit Assistance if our assessment shows that the loan, lease or limit increase won't meet your requirements or objectives or we conclude that meeting the proposed repayments will cause you substantial hardship.

If we provide you with Credit Assistance, you can ask us for a copy of this assessment any time up to 7 years after we do so. If you ask us within 2 years of the date we provided the assistance, we will provide you with a copy within 7 business days. Otherwise it might take up to 21 business days.

## WE CAN HELP YOU WITH FINANCIAL PRODUCTS

We can help you choose the life insurance, superannuation or savings and investment product that meets your requirements. We can also help you acquire, alter or dispose of these products or general insurance products (such as home and contents or landlord insurance).

The LifeSherpa website also includes general information which does not take into account your personal goals and circumstances.

When you ask us for specific advice and we take into account your specific circumstances and goals, we provide Personal Advice. When we do this, we will generally document it in a Statement of Advice. Sometimes, for simpler advice or further advice, a simpler document called a Record of Advice may be used. These documents detail the advice, and the basis for that advice including the information you have provided us about your goals and objectives. It will also detail how the advice can be implemented and how it will help achieve your goals together with any fees or charges.

You may request in writing a copy of any advice document up to seven years after the advice has been given. If you have any questions about this document or the financial advice, investment or risk insurance products or services provided, please ask your Sherpa

## WHAT PRODUCTS AND PROVIDERS DO WE DEAL WITH?

LifeSherpa does not offer its own products, nor do we have any relationships with product issuers or lenders which would influence our choice of products. This means that we can act in your best interests.

We act on your behalf to source the most appropriate product for your needs from among the products and providers we have reviewed and included on our Approved Product List (APL) and Lender Panel.

Our APL is based on our review of available products. Only those products which we deem suitable for LifeSherpa members are included. There are no relationships with other entities which limit the products selected for review or included on the APL. Where we recommend the acquisition of a product based on your needs we will generally select from this list only. However, if you already hold a product not on the APL we may, based on our review of that product at the time, recommend that in the circumstances retaining this product or acquiring more of it is the most appropriate solution for you.

The mortgage market is very competitive and consists of a large number of lenders. Membership of our Lender Panel changes from time to time and its members do not necessarily represent all the lenders who offer credit of the nature that you seek. Subject to you meeting their credit criteria, we are able to arrange credit for you from those lenders.

Where your needs cannot be met by lenders on our lender panel, we may source off-panel lenders and loans.

We expect that the top 6 lenders are: ING, AMP, ME Bank, Westpac/St George, CBA, and NAB/Advantedge.

MoneySherpa is a member of Connective OSN Pty Ltd which helps to manage some of the payments between the lenders and us and provides us with research and software to help us assess the most suitable product for your needs.

## HOW YOU MAY INSTRUCT US

Generally you can instruct your Sherpa using the LifeSherpa website. When we give you a Statement of Advice or other document, it will generally include an authority to proceed which you will need to sign and return.

## WHAT YOU PAY US

### MEMBERSHIP

Access to the LifeSherpa website is available free of charge (LifeSherpa Lite). LifeSherpa Pro members, for which a fee is payable, get access to premium features and are assigned a personal adviser (Sherpa). We will collect your membership fees from the account you advise us when you register. You may choose a month to month membership at \$15/month or an annual membership for \$150.

You may also choose to buy other services through the website for an additional fee.

You may cancel your membership at any time. If you do so, you will no longer be able to access the premium features and you will no longer be entitled to rebate of commissions on products you have acquired through our service or products you have registered for our CashBack feature.

In most cases, where you have acquired a product or home loan using the MoneySherpa service, these payments will exceed your monthly subscription fee.

### SUPERANNUATION AND INVESTMENT ADVICE

We do not receive commissions in relation to superannuation or investment products issued after July 1, 2013.

Where we provide you with Personal Advice in relation to these products, we will charge you \$299 (GST inclusive) per topic. Additional charges may apply for more complex financial planning advice. We will advise you in advance if such charges will apply in your case.

Where we agree with you to provide advice for a fee based on hours worked, we will base this on a rate of \$300 per hour (GST inclusive).

All of our fees will be clearly set out in our advice document.

### WHAT YOU PAY THE PRODUCT PROVIDER

You may have to pay other fees and charges (such as an application fees, valuation fees and other fees) to the product provider, lender, lessor or other parties. The disclosure documents, policy document and your loan contract or lease will include further details of any such fees and charges.

## WHAT WE PAY YOU

Insurance companies and lenders pay us commissions when you acquire a policy or take out a loan using our service. These do not affect the price you pay.

We do not charge you a fee for advising on, or arranging for you to acquire, life insurance products or for helping you take out or refinance a home loan or other credit product.

We deduct our low flat fee from the commissions we receive and pay the remainder to you (CashBack), both upfront when you take out the loan or policy and monthly for as long as you hold the product and maintain a LifeSherpa paid membership.

We calculate how much to pay you by deducting a fixed amount from the amount of commission we actually receive from the lender or product provider (less GST, any amounts paid to introducers, and the amount retained by our licensee).

The amount of commission we may receive in relation to your product, loan or lease may vary depending on the provider and product you ultimately choose and the amount and timing of the payments that you make.

	Commission	Amount We Deduct	Example
Insurance Policies - Upfront	0% - 77% of the premium paid	\$1,500	On an annual premium of \$3,000 this would be up to \$2,310. Up to \$285 CashBack would be paid to you.
Insurance Policies – on-going	0% - 22% of the renewal premium paid	\$25/month or \$300 annually	On a renewal premium of \$3,000 this would be up to \$660. Your CashBack payment would be up to \$210.
Home Loan - Upfront	0.55% -0.715% of the loan amount	\$2,275	For a \$500,000 loan this would be up to \$3,575. Your CashBack payment would be up to \$487.
Home Loan – on-going	0.165% -0.275%p.a. of the loan balance (some don't pay trail in the first year)	\$33/month or \$396 annually	On a \$500,000 home loan this would be up to \$14.58 monthly. Your CashBack payment would be up to \$55.54 monthly.
Leases – Upfront	1-3% of the lease amount	\$1,500	For a \$50,000 motor lease, this would be \$500 - \$1,500. No CashBack amount will be payable to you because the amount we receive is less than our flat fee.
CashBack	Similar to the above	\$300 annually per member for each class of product registered	Depends on the product you have registered. We will advise you of the amount when you register your product.

A higher threshold (of \$3,500) will apply where your home loan is more complex. This includes self-employed or credit-impaired borrowers, low or alternative documentation loans and jumbo loans (borrowing greater than \$1 million). We will advise you in your Credit Proposal if this will apply to your circumstances.

Details of the actual commission and the amount of your CashBack will be included in the Credit Proposal, Statement of Advice or other disclosure document we will give you at the same time as we provide you with Credit Assistance or Financial Advice.

You can also request information from us about the fees that we are likely to receive, how those fees are calculated, and our reasonable estimate of the fees or commissions that will be payable.

## CLAW BACK

If you cancel your insurance policy (or allow it to lapse, for example by not paying the premium) or repay your loan in full within 24 months of issue or settlement, the insurer or lender will claw back the upfront commissions paid to us.

If this happens, you will have to repay your share of the commissions we have paid you.

This amount is payable within 30 days from the date you cancel your policy (or it lapses) or you discharge or repay your loan in full.

## OTHER LIFESHERPA REVENUE

Occasionally, we may receive additional payments or benefits from insurers, lenders or lessors. These may be direct payments by way of cash bonus or additional commission payment, or indirectly by way of training, professional development days or sponsorship, and may be based on the volume of business with a specific product provider or lender. As these do not relate directly to your acquisition of the product or loan, they are not included in the calculation of your CashBack amount.

Further details of any applicable benefit we are likely to receive will be included in the credit proposal or other disclosure document we will provide to you at the same time as we provide you with credit assistance or Financial Advice.

We may also receive payment for hosting sponsored content (including in relation to financial or credit products) on our website or in our communications with you. This content will be clearly labelled and does not affect the composition of the Approved Product List or Lender Panel.

## PAYMENTS WE MAKE TO OTHERS

We believe that the best endorsement you can give us is to refer LifeSherpa to your friends, family and colleagues. From time to time we run promotions to encourage referrals. We may also obtain referrals from professionals such as accountants.

Further information about referral rewards, including our reasonable estimate of the amount of any amount payable and how it is calculated is available from us on request and will be included in the credit proposal, statement of advice or other disclosure document we provide you when we give you financial advice or credit assistance.

From time to time, we pay commissions to third parties such as HashChing or Loan Dolphin for introducing potential members. You do not pay these amounts, but they may reduce the amount of any CashBack payment you may receive.

We pay a number of providers to assist us in delivering the services to you. We pay some of these based on a percentage of the revenue we receive including our Aggregator and our credit card merchant facility.

## HOW IS YOUR ADVISER PAID?

All LifeSherpa advisers are employees of LifeSherpa Pty Limited and are paid a salary. They may also receive an annual or quarterly bonus based on meeting benchmarks for customer service, job performance and productivity.

Some advisers may be directors or shareholders in the parent company and receive dividends based on that shareholding.

## DISPUTES OR COMPLAINTS

### WHAT TO DO IF YOU HAVE A DISPUTE OR COMPLAINT

We are committed to providing you with the best possible service. If at any time we have not met your expectations – or you have a complaint about any of our services – please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

### HOW TO MAKE A COMPLAINT

If you have a complaint, we request you follow these steps:

1. Tell your personal adviser
2. If this does not resolve your concern write or email the complaints officer  
[complaints@lifesherpa.com.au](mailto:complaints@lifesherpa.com.au)
3. We will respond seek to resolve the issue
4. If you are still not satisfied, you may contact our External Dispute Resolution Service (it's free)

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will deal with your complaint under their complaints resolution process. We will help you.

If you are not satisfied with the resolution of your complaint by the third party, you are entitled to have your dispute considered by their External Dispute Resolution Scheme.

### STILL NOT SATISFIED?

If you do not think we have resolved your complaint to your satisfaction, you may request our External Dispute Resolution Scheme to help you. You do this at any time, but they may ask you to wait until our internal processes are complete before they will consider your complaint further.

Our External Dispute Resolution Scheme is the Australian Financial Complaints Authority (AFCA) which can be contacted by:

- Telephone: 1800 931 678 (It's free)
- Membership number: 34698 (MoneySherpa Pty Limited)
- Website: <https://www.afca.org.au>
- Mail: GPO Box 3, Melbourne VIC 3001
- Fax: 03 9613 6399

LifeSherpa has the benefit of a Professional Indemnity Insurance policy maintained by MoneySherpa and required by the Corporations Act and which meets ASIC's requirements.