

ADVISER PROFILE

Information about your Lifespan Adviser



This Adviser Profile is issued by Lifespan Financial Planning Pty Ltd (Lifespan), which holds Australian Financial Service Licence number 229892. This Adviser Profile forms part of the Lifespan Financial Services Guide (FSG) dated 8 December 2023. These documents should be read together. This document contains information regarding the Adviser listed below and is designed to help you to make an informed decision about the financial advice provided to you by the Adviser.

Lifespan has authorised its authorised representatives to provide this document to you.

Halstead Financial Services Pty Ltd

is a Corporate Authorised Representative (ASIC No. 268214) of Lifespan Financial Planning Pty Ltd (AFSL: 229892)

Sandra Miller is an Authorised Representative (ASIC No. 304934) of Lifespan Financial Planning Pty Ltd (AFSL: 229892).

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Your Adviser

Sandra Miller is a Financial Adviser, an Authorised Representative of Lifespan Financial Planning Pty Ltd (Lifespan) and an employee of Halstead Financial Services Pty Ltd, a Corporate Authorised Representative of Lifespan Financial Planning Pty Ltd.



- Managed Investment Schemes
- Retirement Savings Account Products
- Securities
- Superannuation (excluding Self-Managed Superannuation Fund)
- Tax (financial) advice services

This means that Sandra can assist you in meeting your financial planning needs and objectives in these areas, which include personal insurances, saving and investment as well as superannuation, retirement planning strategies and tax (financial) advice services.

Your Adviser's Experience

Sandra has been involved in financial services since 1997 and providing financial advice services to clients since 2006.

With a young family plus kelpie cross, Sandra understands the juggle of family/household and operating a small business. When she is not working, she might be found taxiing her family around and occasionally enjoying time swimming and reading. Sandra's strong Audit and Management Reporting experience in tax, banking and corporate settings means that she can add a lot of value to our small business clients.

Your Adviser's Authorisations

Sandra is authorised to provide advice in relation to the following financial products:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Life Products

Having completed her Diploma of Financial Services, Sandra is now mainly involved in a risk insurance advisory role as well as day-to-day running of the business. Sandra obtained her Bachelor of Commerce degree at Monash University in 1995 and she was first employed in the Finance Department of a subsidiary of General Motors Holden. Subsequently, Sandra worked with a number of Accountancy practices and then in



August 2000, Sandra became a member of the Institute of Chartered Accountants in Australia. Now known as Chartered Accountants Australia & New Zealand (CAANZ), Sandra is still a qualifying member.

During 2001-2004, Sandra also worked in London in the United Kingdom for such firms as Ernst & Young and General Insurance Companies in London such as Allianz, AVIVA and AXA. Sandra's work in the UK was mainly in Compliance and Financial Reporting.

Prior to joining Halstead Financial Services, Sandra worked at ANZ where she was involved with International Financial Reporting Standards implementation in the bank and then management reporting for ANZ Financial Planning.

Sandra can also be located on the Financial Adviser Exam List, which means that she has passed the FASEA Exam (Financial Adviser Standards and Ethics Authority Exam).

Cost of Advisory Services

An initial meeting to discuss your financial circumstances is generally free of charge. At this meeting Sandra will establish how she can assist you and gather the information required to prepare a financial plan.

Sandra will discuss the fee basis with you and agree on the method of charging prior to any advice is provided or cost incurred. Also, fees are fully disclosed in the Statement of Advice and Product Disclosure Statements.

Payment can be collected through a platform, by direct debit or invoiced. A fee for the preparation of the Statement of Advice may be charged even if the recommendation is not implemented. For insurance, the commission may be paid by the insurance provider. Further advice that includes portfolio reviews may be charged on an hourly rate or as a fixed dollar amount depending on the complexity and structure, as agreed with your adviser.

Fee Schedule

Preparation of Statement of Advice (SoA) (depending on complexity)	up to \$7,700
Implementation Fee (depending on complexity)	up to \$6,600
Further Advice Review(s) and Ad hoc services A fee calculated per my hourly rate Or a fixed fee (depending on complexity)	See below up to \$11,000
Hourly rate	\$440
Insurance Upfront commission Renewal commission *% based on amount of premium and is paid by the insurance provider	Up to 66%* Up to 33%*

All fees include 10% GST.

All fees are payable to Lifespan. Lifespan retains 0% and pays Halstead Financial Services Pty Ltd 100%. Sandra receives a salary from Halstead Financial Services Pty Ltd. She may also receive a bonus from time to time subject to meeting her employment conditions. These include but are not limited to; complying with both legal obligations as well as company policies and procedures, providing a high level of service to clients, acting in the best interests of clients and client satisfaction.

Fee Examples:

Example for Investment Products

If you receive advice regarding an investment of \$100,000, the SoA fee could be \$1,100, of which \$0 is retained by Lifespan, \$1,100 is paid to Halstead Financial Services Pty Ltd. If you invest \$100,000 the implementation fee could be \$3,300, of which \$0 is retained by Lifespan, \$3,300 is paid to Halstead Financial Services Pty Ltd. If you maintained the investment and assuming the balance of the investment remains at \$100,000, the annual review fee could be \$2,200 per annum, of which \$0 is retained by Lifespan, \$2,200 is paid to Halstead Financial Services Pty Ltd.

Example for Risk Products

If you receive advice regarding insurance, the SoA fee could be \$660 of which \$0 is retained by Lifespan, \$660 is paid to Halstead Financial Services Pty Ltd. Should you proceed with the advice, then the SoA fee may be waived. However, if the policy is cancelled in the first two years ('responsibility period') you will be liable for the portion of the commission clawed back.

If you take out a life insurance policy with an annual premium of \$1,500, assuming the highest commission for the Upfront Option is selected at 66%, the upfront payment to Lifespan would be \$990, of which \$0 is retained by Lifespan, \$990 is paid to Halstead Financial Services Pty Ltd. The maximum renewal commission for the Upfront Option is currently 22% per annum which could result in a payment of \$330 per annum for as long as the policy remains in force, of which \$0 is retained by Lifespan, \$330 is paid to Halstead Financial Services Pty Ltd. Where a level commission option is selected, it could be as much as 33%, or \$495, of which \$0 is retained by Lifespan, \$495 is paid to Halstead Financial Services Pty Ltd.

This commission has what is called a 'responsibility period' imposed by the risk product issuer. This means that if the policy is cancelled within the first 1-2 years of inception commission is returned to the product issuer by Lifespan.