

# Financial Services Guide

## *Resolution Life Australasia Limited*

This Financial Services Guide (FSG) is provided by Resolution Life Australasia Limited (ABN 84 079 300 379, AFSL No. 233671) (Resolution Life). Resolution Life (referred to as we, us, our in this FSG) is part of the Resolution Life Group.

This FSG is an important document that outlines the type of products and services Resolution Life is authorised to provide under its Australian Financial Services Licence (AFSL).

**Any material provided to you by Resolution Life will contain factual information or general advice. This factual information or general advice does not take into account your particular objectives, financial situation and needs, and a statement of advice will not be provided. Accordingly, you will need to consider the appropriateness of the information contained in this FSG having regard to your particular circumstances.**

## Purpose of the FSG

This document is designed to help you decide whether to use the services offered by Resolution Life. It provides information about:

- who we are and how we can be contacted
- the financial products and services we can offer
- how we, and any other relevant parties, are paid
- our relationships and how these could influence the advice we give you, and
- how you can make a complaint and how we will manage that complaint.

## Other documents you may receive

Before you are issued with one of our products you will receive a product disclosure statement (PDS), terms and conditions or a similar type of document in most cases (disclosure document). These documents contain information about the particular product to help you make an informed decision about that product.

These documents will include information about matters such as:

- the terms and conditions of the product
- any associated costs, fees and charges that the product issuer may receive or pay, and
- any significant benefits and risks.

You should read the relevant disclosure document to decide if the product is right for you. This information is found on our website or can be sent to you by contacting us on the details that appear on the last page of this document.

## About Resolution Life

Resolution Life offers solutions across life insurance, superannuation and investments to over one million customers.

We have a long history of helping our customers to protect and enhance their financial wellbeing. During the course of the past 170 years, our business has evolved and will continue to do so in the future.

Our business model now focuses on our existing customers, where we strive to improve the products and services we offer them.

Resolution Life is a registered life insurance company, regulated by the Australian Prudential Regulatory Authority (APRA).

We are covered by professional indemnity insurance satisfying the requirements under s912B of the *Corporations Act 2001* for compensation arrangements.

The insurance is subject to terms and exclusions. The insurance covers claims arising from the actions of employees or representatives of us, even where subsequent to these actions they have ceased to be employed by or act for us.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against us.

## Financial services and products we can offer

### Resolution Life is authorised to:

Provide financial product advice about:

- superannuation products
- life risk insurance products, and
- investment life insurance products.

Acquire, vary or dispose of on behalf of other:

- superannuation products.

Issue, acquire, vary or dispose of:

- life risk insurance products
- investment life insurance products
- derivatives.

**Note:** Resolution Life only issues derivatives to manage financial risk.

Provide a Claims Handling and Settling Service.

## How you do business with us

The disclosure document for each product outlines its administration procedures and processes. Please refer to the relevant disclosure document for how a product is administered.

## How you can give us instructions

You can give us instructions by telephone, mail, email, or online.

Some products may have their own rules about how to provide instructions or carry out certain transactions – these are explained in the relevant disclosure document or applicable form.

## How we're paid for the services we provide

If you buy or invest in one of the products we issue, Resolution Life will receive remuneration including fees and charges in relation to your investment/purchase of that product.

Fees and charges generally include ongoing investment and administration fees, also referred to as investment management or management fees, and indirect costs, which may include performance based fees. In some situations, contribution, switching, exit and withdrawal fees may also apply. Other fees and costs including insurances fees (premiums), advice fees for personal advice, transactional and operational costs, and borrowing costs, may also apply, some or all of which may be paid to related parties. Resolution Life will receive the insurance premiums paid for any insurance cover or annuity you obtain from us.

The fees and costs you pay, and any benefits we receive for each product we offer, are set out in the relevant disclosure document.

We don't charge you any additional fees for any general financial advice you may receive from us. However, your financial adviser may charge you fees for providing financial product advice. These will be set out in the separate FSG and/or Statement of Advice (SoA) you will receive from your financial adviser.

For services in relation to insurance, some loan products and older products, commission may be payable to your Resolution Life product.

## Commissions, fees or other benefits we receive or are paid

Employees and Authorised Representatives of Resolution Life may be entitled to receive a range of benefits.

## Related companies and transactions

Where we enter into transactions with related parties, we operate in accordance with the related party protocols and Resolution Life policies and procedures which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

## Employees, directors and representatives

Employees, directors and representatives receive salaries, incentive bonuses and other benefits from us. The amount of bonuses and other benefits (which may include commissions) which employees, directors and representatives may be entitled to will depend on various factors, such as:

- the performance of that person during the year, and
- our overall financial and strategic performance.

Non-executive directors receive fees (and superannuation) for their services.

## Staff who may assist you on the telephone

Some employees who are representatives of Resolution Life may also receive remuneration in the form of a bonus for the services they provide, such as general advice and assistance when you acquire or increase your investment in a Resolution Life superannuation, life risk insurance or an investment life insurance product offering. Any such benefits are based on a balanced scorecard of performance including both financial and non-financial measures that remain at the overall discretion of the business.

## Financial advisers

You may receive advice about our products from financial advisers. These advisers may receive remuneration from us if you purchase or acquire our product. Fees, commission payments and other benefits may be calculated as a percentage of your financial interest in a product or on the total amount of business advised.

You may agree with your financial adviser what advice fees will be paid for financial planning services they provide. These advice fees are additional to the fees set out in this FSG and are paid directly to your financial adviser and/or their licensee, not to us. You and your financial adviser determine the amount of any advice fees and how they will be charged.

Advice may be paid for via commissions or agreed advice fees. Your adviser is required to set out the fees, commissions and any other benefits they receive in the FSG and/or SoA that they must give you.

Your adviser may also receive payments and/or other benefits from the advice licensee or the organisation under which they operate.

## Further information

You can ask us for more details about the above payments or benefits within a reasonable time after receiving this guide but before the service is provided.

## Resolution Life and your privacy

Protecting your personal and sensitive information is important to us. Any information we collect, use, store or share about you will be handled in accordance with our privacy policy and relevant privacy and data protection legislation.

The information we collect is used to provide you with our products and services. Your information may be shared with other external service providers who we engage to assist in the provision of our services. These providers may be located in other countries such as the UK, India or USA.

For more information about our handling of personal and sensitive information, including further details about access, correction and complaints, please see our privacy policy at [resolutionlife.com.au/privacy](http://resolutionlife.com.au/privacy) or refer to the relevant privacy collection statements in disclosure documents, forms or on our website.

## Complaints

Complaints are very important to us and we are committed to resolving complaints as quickly as possible.

If you wish to make a complaint you can contact us in writing or by phone using the contact details that appear in the 'Contact us' section.

If you make a complaint, we will resolve it through our internal dispute resolution process within the required timeframe.

If you are not satisfied with the outcome, then you can refer your complaint to Australian Financial Complaints Authority (AFCA).

## Australian Financial Complaints Authority (AFCA)

AFCA is an independent body which provides a fair and free complaint resolution service for financial complaints made by consumers and small businesses about financial firms. The contact details for AFCA are:

Australian Financial Complaints Authority  
GPO Box 3  
MELBOURNE VIC 3001  
AUSTRALIA

Phone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [afca.org.au](http://afca.org.au)

There may be a time limit for referring your complaint to AFCA. You should contact them or visit their website for more details.

## Enquiries

If you need additional information about the operation or management of your product, you can contact either your financial adviser or us using the contact details that appear below.

## Contact us

As always, we're here to help, so if you have any questions contact us on:

**phone** 133 731  
**web** [resolutionlife.com.au](http://resolutionlife.com.au)  
**email** [askus@resolutionlife.com.au](mailto:askus@resolutionlife.com.au)  
**mail** Resolution Life  
GPO Box 5441  
SYDNEY NSW 2001

### What you need to know

Any advice in this document is general in nature and is provided by Resolution Life Australasia Limited ABN 84 079 300 379 (Resolution Life), which is part of the Resolution Life Group. The advice does not take into account your personal objectives, financial situation or needs. Therefore, before acting on the advice, you should consider the appropriateness of the advice, having regard to those matters. Before making a decision about the product you should consider the product disclosure documents or policy document available from Resolution Life at [resolutionlife.com.au](http://resolutionlife.com.au) or by calling 133 731. MultiFund Flexible Income Plan is issued by Resolution Life. Resolution Life can be contacted on 133 731 or [askus@resolutionlife.com.au](mailto:askus@resolutionlife.com.au). If you decide to purchase or vary a financial product, Resolution Life and/or other companies within the Resolution Life Group will receive fees and other benefits, which will be a dollar amount or a percentage of either the premium you pay or the value of your investments. You can ask us for more details.