



## **Greystone Wealth Pty Ltd**

Financial Services Guide (FSG)

Version May 2024

Greystone Wealth Pty Ltd trading as Greystone Wealth Capital,  
is a Corporate Authorised Representative, AFS No. 1307987,  
of Lifestyle Asset Management Pty Ltd,  
a privately owned holder of

Australian Financial Services Licence (AFSL) No. 288421

Head office: Level 35, Tower One. 100 Barangaroo Ave | Sydney NSW 2000

**This Financial Services Guide is not complete without  
the Adviser Profile of the person providing advice,  
which must be read conjointly.**

**THIS DOCUMENT IS A FINANCIAL SERVICES GUIDE (“FSG”).**

It contains information that we are legally obliged to provide to enable you to make an informed decision on whether to engage us to provide financial services and/or advice to you.

This FSG provides you with key information regarding:

- Greystone Wealth Pty Ltd (“Greystone”), your financial advisory firm, and the services we offer.
- How you can contact Greystone and your designated financial adviser.
- The compensation structure for Greystone and your financial adviser.
- Any potential conflicts of interest that may arise in the provision of our services to you.
- Our established procedures for handling complaints and how you can access them.

**Ethical Guidelines for the Financial Services Sector**

From 1 January 2020 the Corporations Act mandated professional standards to apply to financial advisers in Australia.

Greystone is deeply committed to upholding these standards, and expects all its Advisers (also known as ‘relevant providers’) to comply with every aspect of the Code.

Greystone Advisers must always consistently embody and advocate for the following values:

- Trustworthiness
- Honesty
- Competence
- Fairness
- Diligence

Additionally, all Greystone Advisers follow twelve standards in the following four areas that guide every part of our behaviour and are reflected in the advice provided to you:

- Ethical Behaviour
- Client Care
- Quality Process
- Professional Commitment

If you require additional information regarding any aspect of the Code of Ethics, please do not hesitate to consult your Financial Adviser or get in touch with us.

**NOT INDEPENDENT**

Under the Corporations Act, there are specific criteria that advisers must meet to be permitted to describe themselves as “independent,” “unbiased,” or “impartial.” Greystone cannot use these words or expressions because LAM elects to allow its representatives to receive commissions from insurers for life risk policies arranged by them.

However, please be aware that LAM:

Does NOT accept payments in the form of a bonus for a volume of business placed with a financial institution.

Does NOT have ANY restriction in relation to financial products; any recommendation is given based on the determination of an investment committee that operates with strict selection criteria.

Does NOT allow for any conflict of interest due to a connection with an issuer of financial products that could reasonably be expected to influence the adviser in carrying out the business or providing the service.

## **FINANCIAL SERVICES GREYSTONE IS AUTHORISED TO PROVIDE**

**Greystone is authorised as a Corporate Authorised Representative of Lifestyle Asset Management Pty Ltd (“LAM”) under its Australian Financial Services Licence (“AFSL”) to:**

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

**The financial products on which Greystone is authorised to give advice include:**

- 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
- Basic Deposit Products
- Superannuation, including Self-managed Super Funds
- Personal and Corporate Superannuation
- Personal and Business Risk Insurance
- Managed Portfolio Services
- Securities

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.

As an authorised representative of LAM, your financial adviser may only be authorised to provide some of these services to you. The Adviser Profile outlines the financial services that your financial adviser is authorised to provide on behalf of LAM.

## **GREYSTONE CAN PROVIDE YOU WITH ADVICE ON THE FOLLOWING SERVICES**

### **Financial Planning and Investments:**

- Assess current position, financial needs and personal goals
- Develop financial strategies to achieve your goals
- Recommend investments, cash flow, debt reduction or retirement plans
- Advising on the role of superannuation and estate planning in your financial plan

### **Securities**

### **Portfolio management advice:**

- Cash and interest-bearing investments
- Managed Portfolios

### **Superannuation:**

- Self-managed super funds
- Employer sponsored superannuation
- Rollovers, annuities and allocated pensions
- Transition to retirement
- Investment accumulation plans

### **Insurance:**

- Life and business risk insurances - income protection, total and permanent disability, trauma protection, business expenses, succession planning and partnership protection

## **Services And Products That Are Not Provided By Or On Behalf Of LAM?**

Your adviser is only authorised to provide the services outlined in the Authorised Representative Profile in their capacity as an authorised representative of LAM and is not authorised to provide any other services on behalf of LAM as authorised representative or as an agent or in any other capacity (i.e., as employee or contractor). Examples of services that are not authorised include:

- Products that are not on LAM's Approved Product List
- Accounting services
- Legal advice
- Taxation advice
- Mortgage origination services
- General insurance services
- Direct property advice
- Foreign exchange advice
- Advice on collectables, including art.

**Your adviser is required to provide you with an Adviser Profile, which provides specific information about your adviser's experience and specialisation. It must be read in conjunction with this FSG to provide the information necessary for you to make an informed decision.**

**Your adviser will be acting as a Representative of Greystone. While Greystone is directly responsible for the financial services and advice as set out in this FSG, LAM has ultimate responsibility for services provided under its AFSL 288421.**

The range of products that Representatives are authorised to offer you is limited to an Approved Product List (APL) established by LAM, based on 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 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.

## **WHAT INFORMATION YOU WILL RECEIVE**

If you engage us to 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 actions recommended in an 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 important that you read and understand any PDS that we provide you before you act on a financial product recommendation.

If you decide not to receive 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 behalf without providing personal financial advice. If you give specific instructions to transact and deal in a financial product (that Greystone is authorised to offer). We can act on your instructions whether you provide them by telephone, email or other agreed means of communication.

## PRIVACY

*We are committed to ensuring the privacy and security of your personal information.*

Greystone keeps records of your personal profiles, including information supplied by you and third parties 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.

All information, however obtained, will be handled in accordance with Greystone's Privacy Policy and Australian Privacy Principles administered by the Office of the Australian Information Commissioner (OAIC).

A copy of our Privacy Policy can be viewed or downloaded from our website ([www.greystonewealthcapital.com.au](http://www.greystonewealthcapital.com.au)) or LAM's website ([www.lamfs.com.au](http://www.lamfs.com.au)) or can be requested from your adviser or LAM's Compliance Officer on 1300 226 271.

## HOW CLIENTS PAY FOR THE SERVICE

The fee schedule is structured to ensure that you only pay for services as they are agreed.

The basis and amount of all fees, commissions, adviser service fees and any referral fees will be fully disclosed in your SoA or RoA 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.

Financial Planning Fees	<p>Before providing advice or service, your adviser may charge you an upfront fee for services based on either:</p> <ul style="list-style-type: none"> <li>• Time spent developing advice or implementing services</li> <li>• A fixed dollar amount,</li> <li>• A percentage of funds invested; or</li> <li>• A combination of these methods.</li> </ul> <p>These fees will be disclosed before service is provided to you and your agreement to our terms is required before engagement.</p>
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 Greystone and your adviser, and does not represent an additional cost to you.
Alternative Remuneration	If Greystone or your adviser receives alternative remuneration such as entertainment and gifts from financial institutions, in accordance with the Industry Code of Practice, Greystone and your adviser maintain a register of material alternative remuneration paid and received. Copies of these registers are available on request.
Post FSG notification benefit	There will be occasions when our benefit cannot be ascertained at the time of issue of the FSG and in those cases. Once we do ascertain the amount or nature of the benefit to us, we will inform you as soon as practical.

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

## DISPUTE RESOLUTION SYSTEM

### How do clients complain about the services provided?

Greystone is committed to providing a high level of client satisfaction and maintaining our reputation for honesty and integrity.

1. If you feel that we have fallen short of our commitment, we would like you to tell us by bringing it to the attention of your adviser or Greystone.
2. If you feel this is not adequately addressed by the adviser or Greystone, you can notify our licensee, Lifestyle Asset Management.
 

LAM is committed to resolving any concern a client has quickly, fairly and in the strictest confidence. You can notify it to LAM:

  - a. by phone to the Compliance Officer on 1300 226 271, or
  - b. by mail to Level 35 Tower One, 100 Barangaroo Avenue, BARANGAROO NSW 2000, or
  - c. by email to [erm@lifestyleam.com.au](mailto:erm@lifestyleam.com.au)
3. If you are dissatisfied with our efforts to resolve the dispute or query, LAM is a member of Australian Financial Complaints Authority (AFCA) and you have recourse free of charge to that organisation:
  - a. by phone on 1800 931 678
  - b. online at [www.afca.org.au](http://www.afca.org.au).
  - c. by mail to Australian Financial Complaints Authority, GPO Box 3, Melbourne Vic 3001
  - d. by email to [info@afca.org.au](mailto:info@afca.org.au)

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

<b>ADVICE AND SERVICES PROVIDED UNDER THE LICENCE OF</b>	Lifestyle Asset Management Pty Ltd Australian Financial Services Licence 288421
<b>LICENSEE DETAILS</b>	Lifestyle Asset Management Pty Ltd ABN 58 113 067 968  Level 35 Tower One, 100 Barangaroo Avenue, BARANGAROO NSW 2000  Tel: 1300 226 271 Email: <a href="mailto:erm@lifestyleam.com.au">erm@lifestyleam.com.au</a> Website: <a href="http://www.lamfs.com.au">www.lamfs.com.au</a>
<b>GREYSTONE DETAILS</b>	Greystone Wealth Pty Ltd. ABN 21 673 270 267 81-83 Campbell Street, Surry Hills NSW 2010 Phone: 1300 729 821 E-mail: <a href="mailto:advice@greystonewealthcapital.com.au">advice@greystonewealthcapital.com.au</a> Website: <a href="http://www.greystonewealthcapital.com.au">www.greystonewealthcapital.com.au</a>

### CLIENT'S ACKNOWLEDGEMENT OF RECEIPT

*This document signifies that you have received Financial Services Guide Version 1.1 21/05/2024 provided by Greystone Wealth Pty Ltd.*

I hereby acknowledge that I have received the Financial Services Guide (FSG) from Greystone.

	Client 1	Client 2
Client's Signature	<hr/>	
Client's Name	<hr/>	
Date Signed	<hr/>	