ABN 54 634 751 670

FINANCIAL SERVICES GUIDE

Simply Life Insurance Pty Ltd

Corporate Authorised Representative Number: 1284861 of

Core Financial Services Pty Ltd

holder of Australian Financial Services license 480009

1 Russell Street, Magill South Australia

Phone: 0410 669 516

FSG - Version 2.1 – Issued 14 July 2025

Part A -

Introduction

This Financial Services Guide (FSG) is issued by Core Financial Services Pty Ltd, Australian Financial Services Licence (AFSL) No. 480009 (Core).

This FSG is designed to help you in understanding how we can assist you with your financial and lifestyle goals by explaining:

- Core, who as the Licensee, is responsible for the financial services;
- Your financial Adviser;
- The financial services and products your Adviser can offer you;
- How Core, your Adviser and other related parties are paid for the financial planning services provided to you;
- Any associations or relationships that could create potential conflicts of interest;
- How best to raise any issues you may have with our financial advice or services.

Authorised Representative Profile

This FSG must be read in conjunction with Part B as it forms part of this FSG. It provides detailed information about your Adviser such as their contact details, referral sources and the types of financial products they can advise and deal in.

Please retain both Part A and Part B for your reference and any future dealings with Core.

Lack of Independence

While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.

What other documents might you receive?

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product.

Statement of Advice

If you are provided with personal financial advice which takes into account one or more of your circumstances, needs and objectives, the advice may be presented to you in a Statement of Advice (**SOA**).

The SOA is an important document because it sets out what your Adviser is recommending and why it is suitable and appropriate for you. It should contain enough detail for you to make an informed decision about whether to act on the advice and will outline:

- Your Adviser's recommendations and the basis on which the advice is given.
- The costs of the advice provided to you and information about fees, commissions or other benefits that We, Your Adviser or a related party may receive.
- Details of any relationships, associations or interests that Core or your Adviser may have that could reasonably be regarded as capable of influencing the advice we give you.

Record of Advice

If your Adviser provides you with further personal financial advice, that further advice may be recorded on a Record of Advice (**ROA**). A ROA may be used if your personal circumstances, needs or objectives or the basis of the advice is not significantly different from the previous advice you received from your Adviser. Where your circumstances, needs or objectives or the basis of the advice is significantly different, any further financial advice that is provided to you will be documented in a SOA.

You may request a copy of the ROA up to 7 years after the day on which the advice is provided and a copy will be provided to you, free of charge.

When we provide financial advice to you, we will consider your current situation, needs and objectives and consult with you to ascertain whether scaled (limited) or comprehensive advice is the most appropriate.

Specific information about your Adviser, their experience and specialisations are provided in Part B of this document.

If your Adviser cannot provide financial advice to meet your needs and objectives, they may refer you to another professional to provide the financial advice or services.

Product Disclosure Statement

If your Adviser recommends a particular financial product or transacts on your behalf and at your request, you may receive a Product Disclosure Statement (**PDS**), or other relevant product disclosure material. The PDS contains important information about the particular financial product and will include its fees, features and risks, and should assist you in making an informed decision about that product.

Your Adviser can provide you with financial advice and assist on a range of investments, personal, corporate and self-managed superannuation, personal risk insurances, key person insurances and securities. Specific information about your Adviser, their experience and specialisations are provided in Part B of this document.

If your Adviser cannot provide advice to meet your needs and objectives they may refer you to another professional to provide the financial advice or services.

Who is Core?

Core conducts business through a network of financial Advisers who are appointed as Authorised Representatives under Core's AFSL.

Where Core has appointed a corporate entity as an Authorised Representative, representatives of that company who give advice will also be authorised by Core.

Who is your Adviser?

Your Adviser will be the authorised representative listed in Part B of this FSG.

What kinds of financial services, products and advice are available to you?

Core can provide advice and strategies on the following, but not limited to:

- Savings and wealth creation
- Financial management
- Investment
- Superannuation
- Pre Retirement
- Retirement
- Margin lending
- Self managed superannuation funds
- Financial protection and insurance
- Estate planning
- Centrelink
- Salary packaging
- Business succession
- Finance and gearing

Core's Advisers can offer a range of insurance, investment, superannuation and retirement strategies and products. Please refer to Part B of this FSG for the services which your Adviser is authorised to provide.

Core supports your Adviser by providing access to financial product research conducted by external researchers. This helps your Adviser select products that will help you reach your financial goals.

Core's Advisers act for you and not for any life insurance company, fund manager or bank.

How will you pay for the services provided and what do they cost?

As the provider of professional services, your Adviser will charge for the advice and services they provide to you. Depending on the services you require, your Adviser may charge by a variety of methods. Below is a guide as to how fees and commissions may be charged. Specific information on your Adviser's fees and charges can be found in Part B of this FSG. All fees and charges will be disclosed in the SOA, ROA and/or PDS.

Your Adviser will discuss both the rate and method of payment with you before any financial services are provided, and will confirm any ongoing fees payable and the related services with you, each year.

- **Fee for Service**

We may charge a fee for the provision of advice and/or implementation of recommendations. Depending on your circumstances and the complexity of the work involved, this fee may be a fixed dollar amount, a percentage rate based on the value of your proposed investment portfolio, an hourly rate for time spent providing the services, or a combination of these.

- **Commission**

Commissions may be paid from a product provider to Core and are at no additional cost to you. Product providers may pay Core commission in association with the placement of the recommended products.

Generally, the initial commission will be paid at the time you obtain the financial product with ongoing commissions paid during the life of the product.

How are Core and your Adviser paid?

Except for your investment funds and policy premium payments where these are paid directly to the product provider, all payments are payable to Core.

Core will retain between 0% and 2.5% of these payments and forward the balance to your Adviser. For example, if Core receives $100 in fees from a product provider Core will retain between $0 to $2.50 and forward $97.50 to $100 to your adviser.

Your Adviser may also pay Core a fixed weekly administration fee for providing business support services, which is at no additional cost to you.

What other benefits may product providers give to Core or your Adviser?

Neither Core, Advisers office or your Adviser have any relationships, associations or interests with any product providers that might reasonably be expected to be capable of influencing us in the provision of financial services or advice.

Any significant interest or ownership in products will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in your advice document.

Some product providers may give Core or your Adviser other benefits such as entertainment or sponsorship. Both Core and your Adviser maintain a Register in line with industry standards to document any benefits received.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and other benefits received by Core and/or your Adviser.

Goods and Services Tax (GST)

All financial payments, commissions and fees are subject to GST.

What information should you provide to receive personal advice?

You will need to complete a Client Questionnaire which will record your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information. Your Adviser will usually assist you in completing this. The information obtained will be assessed by your Adviser to assist them in providing appropriate advice. You have the right

to withhold personal information, but this may compromise the effectiveness of the advice you receive. You should read any warnings contained in the client questionnaire and advice documents carefully before making any decision relating to a financial strategy or product.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

Core and your Adviser are committed to complying with a privacy policy to protect the privacy and security of your personal information. Please ask your Adviser if you wish to obtain a copy of our privacy policy.

How can you give instructions to your Adviser about your financial products?

You may specify how you would like to give us instructions. For example, you may nominate to instruct us to act by telephone, e-mail or other.

Compensation arrangements

Core confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Core and our authorised representatives/representatives/employees in respect of our authorisations and obligations under our AFSL. This insurance will continue to provide such coverage for any authorised representative/representative/employee that has ceased work with Core for work done whilst engaged with us.

What should you do if you are not satisfied with our services?

If you have any concerns or complaint about the services provided, please take the following steps:

Contact your Adviser and tell them about your complaint.

If your complaint is not satisfactorily resolved within 5 working days, please contact Core's Compliance Team by telephone 1300 375 357 or in writing to compliance@corefinancialservices.com.au. Core will try to resolve your complaint quickly and fairly.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Core is a member of this Service.

Please see our Complaints Policy available on our website for further details.

Issued by:
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PO Box 3050, Joondalup WA 6027
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Part B – Adviser Profile

Simply Life Insurance Pty Ltd
This document is issued by Core Financial Services Pty Ltd, AFSL 480009 (Core). It is Part B of a Financial Services Guide (FSG) and should be read in conjunction with Part A.

Simply Life Insurance Pty Ltd is a Corporate Authorised Representative of Core and has been given permission to provide you with this FSG Part B.

Financial Services are provided to you by:

Corporate Authorised Representative Name	Simply Life Insurance Pty Ltd
Australian Business Number	54 634 751 670
Corporate Authorised Representative ASIC Number	1284861
Authorised Representative Name	Steve Milios
Authorised Representative ASIC Number	343233
Business Address	1 Russell Street, Magill South Australia 5072
Telephone	0410 669 516
Email	steve@insureforlife.com.au

Steve Milios

Steve specialises in providing Personal Risk & Succession Planning insurance solutions for small, medium & large businesses, sole traders and most importantly, families.

Life Insurance, Trauma Insurance, Total & Permanent Disablement (**TPD**) and Income Protection Insurance underpin the many strategies and solutions that Steve may discuss, consider and arrange for his clients, including advising on the ownership, structure and costs of those policies.

With many years of experience in the Risk Protection arena and with a 'no pressure' approach, Steve's experience and knowledge is vital and allows him to understand, empathise and provide quality, cost effective advice on solutions to those who may be grappling with risk protection issues.

In December 2020, Steve became a Representative of Core, with the strength of his experience to help clients find the most suitable available cover in the event of an insured person passing away, or suffering a critical illness, or injury.

Steve is authorised to advise and deal in the following products:

- Life Insurance (Risk and Investment Products) both Personal and business risk
- Superannuation

Steve is not authorised to advise and deal in relation to the following products:

- Retirement Savings Accounts and Superannuation
- Margin Lending
- Deposit Products
- Managed Investment Schemes
- Securities
- Self Managed Superannuation Funds
- Government Debentures, Stocks and Bonds
- General insurance
- Derivatives
- Foreign exchange

If we identify that you require specialist advice on a particular financial product or service, such as estate planning, we may refer you to a specialist who can help. You do not have to consult any professional that we may refer you to. You may want to consult a professional you have an existing relationship with or choose another. The professionals you choose to consult, including the professionals to whom we may refer you, are responsible for the advice they provide to you.

Remuneration

Core receives all remuneration paid upon the provision of services by Steve and under contract retains up to 2.5% and a Licensee Fee from the amounts received. Core then forwards the residual remuneration onto Simply Life Insurance Pty Ltd. Simply Life Insurance Pty Ltd then pays Steve a salary and directors distributions.

All fees and charges will be discussed and agreed with you prior to commencing any work.

Fee for Service

Under this method of payment, there are set fees payable by you for each financial service provided to you. Those services and fees include:

Initial consultation

Our initial consultation is complimentary as we use this meeting to better understand your goals, needs and objectives, along with what is important to you (and your family). Before agreeing to provide you with financial advice, we will outline our fees for the preparation and implementation of the financial advice.

Advice preparation and implementation

The advice preparation and implementation fee may vary and will depend on the scope of advice, size and complexity of the portfolio and recommendations that are made. Typically, the fee will range from a minimum of $600 to $10,000, though this range may be exceeded for particularly complex scenarios and will be discussed and agreed upon when you meet with your Adviser.

In all cases, details of payments required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. You will be provided with a tax invoice for any services provided and your payment is generally made to Core in accordance with the terms of the invoice and is payable by cheque, credit card, direct credit or money order .

These amounts, where they can be determined, will be documented in your SoA. If at the time you receive your SoA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead.

All fees are exclusive of GST.

You will be invoiced directly for these fees and may elect to pay Core directly.

Note that should you pay our invoice via EFTPOS Facilities the fees we are charged will be passed onto you. These are:

- 1.9% Per tap or insert for Visa, Mastercard, EFTPOS and American Express for in person Square Reader.
- 2.2% For every manually keyed in or card on file payment paid online.

Commission on Life Insurance Products

Commissions may be paid from insurers to Core and are at no additional cost to you. Insurers may pay Core commission in association with the placement of life insurance policies.

Generally, the initial commission will be paid at the time you obtain the insurance product with ongoing commissions paid during the life of the insurance product. Initial commission may be between 0% and 66% of the initial annual premium. Ongoing commission may be between 0% and 31% of the ongoing annual premium. For example, for an insurance product with an annual premium of $2,000, where the insurer pays an upfront commission of 66%, we will receive $1,320. If the insurer pays 31% of the annual premium as ongoing commission for as long as you hold the product, on an annual premium of $2,000, we will receive $620 per annum.

Should you cancel an insurance contract within the first two years the Adviser reserves the right to invoice you an amount equal to the costs they have incurred as a result of the provision of financial services to you.

Partners in education

Core may receive sponsorship payments from a number of product providers. Core offers product providers various arrangements where product providers can partner with Core to provide education and training services to Core's advisers, including your Adviser. For a full list of all current partners, please contact us.

Other benefits

From time to time, we may receive a benefit from product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits received with a value between $0 and $300 will be maintained on a register which you can arrange to view should you wish.

Referral Arrangements

Core is an authorised referrer to AIA Health and AIA Vitality. If Steve refers you to AIA Health, Simply Life Insurance Pty Ltd will receive a referral fee of 20% of the first year's premium of any health insurance policy that may be purchased on your behalf. This is not an additional cost to you and will only be received in the event of you transacting business with AIA Health.

If Steve refers to you AIA Vitality and you reach certain targets, Simply Life Insurance Pty Ltd will receive a one off payment of $500. This is not an additional cost to you and will only be received in the event of you joining the AIA Vitality membership program and meeting certain target criteria. All referral fees are paid to Core.

ABN 54 634 751 670

FINANCIAL SERVICES GUIDE RECEIPT

Simply Life Insurance Pty Ltd

Corporate Authorised Representative Number: 1284861 of

Core Financial Services Pty Ltd

holder of Australian Financial Services license 480009

1 Russell Street, Magill South Australia

Phone: 0410 669 516

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Client Name : _____

Client Signature : _____ Date : _____

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