

FINANCIAL SERVICES GUIDE

Managed Discretionary Account Service

This Financial Services Guide ('FSG') describes our managed discretionary account services to assist you to decide whether to use them.

This FSG comprises and must be read in conjunction with the Lifespan Financial Planning Financial Services Guide dated 8 December 2023 (LFPFSG) and your adviser's current Adviser Profile that includes details of your adviser's remuneration and forms part of the LFPFSG. These documents should be read together. Lifespan Financial Planning Pty Ltd ('Lifespan Financial Planning') has authorised its authorised representatives to provide this document to you.

Managed Discretionary Account services

Lifespan Financial Planning offers a Managed Discretionary Account ('MDA Account') service for clients who have entered into a contract with us to provide this service ('MDA Contract'). This enables us to invest in financial products on behalf of a client and/or manage a client's investment portfolio on a discretionary basis in accordance with an investment strategy ('Investment Program') which has been pre-agreed with the client ('MDA Service').

The discretion can be used to rebalance the client's investments, or replace one investment with another in order to achieve the objectives of the Investment Program without contacting the client in advance to obtain the client's authority to make the changes.

Our authorisations

We hold Australian financial services licence (AFSL) No. 229892, which authorises us to provide personal advice on and deal in relation to MDA services.

What are the significant risks associated with using an MDA service?

- (a) Lifespan Financial Planning will make changes to your investments and exercise corporate actions without seeking your prior authority. We will only make adjustments which are consistent with our understanding of your relevant personal circumstances and the agreed Investment Program. You are bound by our actions and the changes we make to your investments. It is important you understand what you are authorising us to do on your behalf. You should discuss this with us before entering into the MDA Contract if you have any concerns or questions.
- (b) Lifespan Financial Planning's investment decisions may not always be profitable and may at times result in losses for the following reasons:
 - i. Investments are subject to various market, currency, economic, political and business risks. These risks may also affect the value of your investments and the return you may receive.
 - ii. Different strategies may carry different levels of risk, depending on the investments that make up the strategy. Investments with the highest long-term returns may also carry the highest level of short-term risk. The level of risk for each person will vary depending on a range of factors, including age, investment time frames where other parts of their wealth are invested; and their risk tolerance.
 - iii. The value of investments and the level of returns will vary. Future returns may differ from past returns. Returns are not guaranteed, and you may lose some of your money.
- (c) The laws affecting MDA services may change in the future.
- (d) There is also a risk that Lifespan Financial Planning's, investment management and investment decisions will not achieve your expectations and needs.

As a result of these risks, neither Lifespan Financial Planning, nor our Authorised Representative, nor any related or associated person or body corporate guarantees or makes any representations concerning the future performance of the MDA service, any managed funds or securities (shares), the return of capital, any specific level of performance, the success or tax effect of any strategy Lifespan Financial Planning and their Authorised Representatives may use, or the success of Lifespan Financial Planning's overall decisions pursuant to the authority.

How you will deal with us

We offer a MDA service. If you choose to use this service, we will manage your investment portfolio on a discretionary basis in accordance with an Investment Program recommended by your financial adviser. This means that we do not need to contact you before making a change to your investments that is within the scope of the agreed Investment Program.



How do you know if you require our MDA Services?

Your financial adviser will recommend our MDA Service in a Statement of Advice if they consider it is suitable for you.

The BT Panorama Platform

We only invest in financial products that are available through the BT Panorama Platform ('Platform'). BT Portfolio Services Limited ABN 73 095 055 208 AFS License 233715 is the administrator and custodian of the Platform. The trustee of Panorama Super is BT Funds Management Limited ABN 63 002 916 458 AFS License 233724.

The Platform will arrange to hold and administer your investments for you. Therefore, in order to open an MDA Account with Lifespan, you will have to apply to the Platform to establish an account with them.

If your Investment Program includes listed securities, then Lifespan will appoint a broker ('Broker') to execute trades on the relevant financial markets on your behalf.

In selecting BT Panorama Platform, a multitude of factors were considered, including but not limited to its experience and qualifications as well as its financial soundness. We looked at their administration systems, the comprehensiveness of their processes, and their ability to provide the services on time. We also considered the quality and timeliness of data that they provide. Another important factor was the cost of services and their competitiveness in the market.

On a regular basis, we will review BT Panorama in these areas and other attributes to ensure that they maintain acceptable standards of service delivery to us and our clients and meet any relevant criteria.

Who prepares the Investment Program?

Your financial adviser will prepare your Investment Program and provide it to you.

The Investment Program will be included in a Statement of Advice (which complies with Division 3 of Part 7.7 and Div 2 of Part 7.7A of the Corporations Act) that will be given to you before you enter into the MDA Contract.

The Investment Program will also contain:

- Information about the nature and scope of the discretions that we will be authorised and required to exercise under the MDA Contract and any investment strategy that is to be applied in exercising those discretions; and
- Information about any significant risks associated with the MDA Contract; and
- The basis on which your adviser considers the MDA Contract to be suitable for you; and
- That the MDA Contract may not be suitable for you if you have provided us with inaccurate or limited information about your relevant personal circumstances, and that the service may not be suitable for you if those circumstances change.

Who is responsible for reviewing the Investment Program?

Your adviser will review the suitability of your Investment Program and the MDA Contract at least once every 13 months to ensure that they remain suitable for you. Your adviser will contact you to arrange this review. You can request changes to your Investment Program at any time through your adviser, whose contact details can be found in your Statement of Advice.

Do I have to enter into a MDA Contract for Lifespan to provide MDA Services?

Yes. Before Lifespan Financial Planning can provide you with any MDA Services you must first enter into an MDA Contract with us. This MDA Contract will set out the terms and conditions of the MDA Service.

How are my investments administered and held?

Lifespan Financial Planning uses the Platform to administer your MDA Account and provide transaction and reporting services in respect of your MDA Account.

For non-super investments: BT Portfolio Services Limited will hold the legal title to your investments, and you will have beneficial ownership of those investments.

For super and pension investments: BT Portfolio Services Limited will hold the legal title to your investments. The Trustee is responsible for managing Panorama Super, and holds the beneficial interest in the investments selected.



Voting Rights

You will not be able to exercise voting rights or decide whether to take advantage of corporate actions such as share buybacks and rights issues; we will do this for you.

Fees and costs associated with the MDA Service

Consumer Advisory Warning

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better services justify higher fees and costs.

You may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask the fund or your financial adviser.

TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has a managed investment fee calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged for Lifespan Financial Planning's MDA Service. These fees and costs may be deducted from your investments or the returns on your investment or from the assets that your MDA Account holds.

Our investment decisions may also have capital gains and income tax consequences for you, depending on your personal circumstances. You should seek advice on the tax implications of your MDA Account.

You should read all of the information about fees and other costs because it is important to understand their impact on your investment.

Fees and costs summary

MDA Service		
Type of fee or cost	Amount ¹	How and when paid
Ongoing annual fees and costs		
<i>Management fees and costs</i> The fees and costs for managing your investment ²	0.33% - 1.22% p.a. The amount for each investment portfolio is shown in the 'Additional explanation of fees and costs' section on page 6.	Our MDA Service Fee is calculated and accrues daily and is payable monthly in arrears from your cash account to Lifespan Financial Planning. Indirect fees and expenses, including fees charged by underlying fund managers will be reflected in the value of the investments held within your MDA Account.
<i>Performance fees</i> Amounts deducted from your investment in relation to the performance of the MDA Service ²	0.00% - 0.04% p.a. The amount for each investment portfolio is shown in the 'Additional explanation of fees and costs' section on page 6.	This fee is paid at the end of each financial year from your MDA Account to Lifespan Financial Planning. Most of this fee will usually be paid to an external research provider we retain to assist with managing direct shares. Indirect performance fees charged by underlying fund managers will be reflected in the value of the investments held within your MDA Account.



MDA Service		
Type of fee or cost	Amount ¹	How and when paid
<p><i>Transaction costs</i></p> <p>The costs incurred by your MDA Account when buying or selling assets²</p>	<p>0.00% - 0.18% p.a.</p> <p>The amount for each investment portfolio is shown in the 'Additional explanation of fees and costs' section on page 6.</p>	<p>Transaction costs are paid from your MDA Account whenever Lifespan Financial Planning buys or sells an investment on your behalf.</p> <p>For direct equities, a brokerage fee is deducted from your MDA Account and paid to the stockbroker who arranges the trade at the time of settlement.</p> <p>Whenever Lifespan Financial Planning buys or sells an investment in an underlying managed fund or ETF, a buy-sell spread (a type of transaction cost) is applied to the unit price and paid to the issuer of the managed fund or ETF.</p>
Member activity related fees and costs (fees when your money moves in or out of the MDA Service) ¹		
<p>Establishment fee The fee to open your MDA Account</p>	Nil	Not applicable
<p>Contribution fee² The fee on each amount contributed to your MDA Account</p>	Nil	Not applicable
<p>Buy-sell spread An amount deducted from your investment representing costs incurred in transactions by your MDA Account</p>	Nil	Not applicable
<p>Withdrawal fee The fee on each amount you take out of your MDA Account</p>	Nil	Not applicable
<p>Exit fee² The fee to close your MDA Account</p>	Nil	Not applicable
<p>Switching fee The fee for changing investment options</p>	Nil	Not applicable

1. All amounts are estimates based on the most current information available. All amounts are shown inclusive of GST, net of any reduced input tax credits.
2. See the section 'Additional explanation of fees and costs' below for further information.

Additional explanation of fees and costs

The fees and costs for managing your MDA Account will vary depending on the following:

- Whether your investments are in Super or non-Super;
- The portfolio in which you are invested; and
- The amount you invest.



Adviser Remuneration

The management fees and costs do not include the fees charged by your financial adviser for their services. Your financial adviser will tell you about their fees in their Financial Services Guide and Statement of Advice.

Management fees and costs

The following management fees and costs will be incurred and are included in the amount disclosed in the table above at 'Management fees and costs':

- **MDA Service Fee**
Sometimes referred to as a portfolio management fee. This is the fee we charge for managing your investments in accordance with your investment program.
- **Direct Share Service Fee**
Where appropriate we will invest your MDA Account in direct shares. We retain specialist investment managers to assist us to select and manage your share portfolio. Our aim is to deliver this service at a lower cost than equivalent managed funds.
- **Indirect Costs**
If a portfolio invests in exchange traded funds, listed investment companies or managed investment schemes (managed funds), the investment managers of these products will charge fees (which may include performance fees) for their services based on the value of your investment (as will the managers of any exchange traded funds, listed investment companies or managed funds in which they invest, and so on.) These indirect costs will vary depending on the portfolio(s) in which your MDA Account invests. Indirect costs are paid from the assets of each exchange traded fund, listed investment company or managed fund and will be reflected in the share/unit price. Lifespan Financial Planning negotiated fee rebates with some fund managers. The fees shown are net of rebates.

Performance fees

The following performance fees will be incurred and are included in the amount disclosed in the table above at 'Performance fees':

- **Direct share performance fees**
We charge a performance fee of 0 - 25% of any performance over and above the ASX200 benchmark. That is, we will only charge a performance fee if the value of your direct shares increases by more than the value of the top 200 shares listed on the Australian stock exchange, and only on the amount by which your shares perform better than those shares. For example, if you have \$100,000 directly invested in shares, the ASX 200 increased in value by 4.5% and the value of your shares increased by 6.0% (i.e. \$6,000), the 'outperformance' is 1.5%, or \$1,500. In this case, we would charge a performance fee of between 0% and 0.375% (or between \$0 and \$375).
- **Underlying performance fees**
If a portfolio invests in exchange traded funds, listed investment companies or managed investment schemes (managed funds), the investment managers of these products may charge performance fees. Any such performance fees will be paid from the assets of the underlying product and reflected in the share/unit price for that product.

Transaction costs

The following transaction costs will be incurred and are included in the amount disclosed in the table above at 'Transaction costs':

- **Brokerage for direct share transactions** – Each time Lifespan Financial Planning or a managed portfolio manager buys or sells direct shares in your portfolio, you will be charged 0.11% (for listed equities) or 0.18% (for ETFs) of the value of the transaction. This fee is deducted from the cash allocation of your Tailored Portfolio at the time the transaction is settled.
- **Buy-sell spread** - If a model portfolio invests in underlying managed funds, there will be a difference between the price paid to acquire the investment and the price for which it could be sold at that time. This is called the buy-sell spread. The estimated buy sell spread is between 0% and 1.11% of the value of the investment. This means that if we invest \$25,000 into a managed fund on your behalf, the price paid will be up to \$277.50 more than the investment could be sold for at that time. The buy-sell spread is retained by the investment manager, we do not receive any part of it.


Fee ranges for each investment portfolio (% p.a.)

Portfolio Name	Management fee and costs	Performance Fee	Transaction Costs
Lifespan Index Conservative	0.39% - 0.53%	0.00% - 0.02%	0.00% - 0.06%
Lifespan Index Moderately Conservative	0.43% - 0.57%	0.00% - 0.02%	0.00% - 0.07%
Lifespan Index Balanced	0.45% - 0.59%	0.00% - 0.02%	0.00% - 0.07%
Lifespan Index Growth	0.48% - 0.62%	0.00% - 0.02%	0.00% - 0.08%
Lifespan Index High Growth	0.50% - 0.64%	0.00% - 0.02%	0.00% - 0.08%
Lifespan Index 50% TAA Conservative	0.33% - 0.47%	0.00% - 0.02%	0.00% - 0.08%
Lifespan Index 50% TAA Moderately Conservative	0.34% - 0.48%	0.00% - 0.02%	0.00% - 0.08%
Lifespan Index 50% TAA Balanced	0.35% - 0.49%	0.00% - 0.02%	0.00% - 0.09%
Lifespan Index 50% TAA Growth	0.36% - 0.50%	0.00% - 0.02%	0.00% - 0.09%
Lifespan Index 50% TAA High Growth	0.37% - 0.51%	0.00% - 0.02%	0.00% - 0.10%
Lifespan Conservative	0.62% - 0.92%	0.00% - 0.03%	0.00% - 0.09%
Lifespan Moderately Conservative	0.72% - 1.02%	0.00% - 0.03%	0.00% - 0.11%
Lifespan Balanced	0.81% - 1.11%	0.00% - 0.03%	0.00% - 0.13%
Lifespan Growth	0.87% - 1.17%	0.00% - 0.04%	0.00% - 0.16%
Lifespan High Growth	0.92% - 1.22%	0.00% - 0.04%	0.00% - 0.18%
Lifespan 25% TAA Conservative	0.56% - 0.86%	0.00% - 0.02%	0.00% - 0.09%
Lifespan 25% TAA Moderately Conservative	0.66% - 0.96%	0.00% - 0.03%	0.00% - 0.11%
Lifespan 25% TAA Balanced	0.75% - 1.05%	0.00% - 0.03%	0.00% - 0.13%
Lifespan 25% TAA Growth	0.80% - 1.10%	0.00% - 0.03%	0.00% - 0.16%
Lifespan 25% TAA High Growth	0.85% - 1.15%	0.00% - 0.04%	0.00% - 0.18%
Lifespan 50% TAA Conservative	0.54% - 0.84%	0.00% - 0.02%	0.00% - 0.09%
Lifespan 50% TAA Moderately Conservative	0.62% - 0.92%	0.00% - 0.03%	0.00% - 0.11%
Lifespan 50% TAA Balanced	0.69% - 0.99%	0.00% - 0.03%	0.00% - 0.13%
Lifespan 50% TAA Growth	0.74% - 1.04%	0.00% - 0.03%	0.00% - 0.15%
Lifespan 50% TAA High Growth	0.78% - 1.08%	0.00% - 0.03%	0.00% - 0.17%
Lifespan 75% TAA Conservative	0.54% - 0.84%	0.00% - 0.02%	0.00% - 0.09%
Lifespan 75% TAA Moderately Conservative	0.58% - 0.88%	0.00% - 0.02%	0.00% - 0.10%
Lifespan 75% TAA Balanced	0.61% - 0.91%	0.00% - 0.03%	0.00% - 0.12%
Lifespan 75% TAA Growth	0.64% - 0.94%	0.00% - 0.03%	0.00% - 0.14%
Lifespan 75% TAA High Growth	0.67% - 0.97%	0.00% - 0.03%	0.00% - 0.15%

Fee and cost changes

Our MDA Service Fee will be reviewed from time to time. We will provide at least 30 days' notice to you before any increase in the MDA Service Fee.

The Platform may increase their fees from time to time. They will notify you directly before doing so.

Platform fees

The Platform charges fees for providing administration, reporting and custodial services to your MDA Account. A fixed dollar fee of **\$540 pa** per Panorama Investments/Super account, regardless of your account balance or the investments you hold and an asset based fee as detailed in the table below.

Investment balance	Fee rate
\$0 to \$1,000,000	0.15% pa
Over \$1,000,000	Nil



The Administration fee - account based is calculated on a daily basis, and applies from the time of your first deposit into Panorama Investments. The fee is deducted from your transaction account monthly or upon closure of your Panorama Investments/Super account.

The Administration fee - asset based is calculated monthly, based on your total average daily balance. The fee is deducted from your transaction account monthly or upon closure of your Panorama Investments/Super account.

Expense recovery

Panorama Investments: Up to \$80 pa per Panorama Investment account. The exact amount deducted from your account will be confirmed in your annual statement.

Panorama Super: Up to \$95 pa per Panorama Super account, plus 0.03% pa of your Panorama Super account balance for expenses incurred in relation to the Operational Risk Financial Requirement (ORFR). The exact amount deducted from your account will be confirmed in your Annual Statement

The Administrator intends to exercise its right to recover expenses in respect of costs that relate to your Panorama Investments or Super account, which include government levies and complying with legislative requirements.

Multiple accounts: When accounts are grouped, their balances are combined to calculate the total group balance. The Administration fee- asset based is calculated on the total group balance and any reduction in the Administration fee – asset based is apportioned across the grouped accounts based on the balance held in each account. Therefore, the fee reduction for each account will vary depending on the individual account balance and the balances of all grouped accounts. The Administration fee - account based and expense recovery are payable for each account.

Tax

The trades that we make on your behalf through your MDA Account may incur capital gains tax. The income derived from any dividends or distributions may incur income tax. Both of these will affect your tax position. Therefore, you should seek professional advice on the tax implications of your MDA Account.

Example of annual fees and costs of the MDA Service

This table gives an example of how the ongoing annual fees and costs in the balanced portfolio option for the MDA Service can affect your investment over a one-year period. You should use this table to compare the MDA Service with other MDA services.

Example – Lifespan Balanced investment portfolio in Panorama Super*		Balance of \$50,000 with a contribution of \$5,000 during the year
Contribution Fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.
PLUS Management fees and costs	1.11 % per annum	And , for every \$50,000 you have in the balanced portfolio, you will be charged or have deducted from your investment \$554.13 each year.
PLUS Performance fees	0.03% per annum	And , you will be charged or have deducted from your investment \$17.25 in performance fees each year.
PLUS Transaction costs	0.13% per annum	And , you will be charged or have deducted from your investment \$67.40 in transaction costs.
EQUALS cost of Lifespan Balanced investment portfolio	1.28% per annum	If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees and costs in the range of: \$638.78 - \$702.65** What it costs you will depend on the investment option you choose and the fees you negotiate.

* The example is illustrative only and includes GST, net of any reduced input tax credits. As the balanced portfolio does not include direct shares, no direct share fees are shown in this example.

** Depending on when the additional contribution was made during the year



Cost of product information

Cost of product for 1 year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your investment over a 1-year period for all investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product assumes a balance of \$50,000 at the beginning of the year with a contribution of \$5,000 during the year. (Additional fees such as an establishment fee or an exit fee may apply; refer to the Fees and costs summary for the relevant option.)

You should use this figure to help compare the MDA Service with other MDA services.

Portfolio Name	Cost of product (\$ pa)		
Lifespan Index Conservative	302.60	-	332.86
Lifespan Index Moderately Conservative	326.78	-	359.45
Lifespan Index Balanced	340.94	-	375.03
Lifespan Index Growth	358.13	-	393.95
Lifespan Index High Growth	370.67	-	407.74
Lifespan Index 50% TAA Conservative	281.29	-	309.42
Lifespan Index 50% TAA Moderately Conservative	288.65	-	317.51
Lifespan Index 50% TAA Balanced	297.68	-	327.45
Lifespan Index 50% TAA Growth	304.82	-	335.30
Lifespan Index 50% TAA High Growth	313.02	-	344.32
Lifespan Conservative	514.53	-	565.98
Lifespan Moderately Conservative	576.96	-	634.65
Lifespan Balanced	638.78	-	702.65
Lifespan Growth	684.37	-	752.80
Lifespan High Growth	719.00	-	790.90
Lifespan 25% TAA Conservative	487.74	-	536.51
Lifespan 25% TAA Moderately Conservative	546.52	-	601.17
Lifespan 25% TAA Balanced	606.56	-	667.21
Lifespan 25% TAA Growth	646.23	-	710.86
Lifespan 25% TAA High Growth	684.38	-	752.82
Lifespan 50% TAA Conservative	475.69	-	523.26
Lifespan 50% TAA Moderately Conservative	529.61	-	582.57
Lifespan 50% TAA Balanced	572.38	-	629.62
Lifespan 50% TAA Growth	610.83	-	671.91
Lifespan 50% TAA High Growth	640.90	-	704.99
Lifespan 75% TAA Conservative	473.25	-	520.58
Lifespan 75% TAA Moderately Conservative	505.74	-	556.31
Lifespan 75% TAA Balanced	526.00	-	578.60
Lifespan 75% TAA Growth	552.51	-	607.76
Lifespan 75% TAA High Growth	573.18	-	630.50