

# Build, Rebuild & Transition With Confidence



[www.lumewealth.au](http://www.lumewealth.au)





**LICENSEE: LUME FS PTY LTD**

**ABN: 58 656 693 800**

**AUSTRALIAN FINANCIAL SERVICES LICENCE (AFSL): No. 539098**

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**WEBSITE:** [www.lumewealth.au](http://www.lumewealth.au)

**ADDRESS:** Level 1/ 470 St Pauls Terrace, Fortitude Valley, QLD, 4006

**VERSION:** Version 3, 20th of November 2024

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*The licensee has authorised the distribution, website disclosure of information and alteration of this FSG.*



# Financial Services Guide

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG



Include who we are,  
How we can be contacted,  
What services we are authorised to provide to you,  
How we (and any other relevant parties) are remunerated,  
Details of any potential conflicts of interest  
Details of our internal and external dispute resolution procedures, along with how you can access them.

## Not Independent

Lume FS Pty Ltd, its Corporate Authorised Representatives, and Authorised Representatives may receive commissions on Life Insurance products. For these reasons we do not refer to ourselves or our advice as independent, impartial, or unbiased.

**When we provide you with a service you may receive the below documents:**



A Product Disclosure Statement (PDS) when we recommend a certain financial product.



A Statement of Advice (SOA) that explains our formal recommendation to you which includes information about our advice, products and remuneration.



A Record of Advice (ROA) which further documents additional advice given to you.



A Fee Disclosure Statement (FDS) that is sent annually, this reflects the fees and services received throughout the year.



An annual renewal notice, which allows you to “opt-in” to ongoing services.



# Services We Provide



Deposit Products (Cash accounts and cashflow management)

Government Debentures, Stocks & Bonds

Investment Life Insurance Products

Life Insurance Risk Products (Personal Insurances)

Managed Investment Schemes, including IDPS & MDA services

Securities (Direct shares)

Retirement Savings Account Products (Retirement Planning)

Standard Margin Lending Facilities

Superannuation Products

Self-Managed Superannuation Funds (SMSF)

Derivatives

Debt Management

Tax (Financial) Advice

Government Benefits (Centrelink)

Portfolio Review: Portfolios are reviewed on a regular basis, subject to the client's discretion.

During our process of providing you with advice, we may refer you onto other qualified professionals (such as mortgage brokers etc) who we are not liable for.





# Your Financial Adviser

Lume Wealth PTY LTD ABN: 25 649 859 325 trading as Lume Wealth has been appointed as a **Corporate Authorised Representative** (CAR No 1288744) of Lume FS Pty Ltd

The following **Financial Advisers** have been appointed as **Authorised Representatives** of Lume FS  
Your adviser acts on behalf of LUME FS Pty Ltd, who is responsible for the services that we provide.

## Morgan Hayward

Nature lover, red wine enthusiast, latin dancer, problem solver, advice advocate, always up for an adventure.

Authorised Representative  
Number 1255322

Professional Memberships:

- Master of Applied Finance (Financial Planning)
- Advanced Diploma of Financial Planning
- Diploma of Financial Planning
- Diploma of Finance and Mortgage Broking Management
- Certificate IV of Finance and Mortgage Broking Management
- Self-Managed Superannuation Specialist Accreditation
- Bachelor of Science
- Principles of Margin Lending Accreditation
- Accredited Derivatives ADA1 Adviser

- FAAA (Financial Planning Association Australia)
- Association of Financial Advisers (AFA)  
Morgan was also a finalist for the 2022 AFA Female Excellence in Advice Award.

# Our Professional Costs



## Upfront strategy and financial plan cost

We provide holistic, strategic financial advice to see you achieve your goals and objectives. This initial cost covers our initial interactions, meetings, research and providing you with a Statement of Advice.

**Starting from**

**\$3,950**

## Implementation fee

Once you agree to your plan, we will implement this for you. Some packages include implementation costs but for those that do not, this cost will depend on the complexity and administration services required.

**Starting from**

**\$550**

## Annual Professional Costs (monthly subscription for advice services)

We know that change is inevitable, and we welcome this! If you engage us, we will review your plan in line with your circumstances as well as the current economic and market conditions on an ongoing basis. We love tracking your progress to see you achieve your dreams.

**Starting from**

**\$249 per month**

## Hourly rate (or part thereof)

If you require services outside of the scope of work, or are after a one-off consultation, we charge an hourly rate.

**Starting from**

**\$550**

## Insurance claims

If you require assistance with your claim, we charge a fixed fee on lump sum covers and an hourly rate for income protection claims.

**Upon Request**



# Our Professional Costs



1. All fees and commissions are disclosed in your advice document and are then paid to Lume FS (Licensee). Lume FS passes on 100% of all fees received to Lume Wealth.
2. Where a life insurance company product has been recommended, the issuer of the product may pay Lume FS a commission which ranges between 30% and 60% of your first year's premium plus GST. E.g. If your first year's premium is \$500 and the initial commission is 60% Lume FS will receive \$330. All commissions paid to Lume FS will be disclosed in your Statement of Advice or Record of Advice. The issuer of the insurance product may also pay Lume FS an ongoing commission which can vary depending on the product. It ranges between 8% and 22% of your second and subsequent years premium. If your premium for the second and subsequent years is \$500 and the ongoing commission is 22% Lume FS will receive \$110 per annum.
3. Your financial adviser is an employee of Lume Wealth and receives a salary.
4. Your financial adviser may receive distribution of profits from Lume Wealth. The amount is dependent on a range of factors.
5. Neither Lume Wealth Pty Ltd or Lume FS Pty Ltd receive conflicted remuneration.
6. The exact amounts of any fees, commissions, bonuses or other incentives received by me and the licensee will be included in a Statement of Advice that we will provide to you. That will include any referral fees that we receive or pay to other parties as well.
7. Your adviser may receive non-monetary benefits from product providers. These benefits may be up to \$300, those that relate to education, training or technology/ software support. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.



# Conflicts of Interest

Lume FS Pty Ltd has no contractual ownership or link with any financial product manufacturer which may influence the advice you receive. Your adviser has no particular incentive to recommend the product of one institution over another.

As part of our holistic advice, we may refer you to and or liaise with other professionals including mortgage brokers, lawyers, accountants, property or buyer agents which we do not have any arrangements in place and do not receive any financial remuneration from. Please note that we are not responsible for the advice and services provided by these providers.

- Your adviser Morgan Hayward is a shareholder and director of both Lume Wealth and Lume FS, and may receive dividends or distributions from these entities.



# Making A Complaint



Lume FS is a member of the Australian Financial Complaints Authority (AFCA). If you have a complaint about the service provided to you, you should take the following steps:

1. Contact your financial adviser and advise him or her of the details surrounding your complaint.
2. If your complaint is not satisfactorily resolved within 5 Business days, after contacting your financial adviser please contact the Compliance Manager of Lume FS at [afsl@lumewealth.au](mailto:afsl@lumewealth.au). We will seek to resolve your complaint quickly and fairly.
3. If you need some help to make a complaint or in need of interpreter services, please contact us at [afsl@lumewealth.au](mailto:afsl@lumewealth.au). We acknowledge all complaints on receipt and will respond within 30 calendar days in writing if it is not resolved within five business days of receiving the complaint.
4. If you are not satisfied with the outcome of your complaint or your complaint has not been handled fairly and reasonably within the required timeframe, you can refer the matter to AFCA. AFCA is a free and independent external dispute resolution service. AFCA can be contacted on 1800 931 678 or [info@afca.org.au](mailto:info@afca.org.au). GPO Box 3, Melbourne, VIC 3001.

## Compensation Arrangements

In accordance with s912B of the Corporations Act 2001, Lume FS holds Professional Indemnity Insurance in place that covers the financial services we offer and includes present and past authorised representatives.





# Privacy

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. We will collect personal information from you so that we can understand your personal situation and provide financial advice. We will also collect and store information from you to meet our requirements under the Anti-Money Laundering and Counter-Terrorism Financing Act.

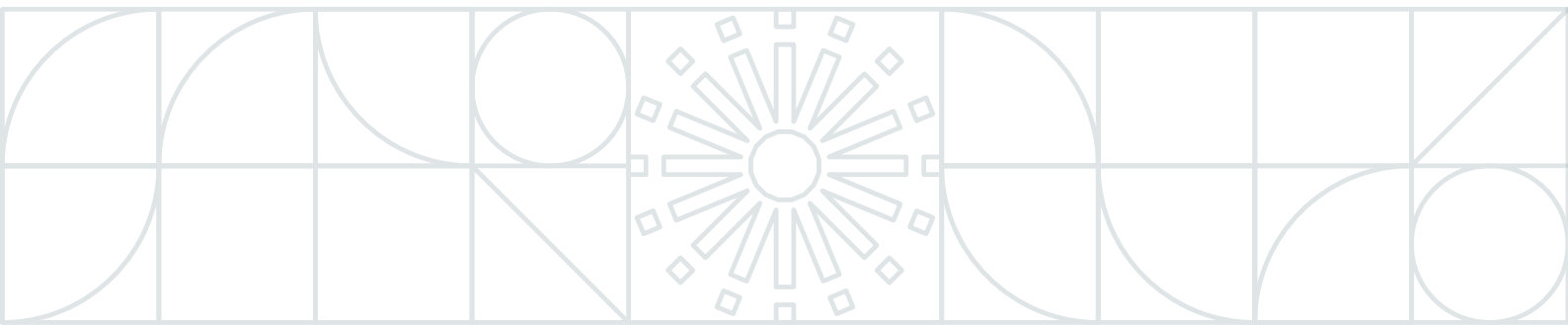
We will collect this information directly from you, however in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund. If you are unable to provide us with the information that we have requested, we may be unable to provide you with financial advice.

We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded. There may be a charge for this.

Lume FS is committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. We take your privacy seriously; a copy of our privacy policy can be viewed at [www.lumewealth.au](http://www.lumewealth.au)





[www.lumewealth.au](http://www.lumewealth.au)

Make Smart  
Money Decisions  
Through Life's  
Big Changes