

# Generation Life LifelIncome

## Financial adviser guide to applying

This guide provides step-by-step instructions for financial advisers applying for LifelIncome on behalf of their clients. The LifelIncome application process is completely digital, creating efficiencies for you and your client. Please read the Product Disclosure Statement (PDS) and Target Market Determination (TMD) available at [genlife.com.au](http://genlife.com.au) to consider whether this product is suitable for your client. Tools to help you determine whether or not LifelIncome is a suitable retirement income solution for your client are available on the Adviser Online portal.

Your client's LifelIncome will be issued once Generation Life is able to validate the online application and funds for their investment have cleared.

### Commencing and managing a LifelIncome is easy and simple



#### Step 1

Fill out your client's details (and their spouse's details if they have chosen to include them as a Reversionary Beneficiary)



#### Step 2

Working with your client, select their preferred investment mix from the wide range of investment options available



#### Step 3

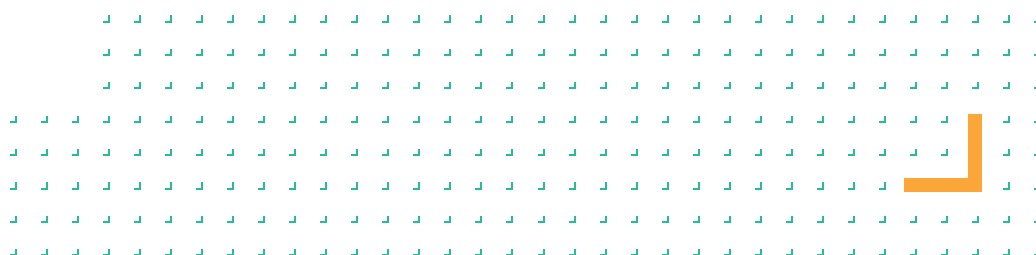
Make your client's initial investment via BPAY or simply provide their superannuation details to Generation Life as part of the application process



#### Step 4

View your client's LifelIncome details online in the Adviser Online portal. You client can also view their LifelIncome account details online at any time via the Investor Online portal. Switches between the investment options can be made at any time\* by you and your client by downloading the Switch form at [genlife.com.au](http://genlife.com.au) and submitting it to Generation Life

\*An investor can switch between investment options at any time, with the exception of the period between midday on the third last business day of the Financial year and the end of the Financial year. Switches can be made provided that the minimum held in any investment option, determined at the time of the switch, is at least 1% of the value of their Income Units. There is no limit to the number of switches investors can make.



## Application checklist

Before commencing an application online, please ensure you have the following items:

- ☐ Your client's identification information, for example:
  - Driver's licence
  - Passport
- ☐ Your client's bank account details.
- ☐ Your client's superannuation details (if using superannuation money to commence LifeIncome):
  - Unique Superannuation Identifier (USI).
  - Superannuation account number.
  - ABN (only relevant for SMSFs).
- ☐ Your client's Tax File Number (TFN).\*
- ☐ Your client's mobile number and email address (in order to complete the application and access their statements via Investor Online).
- ☐ A touchscreen device to sign the electronic signature sections.

If your client chooses to include their spouse as a Reversionary Beneficiary, their spouse will also need their identification information at the time of completing the application.

### Important information

All valid relevant sections of the online application form must be fully completed and the application digitally signed. We may attempt to contact you or your client if more information is required.

In accordance with Anti-Money Laundering and Counter-Terrorism Financing legislation, your client's identity must be verified before their LifeIncome commences.

Generation Life cannot commence a LifeIncome until all relevant funds have been received and cleared.

\*Providing a TFN is not mandatory however it will facilitate the rollover of their superannuation benefits and may affect the tax withheld on LifeIncome payments.



Outthinking today.

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#### Enquiries

Investor services: 1800 806 362  
Adviser services: 1800 333 657