

Financial Services Guide

1 March 2024

Version 5

Part Two

This document is part of a Financial Services and Credit Guide (“Guide”) and should be read in conjunction with Part 1 (A Guide to Our Relationship with You and Others) version 24, dated 1 March 2024.

This section is designed to provide you with enough information to decide whether to obtain financial advice (or any other financial service) from us. It’s an important document that will introduce your adviser, Jessica Murphy (nee Lewis), and provide you with the information you need to consider before you engage us to provide you with advice or services.

This document complements Part 1 that provided information about our Licensee and the types of documents – Statements of Advice, Records of Advice and Product Disclosure Statements – that you will receive if we provide you with personal advice. Part 1 also explained how you can provide information to us, our compensation arrangements and who to contact if you want to provide feedback or complain about our advice or services.

We’ve tried to be as clear and direct as possible but if you have any questions, we’re happy to answer them.

Authorised Representative Profile

Your adviser is Jessica Murphy (nee Lewis), an Authorised Representative of Paragem. Jessica’s ASIC Authorised Representative number is 431242.

Jessica has over 13 years’ experience in the Financial Services Industry, having joined the industry in 2010, and has been a Financial Planner since July 2013, offering advice to individual clients.

Jessica holds a Bachelor of Commerce Double Majoring in Accounting and Financial Planning and a Diploma of Financial Services. She is also a member of the Financial Planning Association of Australia Limited.

Jessica’s employer is HLB Wealth Pty Ltd (13 151 833 082), which is a Corporate Authorised (AR no. 428645 of Paragem).

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Jessica is authorised by Paragem to advise and deal in the following financial products:

- Deposit products (cash and Term Deposits)
- Debentures, stock and bonds issued by a government
- Life Insurance risk products
- Life Insurance investment products
- Managed Investment Schemes (Unit Trusts)
- Securities (shares)
- Superannuation
- Retirement Savings Accounts
- Self-managed Superannuation Funds
- Standard Margin Lending Facility

Remuneration

The following is a schedule of the fees that are payable for our services and/or the commissions we may receive from product issuers. Note that you may pay a fee for a service and we may also receive commissions as a result of you accepting our recommendations. The costs applicable to the services you require will be discussed with you by Jessica.

Paragem will pay 100% of the fees and/or commissions detailed in this schedule.

Jessica is a salaried employee of HLB Wealth Pty Ltd.

Fees

There are costs to you at various stages of the financial planning process. Before making any recommendations, Jessica will discuss and agree the fees with you. Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) **Recommendation / Statement of Advice:** For having a personalised financial plan (SoA) prepared, a plan preparation fee is payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you, but will not exceed \$22,000 (incl GST). This fee can be paid either directly by you or via a deduction from the product.
- 2.) **Implementation:** implementation fees may apply in addition to the Statement of Advice Fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations. The actual fee will depend on the complexity of your situation, but will not exceed \$5,500 (incl GST). This fee can be paid either directly by you or via a deduction from the product.
- 3.) **Ongoing Advice Service:** If you choose to proceed with an Ongoing Advice Service to ensure that your financial strategies and financial products remain appropriate to you, an Ongoing Service Fee will apply (in addition to the initial Statement of Advice and Implementation Fees). Ongoing Service Fees range from \$880 to \$55,000 incl GST per annum. This fee can be paid either directly by you or via a deduction from the product.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

Commissions

Insurance Products

Commissions can be received for life insurance products with the exception of life insurance implemented after 1 July 2014 for a member in a default superannuation or a group life policy in a superannuation fund.

Where we receive a level commission rate from the insurer. The rate is between 27.5% and 30% of the annual premium initially and every year the policy is renewed.

For example, if the annual premium is \$550 then the commission will be between \$151.25 and \$165.

Potential Conflicts of Interest

Ownership

Paragem is a wholly owned subsidiary of Count Limited, ABN 111 26 990 832 ("Count"). Count has subsidiaries and associates that provide accounting and financial advice services. Many of the Count subsidiaries and associates that provide financial advice services do so as authorised representatives of Count Financial.

Paragem was previously owned by Hub24 as such if you use the HUB24 platform, some of Paragem's employees and representatives (our advisers) may benefit financially by virtue of being shareholders in the company. This will be disclosed to you in Part 2 (this document) of the Financial Services Guide which outlines the specific information relating to your financial adviser and the Statement of Advice if you wish to receive advice.

We are obliged to always act in a client's best interests and will only recommend the use of the HUB24 platform if it is appropriate to do. We also continue to use other platforms to implement our investment advice and you are free to request your adviser use an alternative platform if you would prefer.

Referral Payments

We do not receive any form of referral payments.