

Financial Services Guide

Part 2

1 March 2024
Version 4.2

This document is part of a Financial Services 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 is an important document that will introduce your adviser, Marcus Robertson, 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 have 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 Marcus Robertson, an Authorised Representative of Paragem. Marcus's ASIC Authorised Representative number is 264774.

Marcus holds a Diploma of Financial Planning and is a Certified Financial Planner® which is internationally recognised as the highest available qualification in Financial Planning.

Marcus also holds a Commerce degree and a Law degree from the University of New South Wales. He was admitted as a Solicitor in the Supreme Court in NSW in 1989 and is a Chartered Accountant.

Marcus has extensive experience in the areas of Taxation and Superannuation having worked for a large national accounting firm in Sydney and with a local firm of Chartered Accountants.

In 1998 Marcus joined Forum Financial Services and in 2004 purchased the Forster business with Jeff de Rooy. In 2009 the business became Robertson de Rooy & Associates Financial Services. Jeff retired in 2021 and the business is now called Robertson & Associates Financial Planning.

Marcus is a director of, and is employed by, Robertson & de Rooy Pty Ltd, trading as Robertson & Associates Financial Planning which is a Corporate Authorised Representative (CAR No: 342624) of Paragem Pty Ltd (AFS License No. 297276).

Robertson & Associates Financial Planning contact details:

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Postal: PO Box 41 Forster NSW 2428

Marcus 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 including Self-Managed Superannuation Funds
- Retirement Savings Accounts
- Standard Margin Lending Facility

Marcus is not authorised to provide:

- Managed Discretionary Account Services.
- Credit assistance.
- Any strategy that involved an agricultural scheme investment, a specific direct property, derivatives and unregistered managed investment schemes.

Remuneration

Financial advice has value, but it also involves fees and charges. We are committed to transparency because we believe it's important that you're able to make an informed decision about our advice and its benefits. You may pay a fee for a service, and we may also receive commissions from product issuers, if you engage us to provide advice, implement our recommendations or act on your instructions. Rest assured that the relevant costs or fees will be discussed with you by your adviser before any services are provided.

Paragem will pay Robertson & Associates 100% of the fees and/or commissions detailed in this schedule. Paragem will charge Robertson & Associates for licensee services and this is not linked to client revenue.

Marcus Robertson is a director and employee of Robertson & de Rooy Pty Ltd and is remunerated by salary and profit distributions from this company.

There is no remuneration, or reward, for recommending particular products or strategies.

Advice Fees

You can pay for the services you receive on a fee for advice basis. This allows you to know that you are paying for our advice irrespective of any product you use, clarifies the services you are entitled to, and ensures all recommendations are driven by your needs.

We will agree with you the amount you pay based upon:

- a flat dollar fee;
- an hourly rate;
- the amount you invest; or
- a combination of the above.

You can pay in the following ways:

- as a fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- via commission we may receive from a financial product provider when you commence an insurance contract; or
- a combination of the above.

How we charge for our services

Advice

If you elect to engage our services, the fee will depend on the scope and complexity of your situation.

Standard fee range: \$1,650- \$11,000

The fee may be higher for business/complex clients.

For example, complex advice that contains multiple goals, strategies and/or tax structures including but not limited to self-managed superannuation funds, family trusts and companies, is likely to be charged closer to the maximum. Less complex advice that addresses limited goals, strategies and tax structures is likely to be charged closer to the minimum.

Specific Aged Care Advice is charged at \$275/hr- with estimated cost outlined prior to the provision of advice.

Implementation

There may be an additional charge when proceeding to implementation of our recommendations, and the cost will be fully detailed in our discussions and contained within the Statement of Advice.

Ongoing Advice & Service If you elect to pay a fee for the ongoing advice & service of your financial planning strategy & investments, the ongoing fee is based on the scope and complexity of the ongoing advice, the size of your portfolio, and the services provided.

Standard fee ranges from \$1,650- \$11,000 pa

The fee may be higher for business/complex arrangements and may be based on the size of the portfolio. This will be fully detailed in the Statement of Advice.

The ongoing advice fee will be based on the level of service needed and the complexity of the advice. Complex advice requirements include the use of trusts and ownership structures, overseas assets or incomes, executive options or multiple investment entities. The frequency of the review will also impact on the fee charged.

Other

Ad hoc advice

Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee of between \$220 and \$330 may apply. This will include time taken to prepare for meetings, document discussions and the provision of a Statement of Advice.

Execution only service Where we provide a financial service to facilitate buying or selling of a specific financial product, the fee will be detailed at the time the instruction is received - and will depend on the type of investment and the amount involved. Please note no advice will be provided in this instance, and a separate Execution only Authority to Proceed will require signing - acknowledging the risk that proceeding may not be appropriate to your overall situation.

All fees and commissions are inclusive of GST.

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.

There will be a 100% clawback of commission where the life insurance policy is cancelled, not continued or the policy cost is reduced in the first year and 60% clawback of commission in the second year.

If you choose to pay fee for service, we can rebate to you part or all of the commission we would otherwise receive for insurance arrangements.

In the interests of transparency, please understand that your adviser will receive an upfront commission from the product issuer if you decide to buy a life risk insurance product your adviser recommends to you. Commissions, whether up-front or ongoing, are paid to us by the Insurer.

Your adviser will receive an upfront commission of between 0% and 66% of the first year's annual premium, and then an annual ongoing commission of between 0% and 22% of the annual premium.

For example, for an insurance product with an annual premium of \$2,000, where the issuer pays your adviser an upfront commission of 66%, your adviser will receive \$1,320. The issuer will pay your adviser 22% of the annual premium as ongoing commission for as long as you hold the product. Assuming an annual premium of \$2,000, this equates to \$440 per year.

Potential Conflicts of Interest

Ownership

Paragem is a wholly owned subsidiary of Count Limited, ABN 111 26 990 (“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 below and in the Statement of Advice if you wish to receive advice, where applicable.

Marcus Robertson is not a shareholder in Count Limited or HUB24 Limited.

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 so. 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.