



Financial Services Guide

1 March 2024

Version 2.0

Part 2

This document forms 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’s an important document that will introduce your advisers, Kate Phillips and Anona Fitzgerald, 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 – 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 advisers are Kate Phillips and Anona Fitzgerald, Authorised Representatives of Paragem. Kate's ASIC Authorised Representative number is 281724 and Anona's ASIC Authorised Representative number is 242826.

Who we are

Kate Phillips holds a Bachelor of Education and an Advanced Diploma of Financial Services. She has over 19 years' experience as a Financial Adviser and a further 5 years in the finance sector.

Kate is an accredited aged care specialist and a member of the Aged Care Steps national network of advisers specialising in aged care advice. She is also a member of the Financial Planning Association of Australia.

Solutions focused and highly skilled, Anona Fitzgerald has more than 26 years' experience as a financial adviser. Anona is a Certified Financial Planner and holds a Bachelor of Business and a Graduate Diploma in Financial Planning. She is also a member of the Financial Planning Association of Australia.

Both Kate and Anona enjoy working with clients in the areas of superannuation, investment, insurance, retirement planning and aged care. They are passionate about advice and building lasting relationships with their clients helping them achieve their goals and plans for the future.

Kate's employer is Tend Financial Planning Pty Ltd, which is a Corporate Authorised Representative (CAR no. 352833) of Paragem.

Tend Financial Planning

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Kate Phillips and Anona Fitzgerald are 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
- Standard Margin Lending Facility

Kate Phillips is also authorised to advise on Self Managed Super Funds.

Kate Phillips and Anona Fitzgerald are not authorised to recommend any strategy that involves an agricultural scheme investment, 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 the relevant costs or fees will be discussed with you by your adviser before any services are provided.

Paragem will pay Tend Financial Planning Pty Ltd 100% of the fees and/or commissions detailed in this schedule. Paragem will charge Tend Financial Planning Pty Ltd for licensee services and is not linked to client revenue.

Kate Phillips is a director and employee of Tend Financial Planning Pty Ltd and is remunerated by salary and dividends/distributions from this company.

Advice Fees

We are predominantly a Fee for Service organisation. There are set fees for each service that we provide to you and these fees will be agreed upon and confirmed to you prior to any service being provided. Current fees and charges are detailed below and are GST inclusive:

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| Initial consultation | Your first consultation is at the expense of Tend Financial Planning and is without obligation. |
| Advice preparation | <p>If you elect to pay us a fee for advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:</p> <p>The minimum fee charged is \$1,650 while the maximum fee is \$7,700.</p> <p>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, are likely to be charged closer to the maximum. Less complex advice that addresses limited goals, strategies and tax structures are likely to be charged closer to the minimum.</p> |
| Implementation | <p>If you elect to pay us a fee for implementing the advice the following fees will apply. Again, the fees will depend on the size of the investment portfolio and the complexity of the advice and its implementation.</p> <p>Fees range from \$880 to \$5,500 depending upon your advice requirements.</p> |

Ongoing Advice Fees

You can elect to enter into a 12 month fixed Client Service Agreement as part of your financial planning strategy so you can receive advice services such as a meeting to review your plan. Details of the services will be set out in your 12 month Client Service Agreement.

The fee can range from a minimum of \$330 per annum while the maximum is \$13,200 per annum. The fee applied will be commensurate to the level of service needed and the complexity of the advice provided and will be outlined and agreed with you in the Agreement.

Borrowed funds – if we recommend you acquire investments using borrowed funds then your ongoing fee will be a minimum of \$330 per annum and a maximum of \$13,200 per annum.

Ad hoc advice

Where you do not wish to participate in a 12 month fixed Client Service Agreement but require advice on an ad hoc basis, an hourly fee of between \$330 and \$550 may apply.

Execution only service

Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off minimum of \$330 and a maximum of \$550 fee may apply.



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 we will receive an upfront commission from the product issuer if you decide to buy a life risk insurance product we recommend to you. Commissions, whether up-front or ongoing, are paid to us by the Insurer.

We 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 us an upfront commission of 66%, we will receive \$1,320. The issuer will pay us 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 26 990 832 ("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 below and in



the Statement of Advice if you wish to receive advice, where applicable.

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.