

# Financial Services Guide

18 March 2019

Version 10

Part Two

## Authorised Representative Profile

*This document is part of a Financial Services Guide and should be read in conjunction with Part 1 (A Guide to Our Relationship with You and Others) version 17, dated 18/03/2019.*

Your adviser is David Saynor, an Authorised Representative of Paragem. David Saynor's ASIC Authorised Representative number is 465100.

David has worked in the Financial Services Industry for 14 years. David is focused on providing high quality and personally tailored financial advice that meets the requirements of his clients. David has extensive experience in all forms of Financial Planning, whether it be the early stages of wealth creation, or preparing strategies for clients addressing their Retirement & Estate Planning needs.

His relevant educational qualifications include:

- ✘ Bachelor of Business (Financial Planning)
- ✘ SMSF Association SMSF Specialist Advisor (SSA)

David is an employee of Atkinson Financial Planning a business name registered to Steve Atkinson. The Authorised Representative number for the business is 243573.

David can be contacted at:

- ✘ 1094 Doncaster Road  
Doncaster East VIC 3109
- ✘ Ph: (03) 9841 7755
- ✘ Mob: 0417 355 747
- ✘ david@atkinsonfp.com.au
- ✘ www.atkinsonfp.com.au

David 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

David is authorised to provide Managed Discretionary Account Services (i.e. operate discretionarily on your investments with your consent) limited to investments held within a regulated platform, such as an Investor Directed Portfolio Service (IDPS), superannuation wrap account or master trust. The Responsible Entity of the appropriate platform will hold legal title to the underlying assets and the discretion does not permit your adviser to contribute new money to, or withdraw money from, the regulated platform on a discretionary basis.

## 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 your adviser.

Paragem will pay Atkinson Financial Planning 90% of all fees and/or commissions detailed in this schedule and Paragem will retain the balance.

David Saynor is a salaried employee of Atkinson Financial Planning.

## Fees

Fees can be paid directly by you, or where possible deducted from the funds you invest. Fees are charged as follows:

- ✘ An hourly rate of \$250 – if a client wishes to receive strategic financial advice on a one off scenario, this hourly fee will apply. Further review and consultations will be invoiced subject to the time involved at this hourly rate.
- ✘ A minimum fee of \$660 applies for the preparation of a Statement of Advice (SoA). The fee charged will depend on the complexity of the advice, the time taken to prepare the SoA document. The maximum fee charged for the preparation of the SoA is \$10,000.
- ✘ An implementation fee may be charged ranging from \$550 - \$1650 depending on the complexity of the work required.

Please note that David will provide an estimated cost, which we will agree on before commencing any work. It should be noted that any initial advice fees still apply where you choose not to implement the recommendation.

### ✘ Subsequent Service Fees:

A service fee of between 0.44% and 0.99% p.a. is charged on funds invested. This will provide you with our ongoing service package.

- ✘ Please refer to the appendix for further details.

## Commissions

### Investment products

We can only receive commissions from investment products if we have an existing agreement with the product provider prior to 1<sup>st</sup> of July 2013.

1. The issuers of the investment products I recommend may pay an initial commission. This commission which can vary depending on the product and manager is generally in a range of between 0% and 1% and calculated on your investment amount.

For example, if you invested \$10,000 and we charged you 1% initial commission we would receive \$100.

#### *In addition*

2. The issuers of the investment products I recommend may pay an ongoing commission. This commission, which can vary depending on the product and manager, is generally in a range of between 0% and 1% of the balance in your account per annum. This commission is paid each quarter.

For example, if your account balance was \$11,000 and we charged 1% ongoing commission we would receive \$110 per annum.

## 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.

1. The issuers of certain insurance products I recommend may pay an initial commission. This commission, which can vary depending on the product and insurer The maximum initial commission that will be accepted is 77% (inclusive of GST) of the initial annual premium you pay in the first year.

For example if your premium is \$500 and the insurer pays us 50% we will receive \$250.

*In addition*

2. The issuers of the insurance products I recommend may pay an ongoing commission when you renew your policy. The maximum renewal commission that will be accepted is 22% (inclusive of GST).

For example if your renewal premium is \$550 and the insurer pays us 10% we will receive \$55.

## Potential Conflicts of Interest

### Ownership

Paragem Pty Ltd, our licensee, is a wholly owned subsidiary of HUB<sup>24</sup> Limited, an ASX listed company that provides an investment administration and reporting platform. If you use the HUB<sup>24</sup> platform, Paragem's employees and Authorised Representatives may benefit financially by virtue of being shareholders in the company. The principal of Atkinson Financial Planning is a shareholder of HUB<sup>24</sup>, either directly or through a related entity.

We are obliged to always act in a client's best interests and will only recommend the use of the HUB<sup>24</sup> platform if it is appropriate to do so. We also continue to use other platforms to implement our investment advice. If you would like additional information on how HUB<sup>24</sup> compares to other platforms or would like to use an alternative platform please let us know.

## Privacy Statement

The privacy of your personal information is important to us.

### 1. Your representative will ask you many questions. Why is so much information required?

We collect your personal information to enable us to provide you with the products and services that are appropriate to your needs. Under the following Australian laws we may be authorised or required to collect your personal information:

- Corporations Act 2001,
- Australian Securities and Investment Commissions Act 2001,
- Anti Money Laundering and Counter Terrorism Financing Act,
- Taxation Administration Act 1953,
- Superannuation Guarantee (Administration) Act 1992, and
- Superannuation (Unclaimed Money and lost members) Act 1999,

as those acts are amended and any associated regulations. From time to time other acts may require or authorise us to collect your personal information.

We are required to collect sufficient information to identify a person's needs, objectives and financial circumstances so that we can provide appropriate financial advice.

We will gather the information by asking you numerous questions about you and possibly your family. We will record this information. We endeavour to retain accurate, complete and up to date personal information about you so we will ask you to review the information from time to time.

If the information you provide to us is incomplete or inaccurate this will impact on our analysis of your requirements and may result in advice that is not appropriate to your needs and circumstances. If this does occur you will need to make your own assessment concerning the appropriateness of our advice.

At times, we may collect personal information from someone other than yourself and you may not be aware that we collect or have collected this information.

### 2. Access and correction

You may (subject to permitted exceptions) access and update your information by contacting us. You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law. We will give you reasons if we deny access though will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependent to a large degree on the information you provide and you should advise us if there are any errors in your personal information.

### 3. Providing personal information

We may provide personal information to:

- organisations (who are bound by strict confidentiality) to whom we outsource certain functions, such as our auditors (in these circumstances, information will only be used for our purposes);
- other professionals, such as solicitors, accountants, stockbrokers and mortgage brokers, as well as other advisers specialising in aged care, Centrelink, insurance or investment when a referral is required;
- entities based overseas (see below for details); or
- third parties when required to do so by law, e.g. legislation or Court Order.

#### **4. Overseas disclosure**

Sometimes we need to provide personal information to or get personal information about you from persons located overseas. For example we may outsource a function involved in the financial planning business to someone based overseas. Nevertheless, we will always disclose and collect your personal information in accordance with Privacy Principles.

#### **5. Identifiers**

Although in certain circumstances we are required to collect government identifies such as tax file numbers, Medicare number or pension card number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

#### **6. Dealing with us anonymously or using a pseudonym**

The nature of the provision of financial services does not lend itself to treating customers with anonymity. All transactions require personal information about the individual for whom the transaction is being completed.

In some instances we may be able to provide information or a service anonymously or to you under a pseudonym, for example, enquiries about products from a potential client.

You can deal with us anonymously where it is lawful and practicable to do so.

#### **7. Marketing practices**

Every now and then we might let you know about news, products and services that you might be interested in, via mail, email, SMS, telephone or online. We will engage in marketing unless you tell us otherwise. You can contact us at any time to update your marketing preferences.

#### **8. Sensitive information**

We will not collect sensitive information about you, for example where information is provided by you for insurance or risk purposes, without your consent. Exceptions to this include where the information is required by law or for the establishment, exercise or defence of a legal claim.

#### **9. Privacy complaints**

If you believe your privacy has been breached or you have a privacy complaint you should write to the Privacy Officer at Paragem, by email at [info@paragem.com.au](mailto:info@paragem.com.au) or at PO Box R1135, Royal Exchange NSW 1225.

If Paragem does not satisfactorily address your complaint you can escalate it to the Office of the Australian Information Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au).

## **10. Our Privacy Policy**

If you require more information please ask for a copy of our Privacy Policy or refer to Paragem's website.

## Appendix

### Initial Consultation

**\$250 per hour**

A one to two hour appointment providing detailed lifestyle and financial analysis. Waived in the event that you proceed with a Statement of Advice.

There are seven aspects of Financial Planning:

- 1) Discovery and information gathering.
- 2) Goal setting and needs analysis.
- 3) Strategy formulation.
- 4) Plan preparation.
- 5) Plan presentation.
- 6) Implementation.
- 7) Service and review.

## Plan Preparation Fees

### LEVEL: 1 Single Issue or Basic Plan

**\$660 (incl. GST)**

Single or Multiple issues e.g. Lump sum investments, Risk insurance placement, Savings plans, Recontribution strategies and Centrelink issues etc.

### LEVEL: 2 Standard Plan – Multiple Issues

**\$1,650 (incl. GST)**

Gearing, Superannuation, Wealth accumulation, Detailed retirement planning and general financial planning issues, Allocated Pension summaries, Annuity summaries, Recontribution strategies, Centrelink issues and Risk insurance.

### LEVEL: 3 Complex Plan

**\$2,970 (incl. GST)**

Dealing with multiple entities, multiple strategies, and complex financial planning issues. As per level 2, plus additional complex issues e.g. Gearing in superannuation. Extremely complex cases will be quoted on a case by case basis. Clearly longer consultations will be required and a larger financial commitment.

### LEVEL: 4 Complex Multiple Entities

**\$4,500 (incl. GST)**

e.g. Individual, partnerships, companies, trusts, SMSF's – Advanced Gearing strategies. Level 4 plans have additional client optional features including the option of Commission free Risk Insurance, analysis of every insurer listed on the IRESS database. If risk insurance is to be lodged with an insurer, implementation fees are charged at hourly rates between \$65ph - \$250ph, depending on the staff involved. A flat fee on cases with multiple applicants e.g. Trauma, Life, Income Protection can be discussed based on a minimum flat fee of \$2,000. Alternatively Commission based risk can be written and fully rebated.

### LEVEL: 5 Complex Top Level

**\$10,000 (incl. GST)**

Our top level Statement of Advice covers all the areas of the previous 4 levels plus substantial extra time for additional complexity including restructuring CGT histories on shares, Liaising with Real Estate professionals of your choice or providing written and photographic summaries of property short lists and other structural investment reforms and or recommendations. Level 5 Statements of Advice may involve substantial liaising with other professionals of your choice or ours at your instructions involving Law, Tax and Accounting. Refinancing, Cash flow Management and Costings via experienced Cost and Management Accountants may also be required. Depending on the complexity and time you will receive additional invoices for the other professional services provided and based on workload additional invoices may have to be billed but will be advised prior to costs being incurred. (Additional hours \$65ph-\$250ph). Level 5 plans can be paid for over a period of 4 years by increasing the annual service on a Level 4 plan by \$1,375 p.a. for that time, supported by an exit fee where appropriate.



## Plan Implementation Fees

Planning implementation fees are charged at an hourly rate, however as a guide please note the following as an indication of approximate costs based on past experience. Clearly, complex or time consuming matters will require more time to implement. Alternatively large cash deposits, which are simple/straight forward, will cost considerably less. We would prefer to bill you direct, but for clients who prefer it, we can in some cases charge the identical amount from your account, please advise your preference.

**Plan Implementation fees are charged in addition to preparation fees and are as follows:**

✘ \$0 - \$100,000	(3 to 4 hours of Client Services Manager time)	\$550 (Incl. GST)
✘ \$100,000+	(6 to 8 hours of Client Services Manager time)	\$550 - \$1,650 (Incl. GST)

More complex cases can and will be quoted on a case by case basis. Not surprisingly the larger the account the more investments, time and experience required. The implementation fee is to cover our costs in following your instructions for example opening and closing various investment accounts, arranging legal and accounting matters, share purchases and share history collection for C.G.T. purposes, administration and the application of funds in managed investments.

**These amounts are a guide and complex and lengthy administrative matters will be estimated on a case by case basis.**

## Service & Review Fees

A service fee of between 0.44% and 0.99% p.a. is charged on any funds invested. This will provide you with our Client Service Package – Level 3 Service (refer below)

In order to re-coup the cost of providing the initial services, and remaining price-competitive we have based the planning fees on the following assumptions:

✘ Client Services Manager (CSM) Admin hourly rate (including all on-costs)	\$ 65 p/hr
✘ Para-Planning (PP) hourly rate (including all on-costs)	\$110 p/hr
✘ Senior Financial Planner (SFP) hourly rate (including all on-costs)	\$165 p/hr
✘ Principal Financial Planner (PFP) hourly rate (including all on-costs)	\$250 p/hr

### Service Package

- ✘ Annual On-Track and Strategy Review.
- ✘ Annual Financial Review Appointment.
- ✘ Strategic Advice Report if applicable, following your Annual Review Appointment and Financial Review Report depending on changing circumstances i.e. children, income, inheritance, jobs, and asset sales.
- ✘ Two Half-Yearly Investment Valuation Reports with precise recommendations including asset allocation review, review of fund managers and review of shares backed by independent research.
- ✘ Online access to Account Information.
- ✘ Two Financial Newsletters per year.
- ✘ Annual Full Computer Risk Insurances Analysis (Reviewed on Renewal date each year) where applicable.
- ✘ Seminar Invitations – Available to interested investors on request.
- ✘ Access to Various Websites to enhance education.
- ✘ Technical Backup and hotline access – extensive independent research from multiple providers
- ✘ Monthly email on shares and other topical matters i.e. Budget review and updates on legislative changes in relation to your circumstances.
- ✘ Phone access, calls/queries as required everyday of the year excluding public holidays.

Where we are requested to give advice on overall strategy or technical advice on assets not under our management we charge on a transactional basis or hourly rate.

## Acknowledgements – Client Copy (Maintain for your records)

I/we acknowledge that I/we was/were provided with the Paragem Financial Services Guide dated **1<sup>st</sup> October 2018** and Adviser Profile dated **1 October 2018**.

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Or complete as follows if the Paragem Financial Services Guide and Credit Guide is mailed to Client(s):

I confirm that I sent a copy of the Paragem Financial Services Guide **1<sup>st</sup> October 2018** and Adviser Profile dated **1 October 2018** as follows:

Sent to (Client Name/s): \_\_\_\_\_

Sent on (Date): \_\_\_\_\_

Sent by (Name): \_\_\_\_\_

## Statement of Advice Preparation or Transactional Instructions

I/we have requested Atkinson Financial Planning provide a \_\_\_\_\_ plan and I/we acknowledge that the costs associated are: \$\_\_\_\_\_ (incl. GST).

I/we authorise Atkinson Financial Planning to proceed with work as instructed at hourly rates as specified. Estimate of costs are: \$\_\_\_\_\_ (incl. GST).

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Acknowledgements – Adviser Copy (Sign, Detach & Return)

I/we acknowledge that I/we was/were provided with the Paragem Financial Services Guide dated **1<sup>st</sup> October 2018** and Adviser Profile dated **1<sup>st</sup> October 2018**.

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Or complete as follows if the Paragem Financial Services Guide and Credit Guide is mailed to Client(s):

I confirm that I sent a copy of the Paragem Financial Services Guide **1<sup>st</sup> October 2018** and Adviser Profile dated **1<sup>st</sup> October 2018** as follows:

Sent to (Client Name/s): \_\_\_\_\_

Sent on (Date): \_\_\_\_\_

Sent by (Name): \_\_\_\_\_

## Statement of Advice Preparation or Transactional Instructions

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I/we authorise Atkinson Financial Planning to proceed with work as instructed at hourly rates as specified. Estimate of costs are: \$\_\_\_\_\_ (incl. GST).

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_