

Financial Services Guide

1 July 2021

Version 3.9 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 20, dated 1 July 2021.

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, Jeff de Rooy, 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 Jeff de Rooy, an Authorised Representative of Paragem. Jeff's ASIC Authorised Representative number is 264773.

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

Jeff spent 18 years with a major bank, holding positions including branch accountant and consumer finance manager. From 1994 to 2000 Jeff was the bank's Financial Planner covering the Mid- North Coast area.

In 2000 Jeff joined Forum Financial Services and purchased the Forster business with Marcus Robertson in 2004. In 2009 the business name was changed to Robertson de Rooy & Associates Financial Services.

Jeff is a director of and is employed by Robertson & de Rooy Pty Ltd, trading as Robertson de Rooy & Associates Financial Services and is a Corporate Authorised Representative (ASIC no.342624) of Paragem Pty Ltd (AFS License No. 297276).

Robertson de Rooy & Associates Financial Services contact details:

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Jeff 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

Jeff is authorised to recommend any strategy that involves an agricultural scheme investment.

Jeff is not authorised to provide:

- Managed Discretionary Account Services.
- Credit assistance.

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

Jeff de Rooy is a director and employee of Robertson de Rooy & Associates and is remunerated by salary and profit distributions from this company.

There is no remuneration, or rewards, 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

Introductory meeting

There is no charge for the initial meeting (Excluding Aged Care advice)

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 contain 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.

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.

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 you overall situation.

All fees and commissions are inclusive of GST.

Commissions

Investment Products

Commission payments are no longer paid on investment products from 1 January 2021.

Personal Insurances

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

I 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 me an upfront commission of 66%, I will receive \$1,320. The issuer will pay me 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 Easton Investments Limited, an ASX listed company that provides services to financial advisers and accountants in the areas of licensing, training, education and client engagement. Easton Investments Limited has a material shareholder, Hub24 Limited, which offers a leading investment administration and reporting platform to the Australian marketplace.

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. Neither Directors of Robertson de Rooy & Associates (Jeff de Rooy or Marcus Robertson) or any related entity own shares in Hub24.

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.

Jeff de Rooy is a shareholder of Easton Investments through a related entity.

Referral Payments

We do not receive any form of referral payments.