



Financial Services Guide

1 January 2020

Version 3.7 Part Two

Authorised Representative Profile

This document is part of a Financial Services and Credit Guide and should be read in conjunction with Part 1 (A Guide to Our Relationship with You and Others) Version 18, dated 1 January 2020.

Your adviser is Marcus Robertson, an Authorised Representative of Paragem. Marcus's ASIC Authorised Representative number is 264774.

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

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

Robertson de Rooy & Associates Financial Services 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

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

Marcus is not authorised to provide:

- Managed Discretionary Account Services.
- Credit assistance.

Potential Conflicts of Interest

Ownership

Paragem Pty Ltd, our licensee, is a wholly owned subsidiary of HUB24 Limited, an ASX Listed company that provides an investment administration and reporting platform. If you use the HUB24 platform, Paragem's employees and Authorised Representatives may benefit financially by virtue of being shareholders in the company. Neither of the principals of Robertson de Rooy (Jeff de Rooy or Marcus Robertson), or related entities, hold HUB24 shares.

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. If you would like additional information on how HUB24 compares to other platforms or would like to use an alternative platform, please let us know.

Privacy Collection 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 and stockbrokers when a referral is required;
- entities based overseas (see below for details);
- 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 identifiers 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 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.

10. **Our Privacy Policy**

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

Payments and benefits we receive

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.

Paragem will pay Robertson & de Rooy Pty Ltd 90% of the fees, commissions and additional commissions detailed in this schedule and Paragem will retain the balance.

As a director and employee of Robertson de Rooy & Associates, Marcus is remunerated by way of a salary and may also receive distributions.

Additional Commissions

Robertson & de Rooy Pty Ltd may also receive additional commissions – based on the aggregated amount of funds it has placed with BT, Colonial First State and Macquarie. The additional commission is calculated as a percentage of the administration fee after the deduction of all costs or as a percentage of total funds under advice. Therefore, the amount is already included in the fees the product provider deducts from your investment account or insurance premium. The percentage will increase as certain totals are reached. If an additional commission results from advice that Marcus provides to you then specific details of that arrangement will be provided with the advice. We are only able to receive these commissions where we had an existing arrangement with the platform provider prior to the 1st of July 2013.

To illustrate this point, as a result of the funds that Robertson de Rooy already has under advice with Colonial First State, the percentage of additional commission is 0.20% of the fund under advice (inclusive of GST). An example of this will be provided in the Statement of Advice, if applicable.

How we charge for our services

Introductory meeting

There is no charge for the initial meeting

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 \$220/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 \$1,320- \$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.

Commissions – investment products

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

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 the range of between 1% and 5% and calculated on your investment amount.

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

We will notify you in writing of any payments and either rebate them to you or offset them against any fee payable to us.

In addition, 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 \$10,000 and we charged 1.1% ongoing commission we would receive \$110 per annum inclusive of GST.

Commissions- Insurance products Clients can elect to pay an Insurance Advice fee, or if they prefer to reduce the impact on their cashflow, **have the** relevant insurer pay initial commission between 0% and 66% and ongoing commission between 0% and 22% of the annual premium for as long as you hold the product.

Commissions are paid to us by the product provider and are not an additional cost to you.

All fees and commissions are inclusive of GST