



# Financial Services Guide

1<sup>st</sup> August 2023

Version 13

Part Two

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 21, dated 1<sup>st</sup> February 2022.

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, Louise Parker and Bryan Graham, and provide you with the information you need to consider before you engage us to provide you with advice or services.

Your document complements Part One 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 One 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 Profiles

Your advisers are Louise Parker and Bryan Graham, Authorised Representatives of Paragem Pty Ltd. Louise Parker's ASIC Authorised Representative number is 279435 and Bryan Graham's ASIC Authorised Representative number is 273211.

### ABOUT US

**Louise** is an employee and director of Financial Lifestyle Managers (FLM) and trades under the name of Financial Lifestyle Managers. Financial Lifestyle Managers is also an Authorised Representative of Paragem (ASIC Authorised Representative number (1304954).

**QUALIFICATIONS:** Graduate Diploma of Financial Planning, Certified Financial Planner®, FPA Accredited Aged Care Professional™, Registered Tax (Financial) Adviser

Louise has been in the financial planning industry since 1989, became a Financial Planner in 1996 and is a Certified Financial Planner. Financial Lifestyle Managers is a boutique financial planning practice and has been in operation since 2001.

Louise joined Financial Lifestyle Managers Melbourne in 2004 and became an owner and operator of the Company in 2006. Louise merged with FMD as a Principal Adviser in Oct 2012 until March 2015 when she decided to go back out and restart Financial Lifestyle Managers. Louise is a member of the Financial Planning Association (FPA) and Association of Financial Advisers (AFA) which have merged and is now called the Financial Adviser Association (FAA).

Louise specialises in all facets of financial planning and provides a high level of strategic direction, simplified and presented as a step-by-step process to ensure clients have a clear understanding of how to achieve their lifestyle goals financially. In addition, Louise ensures that all clients have a holistic view of their financial planning for the long-term including Centrelink and Aged Care as an FPA Accredited Aged Care Professional™ if required.

**Bryan** has been in the financial advice industry since 1998. For over 20 years, he has focused on helping individuals and families grow, maintain and protect their wealth.

**QUALIFICATIONS:** Diploma of Financial Planning, Registered Tax (Financial) Adviser

Bryan provides tailored advice to meet the specific needs and objectives of his clients. During his time working as a financial adviser, Bryan has provided advice to clients in a range of areas including investment portfolio management, superannuation and retirement



planning, insurance, and estate planning. Bryan's focus is on understanding his clients' complete situations and ensuring that all aspects are aligned correctly to achieve their goals. This comprehensive approach has seen him consistently deliver positive outcomes for his clients.

Our contact details are:

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Port Douglas QLD 4877

Ph: 07 5531 7161

Email: [Client.Services@flm.com.au](mailto:Client.Services@flm.com.au)

Louise and Bryan 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)
- Retirement Savings Accounts
- Securities (shares)
- Superannuation
- Standard Margin Lending Facility

Louise's authorisation includes Self-Managed Superannuation Funds.

Louise can also provide aged care advice.

Bryan is not authorised to provide advice on direct equity portfolios.

Louise Parker and Bryan Graham are not authorised to recommend agricultural scheme investments, 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 Financial Lifestyle Managers 100% of the fees and/or commissions detailed in this schedule. Paragem will charge Financial Lifestyle Managers for licensee services and is not linked to client revenue.

Louise Parker is a Director and employee of Financial Lifestyle Managers and is remunerated by way of salary and bonus/dividends/distributions from Financial Lifestyle Managers.

Bryan Graham is an employee of Financial Lifestyle Managers and is remunerated by way of salary and bonus from Financial Lifestyle Managers.

Employees may receive a performance bonus from Financial Lifestyle Managers, determined by a balanced scorecard which includes reference to client feedback, effectiveness, their provision of ongoing service and various compliance measures. There is no remuneration, or rewards, for recommending particular products or strategies.

## Advice Fees

### PAYMENT OPTION

Our preferred payment option is by an agreed fee which we will negotiate and agree with you based on the nature and scope of services you require from us. You will therefore know the services to be provided to you and how we will charge for them before being committed to paying for those services.

The actual costs to you will normally be confirmed to you in writing.



## OUR FEES

All fees are inclusive of GST, unless stated otherwise and are indexed annually by Consumer Price Index (CPI) on the 1st July each year.

Our agreed fees may be calculated based on:

- A fixed dollar amount.
- A percentage of the amount you invest.
- An hourly rate (if this option applies, details are in our Schedule of Fees which is available on request), or
- A combination of some or all of the above.

We are predominantly a Fee for Service organisation. There are set fees for each service that I 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:

**Advice Preparation/Statement of Advice Fees and One-off Advice Fee:** Fees for the preparation of your advice and strategy may range from \$1,650 to \$8,800. There may be times where the fees are higher than this due to complexity of the services you require.

**Implementation Fees:** for the implementation of your advice there may be a set fee between \$2,200 and \$4,400 and is usually in addition to the Advice Preparation/Statement of Advice Fees of One-off Advice Fee. There may be times where the fees are higher than this due to complexity of the services you require.

**Ongoing Advice Fees / Annual Service Fees:** Service fees may be charged as an annual fixed fee between \$1,650 and \$16,500 and are based upon time (at \$330 p/hr), complexity and the number of structures/entities involved payable as one lump sum or instalments and can be taken directly from your portfolio. There may be times where the fees are higher than this due to complexity of the services you require.



## 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 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 Diverger Limited, an ASX listed company that provides services to financial advisers and accountants in the areas of licensing, training, education and client engagement. Diverger 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.

Please note that neither Louise Parker or Bryan Graham own shares in Hub24 or Diverger.

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. We refer you to people should it be required and in your best interest only.