

Financial Services Guide

8 July 2019

Version 1

Part Two

Authorised Representative Profile

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 17, dated 18 March 2019.

Your adviser is [Gerrit Lombard](#), an Authorised Representative of Paragem.
[Gerrit’s](#) ASIC Authorised Representative number is [320896](#).

What Experience Does Your Financial Adviser Have?

Gerrit has extensive experience in the financial planning industry.

He has worked in the financial services industry for over 26 years and spent over 12 years as a Financial Adviser offering advice to individual clients as well as small and large business clients.

What Qualifications and Professional Memberships does your Financial Adviser Have?

Gerrit is a Certified Financial Planner® and also hold the following additional qualifications:

- Bachelor of Commerce
- Bachelor of Law
- Higher Diploma in Taxation
- Diploma in Financial Services (Financial Planning)
- Advanced Diploma in Financial Services (Financial Planning)

He is a member of the Financial Planning Association of Australia Limited.

Gerrit Lombard's employer is [RJC Evans & Co Financial Planning Pty Ltd](#), which is a Corporate Authorised Representative (AR no. 278273) of Paragem.

How you can contact your financial adviser

Your Financial Adviser:

Gerrit Lombard

Phone: 08 8272 2500

Fax: 08 8271 1853

Email: glombard@rjcevans.com.au

Website: www.rjcevans.com.au

Practice details:

RJC Evans & Co Financial Planning Pty Ltd
116 Greenhill Road
UNLEY SA 5061

Phone: 08 8272 2500

Fax: 08 8271 1853

Email: finplan@rjcevans.com.au

Website: www.rjcevans.com.au

Gerrit Lombard 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
- Retirement Savings Accounts
- Self-managed Superannuation Funds
- Standard Margin Lending Facility

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 financial adviser, Gerrit Lombard.

Paragem will pay RJC Evans & Co Financial Planning Pty Ltd 90% of the fees and/or commissions detailed in this schedule and Paragem will retain the balance.

Gerrit Lombard is a salaried employee of RJC Evans & Co Financial Planning Pty Ltd.

Fees

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, your adviser will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) **Recommendation:** For having a personalised financial plan (SoA) prepared, a plan preparation fee (up to \$10,000) is payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you.
- 2.) **Implementation:** A placement fee and/or implementation fee may be charged to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation and the amount of funds invested, but will not exceed:
 - a. a range from \$0 (min.) to \$10,000 (max.); or
 - b. \$250 per hour; or
 - c. 4.40% of the initial funds invested, or 100% of premium; or
 - d. the maximum of entry fees or contribution fees specified in the Product Disclosure Statement (PDS) for the recommended product;whichever is the greater.
- 3.) **Ongoing Advice Service and Reviews:** If you choose for your adviser to conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to receive an ongoing advice service from your adviser, you may be charged a fee ranging from \$1,100 to \$10,000, or fees of up to 4.40% p.a. of total funds under management.

Where a placement fee and/or implementation fee is charged, the adviser may rebate all or part of the initial commissions and/or ongoing commissions received from a product issuer, by way of an increase in your investment amount.

Where your adviser receives an initial commission and/or ongoing commission amount, he/she may rebate all or part of the implementation and/or placement fee to you.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

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 a 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.

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 \$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.

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 would receive \$250.

In addition, 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 would receive \$55.

We may receive a level commission rate from the insurer. The rate is normally 30% of the annual premium initially and every year the policy is renewed.

For example, if the annual premium is \$1,000 then the commission will be \$300.

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.

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

Referral Payments

RJC Evans & Co Financial Planning Pty Ltd (RJC Evans) may receive a payment for making a referral to an external specialist such as an accountant, mortgage broker or solicitor. Any amount payable will be disclosed in the SoA provided to you. This will be paid by the external specialist and will be at no additional cost to you.

For example, if you use the services of Westpac Banking Corporation, RJC Evans may receive an upfront commission which could range between 0% and 0.5% of your loan amount and an ongoing commission ranging between 0% and 0.5% based on the outstanding loan balance. This will be paid by the Westpac Banking Corporation and will be at no additional cost to you.

If you have been referred to RJC Evans by an external party and you accept the services we provide, RJC Evans may make a payment to the external party for that referral. Any amount payable will be disclosed in the SoA provided to you. This will be paid by RJC Evans to the external party and will be at no additional cost to you.

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,

From time to time other acts may also 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 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.

Leave Blank

Confirmation Form

Detach copy for File

ACKNOWLEDGEMENT – ADVISER COPY (to be retained on client file)

I/We acknowledge that I was/we were provided with the Paragem Financial Services Guide (FSG) Part 1 dated 18 March 2019 and Part 2 (Adviser Profile) dated 8 July 2019.

Client name: _____

Client signature: _____

Date received: _____

Client name: _____

Client signature: _____

Date received: _____

OR complete as follows if Financial Services Guide is mailed to Client(s):

I confirm that I sent a copy of the Paragem Financial Services Guide (FSG) Part 1 dated 18 March 2019 and Part 2 (Adviser Profile) dated 8 July 2019, as follows:

Sent to (Client name(s)): _____

Sent on (Date): _____

Sent by (Name): _____