



Financial Services Guide

9th November 2023

Version 1.1

Part 2

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 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, Shane Case, 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 Shane Case an Authorised Representative of Paragem AFSL 297276. Shane's ASIC Authorised Representative number is 239360.

Shane is passionate about creating lasting solutions that enable clients to get from where they are today to where they want to be in the future and has been working in Financial Services since 1990.

Outside of work, Shane enjoys travelling with friends and family. His hobbies include boxing, skiing, fishing and distance running.

Qualifications & Memberships

- Certified Financial Planner (CFP)
- Master's in Business Administration (MBA)
- Diploma of Financial Planning (DFP)
- Member of Financial Advice Association Australia (FAAA)
- Super Concepts & ICFS Specialist SMSF Course

Shane's employer is Synergy PW Pty Ltd which is a Corporate Authorised Representative (CAR no. 1240798) of Paragem.

Contact Details:

Shane's mobile: 0403 242 242

Shane's email: shane@synergypw.com

Office Mobile: 0429 114 997

Enquiry email: enquiries@synergypw.com

Office Address: L3 / 12 Pirie Street, Adelaide SA 5000.



Shane 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) (not permitted to provide direct equities or ETF Advice, no execution only)
- Superannuation
- Retirement Savings Accounts
- Self-managed Superannuation Funds
- Standard Margin Lending Facility

Shane is not authorised to recommend any strategy that involves an agricultural scheme investment, 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 Synergy PW Pty Ltd 100% of the fees and/or commissions detailed in this schedule and charge Synergy PW Pty Ltd for licensee services and is not linked to client revenue.

Shane is an owner of Synergy PW Pty Ltd and is remunerated by salary and dividends from this Practice.



Advice Fees

Fees including Initial, Ongoing and Implementation Fees can be paid from a Credit Card, Bank account. Payments from a Product are subject to legislative requirements if coming from Superannuation and limits of levels of fees charged.

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: Fees for the preparation of your advice may range from \$1,100 to \$6,600.

Implementation Fees: for the implementation of your advice may be a set fee between \$0 and \$16,500 subject to the work required.

Annual Service Fees:

Service fees may be charged as an annual fixed fee between \$1,100 and \$13,200 and are based upon the complexity involved payable as one lump sum or instalments.

Ongoing Advice Fees / Funds Under Management

These are the fees you pay when you agree to receive our ongoing advice and will be between \$0.00 and \$55,000 pa. Our ongoing services will be agreed with you in an ongoing services agreement.

Fees relating to Funds under management are generally paid from a product subject to legislative requirements if coming from Superannuation and limits on levels of fees charged. We can charge between 0.33% pa & 1.10% pa subject to the size and scope of our involvement. An example of this is as follows;

- Funds Managed \$100,000 at 0.55%pa = \$550 per year.

Please note that the above description is a set of minimums and maximums. Each client is provided with a written agreement for proposed payments before any fees are charged and these agreement is tailored to your specific circumstances.



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.

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.

Associations

Brad Giles, an Accountant and part owner of CBAS in Port Lincoln, is a 46% owner of Synergy PW Pty Ltd via his Family Trust and receives profits after costs from our work and may therefore benefit from you using our services.

Referral Payments

We have an arrangement in place with Complete Business and Accounting Services in Port Lincoln to pay a referral fee of 25% plus GST of year 1 revenue received from a direct referral after the 1st of September 2023.

We have an arrangement in place with Coastal View Financial Services in Phillip Island to pay a referral fee of 25% plus GST of year 1 revenue received from a direct referral after the 1st of September 2023.