

Financial Services Guide

1 March 2024

Version 7.0

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 24, dated 1 March 2024.

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, Woodward Nhill Pty Ltd (ASIC Authorised Rep number 247672), 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

Peter Gersch CFP®

Peter Gersch is an Authorised Representative of Paragem Pty Ltd ('Paragem'), ASIC Licence number 297276. Peter's ASIC Authorised Representative number is 247580.

Peter is the founder, Managing Director and an employee of Woodward Nhill Pty Ltd, which is a Corporate Authorised Representative of Paragem. He holds a Diploma of Financial Planning and is also a CERTIFIED FINANCIAL PLANNER™.

Peter is lead adviser at our Southbank office and after over 20 years of providing financial advice believes that the real value of the assistance we offer is in knowing our clients personally and tailoring our advice to their individual circumstances. Peter specialises in long-term growth strategies such as superannuation, retirement and estate planning. He has also assisted many clients through traumatic events such as divorce or the death of a loved one.

Peter works predominantly from our Southbank office and can be contacted on:

Ph: 03 9693 5093 or peter@wnfp.com.au

Peter Gersch 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
- Standard Margin Lending Facility

Peter is not authorised to recommend any strategy that involves an agricultural scheme investment.

Authorised Representative Profile

Paul Bilson CFP®

Paul Bilson is an Authorised Representative of Paragem Pty Ltd ('Paragem'), ASIC Licence number 297276. Paul's ASIC Authorised Representative number is 279533.

Paul is an employee of Woodward Nhill Pty Ltd, which is a Corporate Authorised Representative of Paragem). Paul holds a Diploma of Financial Planning and is also a CERTIFIED FINANCIAL PLANNER™. He is also Chairman of the Ballarat Chapter of the Financial Planning Association of Australia (FPA).

Paul is lead adviser at our Ballarat office and has more than 20 years' experience providing financial advice. He specialises in wealth accumulation, Centrelink advice and retirement planning.

Paul is highly involved in his local community and is a committee member of the Ballarat Sportsmen's Club and a member of the Ballarat High School Council.

Paul works predominantly from our Ballarat office and can be contacted on:

Ph: 03 5332 3344 or paul@wnfp.com.au

Paul Bilson 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
- Standard Margin Lending Facility

Paul is not authorised to recommend any strategy that involves an agricultural scheme investment.

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 Woodward Nhill Pty Ltd 100% of the fees and/or commissions detailed in this schedule. Paragem will charge Woodward Nhill Pty Ltd for licensee services which is not linked to client revenue.

Peter Gersch and Paul Bilson are salaried employees of Woodward Nhill Pty Ltd. Peter Gersch is also a shareholder and director of Woodward Nhill Pty Ltd and may receive a dividend from the company.

Employees may receive a performance bonus from Woodward Nhill Pty Ltd, 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

Woodward Nhill Pty Ltd is predominantly a set fee organisation. There are set fees for each service that is provided to you. 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:

Initial Strategic Advice Fees:

Includes, but is not limited to, the following:

- Consultations with your Adviser
- Research
- Strategic advice
- Preparation of Statement of Advice Documentation
- Implementation of recommended strategy

Fees for the preparation of your advice may range from \$4,400 to \$16,500.

Our initial fee will vary depending on the complexity of your situation and type of strategy. It may therefore fall outside of the above ranges. However, all fees will be agreed upon, in writing, prior to commencement.

Ongoing Advice Fees

These are the fees you pay when you agree to receive our ongoing advice,

Includes the following:

- Progress consultations at agreed intervals
- Portfolio Administration & Rebalancing of Investments
- Economic, legislative and investment updates
- Ongoing at-call advice and administration

May include the following where appropriate and where agreed:

- Centrelink Nominee Service
- Financial Coaching & Budgeting
- Joint consultations with your Accountant and/or Solicitor

Ongoing fees may range from \$2,750 to \$16,500 per annum. This fee will vary depending on the complexity of your situation, the type of strategy, selection of any optional services and the frequency of ongoing consultations. It may therefore fall outside of the above ranges. The services to be provided and the agreed fee will be determined and agreed with you in an ongoing services agreement.

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

We 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 us an upfront commission of 66%, we will receive \$1,320. The issuer will pay us 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 Count Limited ABN 111 26 990 832 (Count), Count has subsidiaries and associates that provide accounting and financial advice services. Many of the Count subsidiaries and associates that provide financial advice services do so as authorised representatives of Count Financial.

Paragem was previously owned by HUB24 and, 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.

Peter Gersch, either directly or via an associated entity, is a shareholder of HUB24 Ltd.

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.