



Financial Services Guide

1 March 2024

Version 4

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 24.0, 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, Derek Armstrong, 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 Derek Armstrong, an Authorised Representative of Paragem
Derek Armstrong's ASIC Authorised Representative number is 244641.

Derek Armstrong has worked within the financial services industry since 1992, providing clients with sound financial advice focusing on each individual's needs and objectives. His breadth of knowledge stems from experience and education.

Since starting his practice in 1992, Derek has grown to advise on superannuation, life insurance and investment needs, spending time to consider each person's individual circumstances and interests. This attention to each individual has resulted in the majority of his clientele being referred to him from existing clients happy with the service received.

The foundation of solid financial services advice is education and importantly ongoing training. Derek holds a Masters of Financial Planning, Graduate Diploma of Financial Planning, Diploma of Financial Services (Mortgage Broking), RG146 Certificate of Compliance and Superannuation & Retirement Planning Certificate. He also spends in excess of 40 hours each year with ongoing education and training.

Keeping up to date with current market products and services is expected of advisers. Derek's ability to assess new products and services available against each client's individual financial goals results in a more personal and bespoke outcome for each client.

The Associations that Derek holds memberships with include:

- Financial Planning Association (FPA)
- Association of Financial Advisers (AFA)
- Financial Services Institute of Australia (FINSIA)
- Mortgage and Finance Association of Australia (MFAA)

Derek Armstrong is the Principal of Armstrong Consultancy Services Pty Ltd, which is a Corporate Authorised Representative (CAR no. 411134) of Paragem.

Armstrong Consultancy Services Pty Ltd also trade as Aged Care Financial Advisers NSW.



Below are our Practice details and how you can contact us.

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CASTLE HILL NSW 1765

Email: derek@armstrongcs.com.au

Phone: 02 8860 9160

Fax: 02 8860 9161

Derek Armstrong 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)
- Superannuation
- Retirement Savings Accounts
- Self-Managed Superannuation Funds
- Standard Margin Lending Facilities
- Securities (shares)

Derek Armstrong is not authorised to recommend any strategy that involves an agricultural scheme investment, direct property, derivatives and unregistered managed investment schemes.

The services Derek Armstrong can provide you:

- Investment strategies including gearing and savings plans
- Budget and cashflow planning
- Debt management
- Superannuation advice, including salary sacrifice and consolidation strategies
- Self-Managed Super Funds (SMSF)
- Personal insurance strategies
- Retirement planning advice
- Aged Care
- Centrelink / DVA advice
- Portfolio review services
- Ongoing advisory services
- Estate planning advice

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

Derek Armstrong is a director of Armstrong Consultancy Services Pty Ltd and is remunerated by salary and dividends from this company.

Advice Fees

We are predominantly a Fee for Service organisation. There are set fees for each service that we provide to you, and these fees will be agreed upon and confirmed to you prior to any service being provided.

We will discuss and agree on the method of payment with you before we provide you with our services. Generally, we will either invoice you directly, or deduct from your investments, or adopt a combination of these methods for the fees payable. Cash transactions will not be accepted.

Current fees and charges are detailed below and are GST inclusive:

Initial Consultation Fees: Fees for the initial consultation will be absorbed by Armstrong Consultancy Services Pty Ltd up to one hour in duration. If you agree to extend the initial consultation past one hour, and where we request, you pay our hourly fee, then we will advise you of the fee before proceeding.

Advice Preparation/Statement of Advice Fees: Fees for the preparation of your advice may range from \$3,300 to \$22,000, however, depending on the complexity of the advice you may

be charged a higher fee in certain circumstances. Any fees above the maximum will be explicitly agreed with you prior to preparing the advice

Fees are normally charged on implementation. Where you do not proceed with our recommendations, part or all of the Advice Preparation Fee may still be charged.

Ongoing Advice Fees: These are the fees you pay when you agree to receive our ongoing advice, and will be between \$2,200 pa and \$25,000 pa. Our ongoing services will be agreed with you in an Ongoing Services Agreement.

Fixed Service Fees: Service fees may be charged as an annual fixed fee. There is a set minimum fee of \$2,200 pa which will increase due to complexity and the number of structures/entities involve.

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.

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 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 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.

Derek Armstrong is a shareholder of Count Limited/HUB24 through Armstrong Consultancy Services Pty Ltd.

Associations

Derek Armstrong is a director of Spirited Finance which provides Mortgage Broking services, and may therefore benefit from you using their services.

Referral Payments

We do not receive any form of referral payments