

# Financial Services Guide

25 February 2025

Version 12.0

Part 2

**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 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, 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

**Rashele Debnar (CFP)** serves as an Authorised Representative of Paragem Pty Ltd, holding an ASIC Authorised Representative number 1282307.

Her journey in the financial sector began in July 2016 when she joined Pathways Financial Planning SA as an Administration Assistant. Over the years, Rashele has demonstrated her dedication and expertise, progressing through roles such as Customer Services Officer and Financial Planner. Currently, she proudly holds the position of Director and Principal Financial Planner at Pathways Financial Planning SA. Rashele also a Tax (Financial Adviser).

### Education and Accreditation

- Bachelor of Business (Financial Planning),
- Master of Financial Planning.
- Certified Financial Planner™ (CFP®),

- Accredited Behavioural Finance Professional<sup>SM</sup> (ABFP<sup>®</sup>),
- Chartered Retirement Planning Counsellor<sup>SM</sup> (CRPC<sup>®</sup>)
- ACS Accredited Aged Care Professional<sup>TM</sup>.

Rashele Debnar's employer is Pathways Financial Planning SA, which is a Corporate Authorised Representative (CAR No. 1276756) of Paragem Pty Ltd.

Rashele Debnar's contact details are as follows:

Mobile: 0432 284 261

Email: [rashele@pathwaysfpsa.com.au](mailto:rashele@pathwaysfpsa.com.au)

Postal: Po Box 88, Berri, SA, 5343

Office: 18 Strawbridge Street, Berri, SA, 5343

Rashele Debnar is authorised by Paragem to advise and deal in the following financial products:

- Deposit products (cash and Term Deposits)
- Government Debentures, Stocks or Bonds
- Life Insurance risk products
- Life Insurance investment products
- Managed Investment Schemes including IDPS
- Securities (shares)
- Superannuation
- Retirement savings accounts
- Self-managed Superannuation Funds
- Standard Margin Lending Facility

Rashele Debnar 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 Pathways Financial Planning SA 100% of the fees and/or commissions detailed in this schedule. Paragem will charge Pathways Financial Planning SA for licensee services and is not linked to client revenue.

Rashele Debnar is a Director and employee of Pathways Financial Services SA Pty Ltd and is remunerated by salary and bonus/dividends/distributions from this company.

Rashele Debnar is an employee and shareholder of Pathways Financial Planning SA and is remunerated by salary and bonus/dividends/distributions from this company Pathways Financial Planning Services Pty Ltd.

Employees may receive a performance bonus from Pathways Financial Planning SA, 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

We are a fixed Fee for Service organisation. **There are set fees for each service that we provide to you, and these fees will be agreed on and confirmed with you prior to any service being provided.** Payment Methods may include Direct Debit, EFT or from Product. Current fees and charges are detailed below and are GST inclusive:

### Initial Consultation

Our adviser will conduct a complimentary 15-minute phone consultation before booking in an appointment time for a face-to-face meeting. This will help determine how we approach your first meeting and what information you will need to bring in. We have several different offerings:

### Wealth Management and Aged Care

The initial appointment is provided at no cost.

The engagement fee for the initial discovery and information gathering phase is fixed at \$760.

Our fees for the Statement of Advice are determined based on complexity and the strategies we recommend. Currently these fees range from \$600 to \$25,000.

Implementation of your advice is also charged based on complexity and the strategies that we implement on your behalf. Currently these fees range from \$250 to \$15,000.

Ongoing advice service and review fees are based on managing your strategies and investments. The fees for this are between \$2,500 and \$20,000 annually.

Some plans may not require Implementation or Ongoing Services. We will determine this together during our meetings.

## Life Insurance

### Comprehensive Insurance and Wealth Management Services

When you require Life Insurance (including Life, TPD, Trauma, and Income Protection) in conjunction with Wealth Management, we will prioritise the completion of your Insurance plan first. The engagement fee for Wealth Management will also encompass Life Insurance services.

Plan fees range from \$600 to \$3000 and will be billed 50% up front and 50% on plan completion.

The implementation of insurance advice is typically funded through commissions received by us. We may choose to rebate these fees, or the commissions may be influenced by the outcomes of your policy writing. In such cases, we may invoice you directly for the implementation of the advice. This will be thoroughly discussed and agreed upon prior to implementation.

Ongoing Insurance services are funded through ongoing commissions.

### Comprehensive Insurance Only

As above, however you will be invoiced an engagement fee of \$760.

## Hourly Rate

### Additional Professional Services:

Our services are available on an hourly basis, with rates varying depending on the nature of the work and the expertise required. The hourly rates range from \$150 to \$400. Prior to commencing any work, you will discuss your specific hourly rate and the estimated time required to complete the task.

Examples of services that may fall under 'Additional Professional Services':

- Centrelink claims and updates
- Explanations of policies and products you hold
- Commonwealth Seniors Health care card claims
- Insurance Claims (Life, TPD, Trauma, IP)
- Facilitating Execution Only services

## 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 fund 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 we will receive an upfront commission from the product issuer if you decide to buy a life risk insurance product that 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 an upfront commission of 66%, we will receive \$1,320. The issuer will pay us 22% of the annual premium as an 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.

- Rashele Debnar does not own any shares in Hub24

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.