

Financial Services Guide

ISSUED BY PATMAN PLANNING PTY LTD

ABN 50 679 522 868

AUTHORISED REPRESENTATIVE NO. 001311521 OF
HUNTER GREEN PTY LTD, AFSL NO. 225962



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LACK OF INDEPENDENCE

Hunter Green, Patman Planning Pty Ltd and our Financial Advisers cannot call themselves independent because Hunter Green and/or its authorised representatives receive commissions from the sale of risk insurance products that are not fully rebated to clients and may from time to time receive gifts or other benefits (for example, meals at conferences or training sessions).

ABOUT OUR LICENSEE

To provide financial advice an adviser is required to either hold an Australian Financial Services Licence (AFSL) or be authorised to provide advice by an AFSL holder. We have chosen to be licensed by Hunter Green Pty Ltd. Hunter Green is 100% privately owned and holds its own AFSL. Hunter Green acts in your best interests when providing personal advice and is responsible for ensuring the advice we provide meets the various legal and regulatory requirements, and provides us with Professional Indemnity insurance and dispute resolution systems.

For Hunter Green's services, systems and insurances we pay a monthly fee and may also pay an amount equivalent to up to 3.30% of any remuneration or commissions they, or we, receive for providing you with our advice or services.

HUNTER GREEN PTY LTD

320 Adelaide Street, Brisbane, QLD 4000

Telephone (07) 3532 4051

www.huntergreen.com.au

Email: invest@huntergreen.com.au

Australian Financial Services Licence No. 225962



PURPOSE OF THIS GUIDE

This Financial Services Guide (FSG) is designed to help you decide whether to use any of our services and informs you of certain basic matters relating to our relationship, prior to us providing you with any financial service. This guide contains important information about:

- The services we offer you;
- how we, our licensee and our associates are paid;
- what associations or relationships we have with financial product issuers; and
- our internal and external dispute resolution procedures and how you access them.

ADVISER PROFILE

Michael Patman

Senior Client Adviser of Patman Planning Pty Ltd
Authorised Representative No 320607 of Hunter Green Pty Ltd AFSL No. 225962

Patman Planning Pty Ltd ABN: 50 679 522 868

Authorised Representative No. 001311521 of Hunter Green Pty Ltd Australian Financial Services Licence No. 225962

Born and raised in country New South Wales, Michael moved to Brisbane years ago to progress his career in financial services. Michael has worked at three leading financial services companies in a variety of roles before purchasing his part of Whittaker Macnaught in 2013 after spending seven years with the firm.

With over 20 years' experience Michael strives to deliver exceptional advice outcomes for his clients through his thorough and proactive emphasis. Michael performs the role of senior client adviser and business principal.

Education, Qualifications & Memberships

- Diploma of Financial Services (Financial Planning)
- ASX accredited adviser
- Aged Care Specialist
- Formal accreditations in listed securities, options, derivatives, investment lending, property and aged care
- Member of the Financial Advice Association of Australia

ADVISER PROFILE

Kieran Ramsey

Senior Client Adviser of Patman Planning Pty Ltd
Authorised Representative No 324094 of Hunter Green Pty Ltd AFSL No. 225962

Patman Planning Pty Ltd ABN: 50 679 522 868

Authorised Representative No. 001311521 of Hunter Green Pty Ltd Australian Financial Services Licence No. 225962.

With over 16 years' experience as a financial adviser, Kieran brings a diverse skillset to his role. Growing up in the western suburbs of Brisbane and with time spent overseas in the USA and Jamaica in his formative years, he has a passion for educating his clients and helping them make highly informed decisions about their financial futures.

Having worked as a financial adviser in a range of roles supporting young families, pre-retirees and retirees, Kieran is a highly capable, client-focused financial adviser with considerable experience to assist in meeting your advice needs.

Education, Qualifications & Memberships

- Advanced Diploma of Financial Services (Financial Planning) (Kaplan)
- Bachelor of Business (UQ)
- Bachelor of Science (UQ)
- SMSF Accreditation (Kaplan)
- Margin Lending Accreditation (Kaplan)
- Member of the Financial Advice Association of Australia

WHAT SERVICES DO WE OFFER?

- **Cash flow and debt management**
 - Setting budgets and monitoring cash flow
 - Strategies to accelerate debt repayment, restructuring and managing debts
 - Salary packaging advice
- **Tax effective investing**
 - Advice on shares and managed investments
 - Portfolio construction and management
 - Strategic property investment advice
 - Investing via trust and company structures
 - Wealth creation strategies for high income earners
 - Gearing / home equity strategies
- **Superannuation**
 - Strategic advice regarding superannuation legislation
 - Contribution (getting money into super) strategies
 - Superannuation specific investment advice
 - Self-managed superannuation; structural, investment and legislative advice
- **Retirement planning**
 - Retirement lifestyle planning
 - Strategies to minimise or eliminate tax in retirement
 - Superannuation pensions / lifetime income streams
 - Investment portfolios specific to funding retirement income
 - Maximising Centrelink entitlements
- **Wealth protection and Estate planning**
 - Life insurance, TPD, trauma and income protection advice
 - Business succession planning including Buy/Sell and Key man
 - Estate planning and asset protection advice
- **Strategies for business owners**
 - Financial planning strategies specific to business owners
 - Ongoing consulting and advice regarding business issues
 - Exit strategy: preparing for sale and tax concessions
- **Other Services**
 - Advice regarding redundancy packages
 - Dealing with disability payouts tax effectively
 - Dealing with inheritances
 - Strategies for philanthropy and charitable giving
 - Lifestyle planning/ consulting on important financial decisions



DO WE HAVE ANY RELATIONSHIPS OR ASSOCIATIONS WITH FINANCIAL PRODUCT ISSUERS?

Associations

We at Patman Planning Pty Ltd and Hunter Green Pty Ltd are privately owned and are not part of any company which issues financial products. However, Patman Planning Pty Ltd has arrangements with Activam Group who construct and manage Separately Managed Accounts (SMAs) that are tailored for our clients. HUB24 issues these SMAs via its investment and superannuation platforms. We do not receive any fees in relation to these SMAs; however, it is important that you are aware of those relationships.

Alternative Forms of Remuneration Register

Licensees and their representatives are required to maintain a register of any form of alternative remuneration paid or received with a value between \$100 and \$300. This register is available for your inspection on request.

WHAT KINDS OF FINANCIAL PRODUCTS ARE WE AUTHORISED TO PROVIDE?

We are authorised to provide financial product advice and deal in financial products, to retail and wholesale clients, in relation to the following financial product areas:

- securities – meaning shares listed on the Australian Stock Exchange;
- superannuation, whether self-managed, personal super or corporate super;
- interests in managed investment schemes including investor directed portfolio services – these are managed funds, master trusts and “wrap” accounts;
- standard margin lending facilities;
- retirement savings accounts ("RSA") products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- deposit and payment products; and
- life products including investment life insurance products and life risk insurance products.

We are also authorised to provide financial product advice on, and arrange, Managed Discretionary Account services not operated by Hunter Green, to retail and wholesale clients.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions.

If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.

HOW DO I PAY FOR PATMAN PLANNING PTY LTD ADVICE?

All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Initial consultation

This is an opportunity to view our service offer and meet with our financial planner. The meeting provides you with an opportunity to make a decision as to whether you would like to initiate the financial planning process with our company. This meeting generally takes 20 minutes and there is no charge. In order to facilitate a more productive meeting an initial fact find is completed prior to the meeting.

Data collection, Strategy Presentation, Advice Preparation

We will spend time with you to ensure we understand your current personal and financial position. The quality of our advice is largely governed by the quality of the information that you provide to us. This data collection can take considerable time as we seek information from external parties. Your situation may require a strategy presentation to discuss alternate strategies. Not all clients will require a strategy presentation. Should this meeting be required it will occur by mutual agreement.

If you elect to pay us a fee for advice the following fees will apply. A client engagement authority is signed prior to commencing work. The fees will depend on the size of the investment portfolio and the complexity of the advice:

The minimum fee charged is \$550 while the maximum fee is \$55,000.

If, in developing your financial plan, we identify that the nature and scope of the advice to be provided differs to that initially agreed upon, our initial fee may change. In this case, we will provide you with an upfront quote of the amount payable before we proceed further with finalising your financial plan.

Implementation (fee for advice)

If you elect to pay us a fee for advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:

Portfolios less than \$100,000:	Implementation fee of between \$330 and \$3,300
Portfolios \$100,000 - \$300,000:	Implementation fee of between \$2,200 and \$7,700
Portfolios in excess of \$300,000:	Implementation fee of between \$5,500 and \$55,000

If we recommend you acquire investments using borrowed funds then your implementation fee will be a minimum of \$330 and a maximum of \$55,000. We do not charge asset-based fees on any borrowed funds.



Ongoing fee for advice

If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing fee is based on the complexity of ongoing advice and the services provided. The minimum fee is \$330 while the maximum is 2.5% of the value of your portfolio each year. For example an investment valued at \$200,000 the maximum ongoing fee would be \$5,000 pa. An ongoing care agreement will be signed prior to commencement.

The ongoing advice fee will be based on the level of service needed and the complexity of the advice. Complex advice requirements include the use of trusts and ownership structures, overseas assets or incomes, executive options or multiple investment entities. The frequency of the review will also impact on the fee charged

Ad hoc advice

Where you don't have an ongoing service arrangement and require ongoing advice on an ad hoc basis, a fee based on time charged at \$330 per hour may apply.

Execution only service

Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off fee may apply.

Stamping Fees

We may receive stamping fees from issuer companies for raising capital or debt on behalf of that company. If so, the amount will be disclosed to you at the time of making the investment.

Life Insurance products

On insurance products that were in force prior to 1 January 2018 the relevant insurer will pay initial commission between 0% and 130% and ongoing commission between 0% and 33% of the annual premium for as long as you hold the product.

On new insurance policies that came into force from 1 January 2018 the relevant insurer will pay initial commission between 0% and 88% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

On new insurance policies that come into force from 1 January 2019 the relevant insurer will pay initial commission between 0% and 77% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

On new insurance policies that come into force from 1 January 2020 the relevant insurer will pay initial commission between 0% and 66% and ongoing commission between 0% and 31.5% of the annual premium for as long as you hold the product.

Commissions are paid to us by the product provider and are not an additional cost to you.

The basis and amount of all commissions and fees for service will be set out in the SoA and explained by your Adviser.

HOW CAN YOU GIVE US INSTRUCTIONS?

You may tell us how you would like to give us instructions. For example, by telephone, fax or other means such as email.

WHAT INFORMATION SHOULD YOU PROVIDE TO RECEIVE PERSONALISED ADVICE?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

We are also legally required to verify your identity, so we will ask to see your passport, driver's licence or other identity documents. You should read the warnings contained in the Statement of Advice carefully before making any decision relating to Financial products.

OTHER DOCUMENTS YOU WILL BE GIVEN IF YOU RECEIVE ADVICE FROM US

When we give you financial advice you will be provided with a Statement of Advice (SoA) which will contain details about:

- the advice provided, including the basis on which it was given;
- fees, commissions and other benefits; and
- any associations we have with Financial Product Issuers or other parties which may have influenced the advice we give you.

After receiving our initial advice, a Record of Advice (RoA) may be produced & retained by us instead of an SoA if there have been no significant changes in your personal circumstances or the basis of the advice since the last SoA was provided. You can request a copy of any RoA at any time.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product - a Product Disclosure Statement - to help you make an informed decision about the Financial Product.

WHAT INFORMATION DO WE MAINTAIN IN YOUR FILE AND CAN YOU EXAMINE IT?

We will retain copies of your identity documents and we will maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, including the initial Statement of Advice, and any subsequent Statements of Additional Advice and Records of Advice provided to clients receiving our ongoing service. Copies of these can be requested either verbally or in writing.

We are committed to ensuring the privacy and security of your personal information. A copy of the relevant privacy policy is available on our licensee's website or by contacting us. If you wish to examine your file, please ask us. We will make arrangements for you to do so.

WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?

1. Contact us and explain the nature of your complaint.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Complaints Officer Greg Hunter on (07) 3532 4051 or put your complaint in writing and send it to him at Hunter Green Pty Ltd's address. We will try and resolve your complaint quickly and fairly.

HUNTER GREEN PTY LTD
PO Box 1343 Capalaba QLD 4157
Telephone: (07) 3532 4051
www.huntergreen.com.au
Email: invest@huntergreen.com.au

3. Hunter Green Pty Ltd is a member of the Australian Financial Complaints Authority (formerly the Financial Ombudsman Service (FOS)). If the complaint can't be resolved to your satisfaction you have the right to lodge a complain with the Australian Financial Complaints Authority.

Online:	www.afca.org.au
Email:	info@afca.org.au
Phone:	1800 931 678
Mail:	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

4. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

PROFESSIONAL ASSOCIATION COMPLAINTS PROCESS

Where our financial advisers are members of the Financial Advice Association Australia, they are bound by the FAAA's Code of Professional Practice. In addition to the complaints handling procedures set out previously in this FSG you may also lodge a complaint with the FAAA by contacting them at: professional.standards@faaa.au or on +61 2 9220 4500.



COMPENSATION ARRANGEMENTS

Our licensee, Hunter Green, holds Professional Indemnity Insurance which includes cover for the work done for Hunter Green by its representatives and employees even though they may have ceased employment with Hunter Green. Hunter Green believes its PI insurance complies with the requirements of the section 912B of the Corporations Act and the relevant Regulations.

If you have any further questions about the financial services Patman Planning Pty Ltd provides, please contact us on 07 3188 5290.

Retain this document for your reference and any future dealings with Patman Planning Pty Ltd.

