



## Financial Services Guide - Part 2

Version Number: 25.01, 20 October 2025

This FSG Part 2 contains information specific to your Adviser and their firm and should be read together with the FSG Part 1, Version Number 25.0 Paragem Pty Ltd ('Paragem'), has authorised your adviser to distribute this FSG.

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### Who is providing the financial services?

Your adviser is authorised to provide financial services as:

An authorised representative of Paragem AFS licence no. 297 276, ABN 16 108 571 875, authorised to provide the financial services described in this FSG through Allords Financial Services Pty Ltd, ABN 13 137 775 181, trading as Sustained Advice. ASIC ID number 432155.

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### Referral arrangements

Allords Financial Services Pty Ltd may have referral arrangements with other professional service providers. If a client is referred to us, we may pay the referrer a fee or other benefit. We will record the details of any referral fees in the Statement of Advice we prepare for you. If we refer a client to another service provider they may pay us a referrer fee. We will only refer you to third party professionals, where we believe it is in your best interests to do so. All fees and commissions are paid to Allords Financial Services Pty Ltd.

Please refer to FSG Part 1, for further information on other relationships that might influence Paragem in providing financial advice services, we will also disclose any associations or conflicts in the Statement of Advice that we prepare for you.

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### Fees

These fees should be considered a guide only. We will discuss your individual needs and agree our fees with you before we provide advice. The actual agreed fees will depend on the complexity of your circumstances, goals and needs and the scope of advice we provide. The indicative fees we charge are set out below:

- **Advice Preparation and Implementation Fees:**

The fee for the preparation and implementation of our advice is calculated as follows:

- Our minimum fee is \$3,600.00.
- Our maximum fee is \$6,800.00.

- **Supplementary service Fee:**

For supplementary services, our fee is \$360.00 per hour.

- **Ongoing and Fixed Term Service Fees:**

These are the fees you pay when you agree to receive our ongoing or fixed term advice. Our services will be agreed with you in a Client Service Arrangement.

- Our minimum fee is \$3,300.00.
- Our maximum fee is \$21,000.00.

- **Non-advised Transaction Fees:**

A fee of up to \$330.00 will be applicable.

All fees are inclusive of GST.

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## Our contact details

**Name:** Adam Ordelman

**Phone:** 08 7127 7777

**Practice Name:** Allords Financial Services Pty Ltd

**Mobile:** 0402 359 594

**Website:** <https://www.sustainedadvice.au>

**Email:** [contactus@sustainedadvice.com.au](mailto:contactus@sustainedadvice.com.au)

**Office Address:**

Suite 4, 76-80 Osmond Terrace, Norwood, SA 5067

# Our Privacy Collection Statement

We collect personal information about you (and, if applicable, anyone acting on your behalf) to help us provide financial services that are suited to your needs, to manage our relationship with you, and to meet our legal obligations under the Privacy Act 1988 and the Corporations Act 2001.

This statement forms part of our broader Privacy Policy, and together they make up our formal notice under Australian Privacy Principle 5.

## Why we collect your information

We need certain information to understand your financial situation and provide appropriate advice or services. The specific information we collect will depend on who you are and the nature of the services you need.

If you choose not to share some details, or if the information is incomplete or inaccurate, it may limit our ability to provide advice or services to you, or we may not be able to proceed at all. It could also mean that the advice you receive is less tailored to your situation. In some cases, we may need to end our relationship if we cannot properly meet your needs.

## Who we may share your information with

To deliver our services, we may need to share your information with:

- Product and platform providers
- External service providers (e.g. paraplanners, IT providers)
- Other professionals you have authorised us to work with (e.g. your accountant or tax adviser)

Allords Financial Services Pty Ltd may engage the services of external services providers both here and overseas who supply administrative, financial or other services to assist us to provide financial and services to you.

Prestige Planning Services (WA)

## Sharing information overseas

Some service providers we use may be located overseas or have operations outside Australia. Your personal information might be stored or accessed in these countries. We take reasonable steps to make sure your information is protected and handled in line with the Australian Privacy Act.

For more information about which countries your information may be sent to, please refer to Count's [Privacy Policy](#) or contact us directly. If you do not wish for your information to be transferred overseas, please let us know.

## Accessing or correcting your information

If you think any of the details that we hold are incorrect or out of date, please contact us to correct this. You can ask to access or correct your personal information at any time by contacting us.

A copy of our Privacy Policy is on Count's website [www.count.au](http://www.count.au). We can also send you a copy if you contact us.

# ADVISER PROFILE

## About Adam Ordelman

The Authorised Representative number for Adam Ordelman is 000338968 and their details are available on the [Financial Advisers Register](#).

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### What experience does the adviser have?

In 2009, after many years working in corporate banking and funds management, your adviser Adam Ordelman started his own advice firm and in 2012 Sustained Advice. It was born from the Global Financial Crisis with a desire to provide financial planning and advice services that are truly focused on the best interests of our valued clients. Our core focus is to empower our clients to make impactful financial decisions. This is done by ensuring we provide ongoing education, guidance and assistance to assist client to better understand their own financial affairs as they move towards and throughout their retirement years.

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### What qualifications has the adviser completed?

Qualification Name
Diploma of Financial Advising
Associate Diploma of Accounting
Certificate of Accreditation SMSF Strategies Specialist Adviser Training Assessment
Certificate of Accredited Aged Care Professional
Registration Certificate Tax (financial) adviser
FASEA Certificate

### What products and services can the adviser provide?

Adam Ordelman is authorised to provide the following products and services:

- Deposit and Payment Products – Non-Basic Deposit Products
  - Government, Debentures, Stocks or Bonds
  - Life Products – Investment Life Insurance Products
  - Managed Investment Schemes, including IDPS
  - Retirement Savings Account Products
  - Securities
  - Superannuation - All
  - Tax (Financial) Advice
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### What other associations and relationships does the adviser have?

Nil

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## **How will your financial adviser be paid for the services provided?**

All fees and commissions disclosed in the FSG which are attributed to the services provided to you by your adviser are paid to Paragem who will pay up to 100% of those fees and commissions to Allords Financial Services Pty Ltd. Allords Financial Services Pty Ltd may pass on up to 100% of those fees and commissions to Adam Ordelman.

Adam Ordelman is a Director and Employee of Allords Financial Services Pty Ltd and receives a salary and bonus and dividends.