



Maven Capital Pty Ltd

AFSL: 418504

Version 6

13th December, 2023

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**This Financial Services Guide (FSG)
Is dated 13th December 2023**

**This Copy Replaces All Previous
Versions.**

**Maven Capital Authorises The
Distribution of this FSG**

About This Guide

This Financial Services Guide (FSG) is an important document that is designed to tell you about:

- Who we are.
- How you can contact us.
- The financial services we offer so you can make an informed decision whether to use those services.
- Information we need from you.
- The cost of our advisory services and how we pay our representatives.
- What to do if you have a complaint about our services.

If you need further information on any of these matters, please ask.

Lack of Independence

Maven Capital Pty Ltd is deemed not to be independent because Maven Capital or its Authorised Representatives may receive:

- commissions on the sale of life risk insurance products
- commissions on share trades
- percentage based fees on funds under advice.

About Us

Maven Capital Pty Ltd ABN 41 152 426 554 (“Maven Capital Pty Ltd”, “we”, “our” or “us”) is a financial planning and investment advisory firm specialising in superannuation, direct investments including listed Securities, Derivatives, Exchange Traded Funds (ETFs) and Managed Funds. We offer extensive skills which mirror the different needs of clients with great emphasis placed on research to support our Strategic Planning and Investment Advice.

Maven Capital Pty Ltd holds an Australian Financial Services Licence Number 418504 and is authorised to provide financial services under this licence.

Maven Capital and its Authorised Representatives can provide advice and arrange transactions covering;

- Deposit products
- Derivatives
- Debentures, Stocks or Bonds issued by a Government
- Life Insurance Products (Including Life Risk and Investment products)
- Managed Investment Schemes (Including IDPS)
- Retirement Savings Accounts
- Securities
- Standard Margin Lending
- Superannuation

How You Can Obtain Financial Services from Us

If you do not already have a Maven Capital authorised financial adviser you can contact us at;

Unit 5, 5 Executive Drive
Burleigh Waters QLD 4220

PO Box 438
Varsity Lakes QLD 4227

Email: compliance@mavencapital.com.au

Web: www.mavencapital.com.au

Phone: 07 5507 7721

If you request a service that requires us to give your personal financial advice, we will provide you with a nominated advisor. By personal financial advice, we mean advice that will take into account your personal objectives, financial situation and needs before providing financial advice that will be in your best interests.

Maven Capital has authorised advisers to provide this broad range of financial services to you, the details of your financial adviser can be found in the accompanying Adviser Profile. The Adviser profile outlines contact details along with your adviser’s qualifications, experience and the financial products your adviser is authorised for.

Maven Capital is responsible for the advice you receive from our advisers. Should your adviser be unable to provide you with financial advice or service for certain products the adviser will refer you to another representative of Maven Capital who can assist.

General Financial Advice

There may be times where we offer you general financial advice. Please be aware and take care as general financial advice does not take your personal situation into consideration and does not relate to you specifically. Therefore the advice may not be appropriate to your particular financial needs, objectives and circumstances. We strongly recommend you take this into consideration before proceeding.

Personal Financial Advice

When we provide you with personal financial advice, we will complete a 'fact find' which will provide us with your personal information, current financial situation and your future goals and aspirations. This will assist us in preparing and presenting your personal Statement of Advice.

This statement will set out our understanding of your current financial situation, your goals and our advice. The statement will explain why we believe our advice is in your best interests, it will include any fees and commissions that Maven Capital, your adviser and associates may receive and include details of any matter that might reasonably be expected to be capable of influencing us or your adviser in providing the advice.

In order for us to proceed with putting the advice into practice we will ask you to complete an Authority to Proceed.

It is important for us to know you a clear understanding of the proposed advice before you consent to its application.

When we have a Personal Financial Advice relationship with you, generally we will not provide a Statement of Advice (SoA) when we provide further advice unless there has been a significant change to your personal circumstances or the basis of the advice since your last SoA was provided. Under these circumstances we are required to keep a Record of Advice (RoA) and of course you can request a copy of your RoA at any time.

When you maintain an ongoing service agreement your adviser will review your personal situation on a regular basis so that we may stay current and the financial advice remains appropriate and in your best interests.

If you have an ongoing service agreement with us or any of Maven's advisers you will receive an Annual Fee Disclosure, this statement will confirm the fees you paid in the previous 12 months, the services you agreed to and the services you received.

At this time we will ask for your consent to continue to provide the financial services and to charge the ongoing service fee, we will confirm how much that fee will be or provide a close estimate where we are unable to provide an exact figure.

Buying and Selling Shares

Maven Capital has arrangements with Australian Securities Exchange ("ASX") executing and clearing participants to buy and sell listed securities (shares) and exchange traded derivatives (including options) on your behalf. These facilities extend to other appropriate exchanges both domestically and internationally.

When your securities (shares) have been bought or sold you will receive a contract note setting out the details of the transaction including costs from the executing broker or us.

Maven Capital will not accept orders for 'short sales' on the ASX. A short sale is where the seller does not hold or have the immediate right to hold title to the securities.

Maven Capital, the executing broker and the clearing participant have the right to refuse to accept orders from any person at any time and do not have to provide reasons for this refusal.

You may specify how you would like to give us instructions to trade e.g. by telephone, email or other means. However for transactions greater than \$25,000.00 we reserve the right to require that instructions are confirmed in writing.

If you are buying, we require you to provide the funds in advance. Please note that in accordance with industry practice and regulation, we cannot accept cash.

- Please note Penalties and Fees will be charged on accounts not settled in accordance with industry practice. If trades fail to settle and you owe Maven Capital money we reserve the right to charge interest on outstanding amounts. Default in payments may result in the sale of securities, including other securities held in your account in order to recover costs.

Product Disclosure Statements

When we provide you with financial advice we will provide you with a Product Disclosure Statement (PDS) when it is appropriate.

A Product Disclosure Statement is a document issued by the product provider that contains information you would reasonably require to make a decision about whether to acquire the financial product.

The PDS will disclose details of any fees and charges associated with that product.

Information We Need From You

Depending on the type of service being sought, we may ask you to provide certain personal information, either in writing or verbally. It is important your advisor becomes aware of any changes that may be relevant when advice is given in the future.

What Information Do We Retain About Clients?

We maintain a record of your personal profile which may contain details of your objectives, financial situation and needs. This includes records of recommendations made to you, together with summaries of meetings and transactions. All these records are our property and must be retained for production to the regulatory authorities upon their request. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

What Are the Possible Consequences of Not Providing This Information?

You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, any recommendations we make may not be appropriate to your needs and objectives. In certain cases, your failure to provide information may place us in a position where we cannot provide any advice or any services to you.

General Advice Warning

When we provide General Advice (whether or not we have a record of your personal details), our advice will not take into account your personal financial objectives, needs or circumstances and may therefore not be appropriate for you. As we indicated above, in such circumstances you must determine if our advice is appropriate for you.

Identification

Under the Anti-Money Laundering and Counter Terrorism Finance Act we are required to verify your identity and source of funds. This means we will ask you to present identification documents such as a passport and drivers licence.

All information is kept confidential, you can view the Maven Capital Privacy Policy on our website www.mavencapital.com.au or simply ask your adviser for a copy.

What Do You Pay For Our Services?

Maven Capital is remunerated through the fees and commissions that we charge you. To assist you in making an informed decision we will discuss and come to an agreement with you on any fees payable before providing a service. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain.

Remuneration based on commissions or volume will not be accepted except where specifically permitted by law and/or where informed consent is first provided by you.

You may be charged a fee for the services we provide or we may be paid a commission or brokerage or a combination of the two may apply. All fees and commissions are payable to the Licensee (Maven Capital) and include the fees we pay for clearing and settlement where appropriate.

The level will vary with the financial product being traded, the frequency of your trading activity, the type and level of service and the size of the transaction. Fees and commissions are subject to negotiation prior to us providing any financial service. As part of our negotiations, all share trades would normally be subject to a minimum dollar cost which would apply if the brokerage calculated by any other method fell below the minimum figure. Once disclosed and agreed, these fees and commissions will be charged at the time your transaction is executed or the service is provided.

The fees listed below relate to the financial products we can provide. Please refer to Product Disclosure Statements for specific fees that will relate to a particular product.

The following lists our base commission rates for non-advisory based services in Securities (Shares). These rates are inclusive of GST and are subject to change from time to time.

- Online Australian Shares - \$55.00 or 0.55% (whichever is greater) up to \$110.00 or 1.1% (whichever is the greater). For example, if you traded shares to the value of \$8,000, our brokerage would be \$55 up to \$110.00. If you traded shares to the value of \$25,000, our brokerage would be the \$137.50 up to \$275.00.

In some circumstances, we will set up an account for you that allows us to take orders over the phone or in writing. These rates are inclusive of GST and are subject to change from time to time. Base commission rates for non-advisory trades are:

- Australian Shares - \$55 or 0.55% (whichever is greater) up to \$110.00 or 1.1% (whichever is the greater).

Base fees for full-service advisory transactions are as follows;

These rates are inclusive of GST and are subject to change from time to time.

- Australian Shares - \$110 or 1.1% (whichever is greater)

Other fees that may apply:

These rates are inclusive of GST and are subject to change from time to time.

Online platform fee – Online trading platforms can access 20 minute delayed data or direct market access (i.e. live) prices.

- You can subscribe to direct market access data directly on platforms for the market of your choice and prices will vary depending on the exchange. For example, access to the Australian Securities Exchange is \$41.25. This is an ASX fee and is not income to Maven Capital.
- Online Trading Platform fees will vary between platforms, Web Iress fees start at \$205 per month including ASX and Chi x live data fees. Other platforms such as Interactive Brokers may only charge a data fee in line with the relative exchange and these are all published on the relevant provider's website.
- Managed Portfolio Account – An ongoing management fee for any funds invested in a Managed Portfolio Account is charged 1.65% p.a. calculated and charged quarterly.
- Some advisors may charge a fee up to 3% on a transaction to you as Brokerage in some circumstances only (applicable if agreed upon by you and your advisor).

Other Fees that May Apply

These rates are inclusive of GST and are subject to change from time to time

- Portfolio Fees – A management fee for advice on your portfolio. This is based on the service package you select, starting from \$1,320p.a. Alternatively fees may be charged on a percentage basis ranging from 0.50% - 1.65%, calculated and charged monthly.
- If we have an ongoing fee arrangement with you which exceeds 12 months, you will receive a Fee Disclosure Statement setting out the fees you have paid to us, the services that we contracted to provide and what we did provide to you over the previous 12 month period.
- Every year you will receive a renewal notice requesting your consent for us to continue to provide services to you. We must have your consent within 60 days of that notice in order for us by law to continue to provide services to you.

We may also recommend other classes of products to you and the fees or commissions will be disclosed to you in a Statement of Advice.

Employees of Maven Capital are remunerated by way of salary and other employee benefits. Authorised representatives, who are not salaried, may receive up to 100% of all fees and commissions generated from their clients.

Fee for Service - Financial Planning

You may choose to enter a fee-based arrangement for your Financial Planning needs. This fee will be negotiated by you and us and will be agreed in writing at the time when your account is opened and reviewed annually.

Preparing an initial review of your circumstances, a Statement of Advice (SOA) and

Implementing the advice takes time and expertise, generally our minimum upfront fee is \$3300, however fees will be discussed with you and agreed upon before proceeding. This is because smaller balances or more complex situations may vary the time and effort to produce the SOA and therefore cost.

Ongoing Advice attracts an annual fee of 1.65% per annum and charged monthly in arrears.

Generally, Superannuation fees are paid from the superannuation account, however these fees can be paid directly if that is preferred.

On the anniversary of your account opening, we will confirm the ongoing fees you have paid, what financial services we agreed to provide and what you received in a Fee Disclosure Statement, at this time we will seek your consent to continue to provide you with ongoing advice and what our fee will be, or a close estimate where we cannot provide an exact figure.

If we organise Life Insurance for you we will receive a commission, paid by the Insurer, in the amount of up to 66% of the Initial premium and 22% of the ongoing annual premium.

Should the policy be cancelled within a 2-year period the full amount of the commission will be repaid to the Insurer.

	Commission	Example
Insurance Policies - Upfront	0% - 66% of the premium paid	On an annual premium of \$3,000.00 this would be up to
Insurance Policies - Ongoing	0% - 22% of the renewal premium paid	On a renewal premium of \$3,000.00 this would be \$660.00

Fees mentioned above are inclusive of GST.

Investment and advisory services provided in the absence of any formal Advice or Administration agreement are charged at an hourly rate per hour including GST as follows:

- Senior Advisor up to \$550/hr
- Advisor up to \$330/hr
- Administration up to \$165/hr

Please keep in mind you can discuss fees at any time and no fee will be charged unless discussed and approved by you first.

Maven Capital may receive fees and commissions paid by promoters and managers of investment products or securities. These fees will be disclosed at the time of the advice being provided.

Initial Public Offerings (Shares)

Maven Capital may receive placement fees when its clients participate in initial public offers. Any such fees will be disclosed at the time but will generally range between 0% and 6.0 %. These fees will not be an additional cost to you.

Insurance Commissions

Maven Capital will receive commission of between 0% and 66% of the value of the premium that you pay and will be dependent on the specific product that you purchase and whether or not the premium is an initial premium (capped at 66%) or renewal premium (capped at 22%). All commission rates will be disclosed at the time the advice is provided.

Maven Capital Pty Ltd and its representatives may from time to time receive non-cash benefits with a cash value of less than \$300. Details of benefits between \$100-\$300 will be maintained on a register. These benefits will normally be one off and will not be received from a product provider on a regular basis.

How We Pay Our Advisors

Maven Capital advisors are not salaried employees and may receive up to 100% of all fees and commissions generated from their clients.

Your advisor is able to disclose this to you at your request.

You have the right to request further information in relation to the remuneration, the range of amounts or rates of remuneration and soft dollar benefits received by the licensee and/or representative.

Our Associations That You Need Know About

Maven Capital is privately owned and has no other material relationships that might reasonably be expected to be capable of influencing our advisors in providing a financial service in respect of products issued by these entities. Our advisors are aware of their obligations to disclose the extent and nature of this relationship at the time the advisors provide a financial service in those products.

Dispute Resolution

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

If you have a concern or a complaint about the service provided to you, you should take the following steps;

If you have a concern, comment or complaint related to the services supplied by Maven Capital or one of its Authorised Representatives please contact the compliance officer immediately on compliance@mavencapital.com.au or call Maven Capital on 07 5077 7721.

Your complaint may be submitted by letter, telephone, email or in person to a member of staff.

We are available to assist complainants who might need additional assistance to lodge a complaint. If you require assistance lodging your complaint, contact your adviser or Maven Capital.

We will try to resolve your complaint as quickly as possible, at times we may be able to do so there and then.

However at other times we will acknowledge receipt of your complaint in writing within 24 hours (one business day) or as soon as is practicable. At this time we will try to give you an indication of the expected time frame to resolve the complaint.

Maven Capital can be contacted by Phone 07 5507 7721 and email to compliance@mavencapital.com.au

We will provide a final response to you in writing no later than 30 calendar days after the complaint is received by us.

If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints

Authority (AFCA), a free service to resolve complaints by consumers and small businesses. Maven Capital is a member of AFCA.

AFCA may be reached on 1800 931 678 or by lodging your complaint online at www.afca.org.au or you can write to AFCA at:

GPO Box 3
Melbourne Vic 3001
Australia

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

Professional Indemnity Insurance.

Maven Capital has arrangements in place to ensure it continues to maintain Professional Indemnity Insurance in accordance with s.912B of the Corporations Act 2001(as amended). In particular the Professional Indemnity Insurance, subject to its terms and conditions, provides indemnity for Maven Capital and its Authorised Representatives – Responsible Managers – Directors – Employees in respect of our authorisations and obligations under our Australian Financial Services Licence (418504). The insurance will continue to provide such coverage for any Authorised Representatives – Responsible Managers – Directors – Employees who has ceased for work done whilst engaged with Maven Capital.

