



FINANCIAL SERVICES GUIDE

VERSION 3.2



Maven Capital Pty Ltd AFSL 418504

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.

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 listed securities and managed funds. Our advisers’ record of achievement and reliability is based on providing some of the best investment advice in Australia. We offer extensive skills which mirror the different needs of clients with great emphasis placed on research to support the advice.

Maven Capital Pty Ltd holds an Australian Financial Services Licence No. 418504 and is authorised to provide financial services under this licence.



We can provide advice and arrange transactions covering:

- Deposit Products (including Bonds)
- Government Debentures
- Life Insurance Products
- Managed Investment Schemes
- Margin Lending services
- Retirement Savings Accounts
- Listed Securities
- Superannuation
- Strategic Planning Advice



To Obtain Services From Us

If you do not have a nominated adviser, you can contact us at:

Postal Address

Maven Capital Pty Ltd
PO Box 438
Varsity Lakes Qld 4227

P: 07 5507 7721 | E compliance@mavencapital.com.au

If you request a service that requires us to give your personal financial advice, then we will provide you with a nominated adviser. By personal financial advice, we mean advice that will take into account your personal objectives, financial situation and needs.

Maven Capital has authorised advisers to provide these financial services to you and the details of your nominated adviser can be found in the Adviser Profile given with this FSG where appropriate. The Adviser Profile will outline the adviser contact details together with the training, education, experience and authorisations for that adviser.

The Licensee, Maven Capital Pty Ltd is responsible for the advice you receive from us. If your adviser is unable or unwilling to provide you with advice or services in respect of certain products, the adviser will refer you to another representative of Maven Capital Pty Ltd, who should be able to assist you.

General Financial Advice

There may be times we offer you general financial advice. You should note that general financial advice does not relate specifically to you and therefore may not be appropriate to your particular financial needs, objectives and financial circumstances. You need to take this into account before deciding whether or not to act on it.

Personal Financial Advice

If we provide you with personal financial advice, then you will initially receive a Statement of Advice (“SoA”) when or as soon as practical after the advice is given. This statement will set out the advice, the basis on which the advice was given and any remuneration or other benefit that we, including our representatives and associates, may receive. We will also include details of any matter that might reasonably be expected to be capable of influencing us in providing this advice.

If you maintain an advice relationship with us, then generally we will not provide a SoA for further advice situations unless there have been significant changes to either your personal circumstances or the basis of the advice since your last SoA was provided. In these circumstances however, we are still required to keep a Record of Advice (“RoA”). You have the right to request a copy of the RoA at any time.

Buying and Selling Shares

Acting as your agent, we will buy and sell securities on Australian Securities Exchange (“ASX”) or any other appropriate exchange for you. Once your securities have been bought or sold, you will receive a contract note from us or the executing broker setting out the details and costs of the transaction. We will not accept orders for ‘short sales’ on ASX. A short sale is where the seller does not presently hold or have the immediate right to hold title to the security.

Maven Capital is not a participant of ASX and will always engage an executing broker to effect transactions and a clearing participant to settle transactions on ASX. We will use a Market Participant of ASX as executing broker and a Clearing and Settlement of ASX as clearing participant. 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, fax or other means. However for transactions greater than \$25,000.00 we reserve the right to require that instructions are confirmed in writing.

Where we provide you with execution related telephone advice, you may request in writing a record of that advice.

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.

- Penalties – Fees will be charged on accounts not settled in accordance with industry practice. If you owe us money, we reserve the right to charge interest on any amounts outstanding. Default in payment may result in sale of the securities, including any other securities held in a client’s account, to recover costs.



Product Disclosure Statements

When advice is given, we will also give you, where appropriate, a Product Disclosure Statement (PDS) issued by the product provider containing 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 payable for that products.

Information We Need From You

Depending on the type of service being sought, we may ask you to provide certain personal information to your adviser, either in writing or verbally. This may involve a quite detailed process of both qualitative and quantitative data collection. Please ensure that your adviser 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. We maintain records of any 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 financial 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.

All information is kept strictly confidential and you can obtain a copy of our Privacy Policy from your advisor or from: www.mavencapital.com.au

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and drivers licence. We will also retain copies of this information. We assure you that this information will be held securely.



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 with you and agree 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 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 you with a 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 all of our products. Please refer to the Product literature 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) and, Derivatives. These rates are inclusive of GST and are subject to change from time to time.

- Online Australian Shares - \$19.95 or 0.13% (whichever is greater). For example, if you traded shares to the value of \$40,000, our brokerage would be \$52. If you traded shares to the value of \$5,000, our brokerage would be the \$19.95 minimum.

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)

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 - \$88 or 1.0% (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 Platforms 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 date 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 advisers 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 adviser).

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 and detailed within our Financial Planning and Management Services booklet. Alternatively fees may be charged on a percentage basis ranging from 0.50% - 1.55%, calculated and charged monthly.
- If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us 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 that period.
- Every 2 years we will send you a renewal notice requesting your consent for us to continue to provide services to you. We must have your consent within 30 days of that notice in order for us by law to continue to provide services to you.
- Some advisers may charge you and entry fee up to 3% on a managed fund transaction as Brokerage in some circumstances (only applicable if agreed upon by you and your adviser).

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. Certain representatives, who are not salaried, may receive up to 50% of all fees and commissions generated from their clients.



Other Benefits We May Receive

Fee for Service Tasks

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 \$550/hr
- Advisor \$330/hr
- Administration \$165/hr

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.

Public Share Offers

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 or renewal premium. 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.

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.

How We Pay Our Advisors

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

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



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.

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

Dispute Resolution

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms. If you have any complaint about the service provided to you, you should take the following steps:

- Contact your adviser and tell your adviser about your complaint. The majority of complaints can be resolved this way.
- If you do not have an adviser, or your complaint is not acknowledged within 7 days, please contact the Complaints Manager at Maven Capital Pty Ltd on 07 5507 7721.
- You can also put your complaint in writing and send it to us at:

Maven Capital Pty Ltd
Complaints Manager
PO Box 438
Varsity Lakes QLD 4227

Or Email us at: compliance@mavencapital.com.au

We will try and resolve your complaint quickly and fairly. You should receive written acknowledgement of your complaint within 5 business days after we have received your complaint in writing.

If your complaint is not satisfactorily resolved within a further 45 days, you can raise your concerns with the Australian Financial Complaints Authority on 1800 931 678. Maven Capital Pty Ltd is a member of this complaints resolution service.

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



Professional Indemnity Insurance

Maven Capital confirms that it 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 our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity for Maven Capital and our authorised representatives / representatives / employees in respect of our authorisations and obligations under our Australian Financial Services Licence. The insurance will continue to provide such coverage for any authorised representative / representative / employee who has ceased, for work done whilst engaged with us.



**Our advisers'
record of
achievement and
reliability is based
on providing some
of the best
investment advice
in Australia.**



mavencapital

