

ascensis Wealth Pty. Ltd.

Australian Financial Services Licence 309418

ABN 32 123 354 361

Wealth & Investment Advisors

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Financial Services Guide

5 November 2018

Version 2.4

Financial Management

- Investment Advice
- Self Managed Superannuation Funds
- Tax Effective Investing
- Estate Planning
- Superannuation
- Redundancy Planning
- Personal Insurance
- Retirement Planning

The purpose of this document

This Financial Services Guide ('FSG') is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide you, how we (and any other relevant parties) are remunerated, details of potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them. It is intended that this FSG should assist you in determining whether to use any of our services.

You should also be aware that you are entitled to receive a Statement of Advice whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product. Key information is provided below.

Who we are and what we do...

Based in South Australia and servicing clients Australia wide Ascensis Wealth Pty Ltd provides a high level of personal and general investment advice on a wide range of financial products. By providing a holistic approach to the provision of financial services, Ascensis Wealth Pty Ltd work together with their clients towards ultimate financial independence.

Ascensis Wealth Pty Ltd believes that their clients should be educated to empower them to become financially independent. As a result we are constantly developing strategies and educational programs to support our advisers and clients.

Ascensis Wealth Pty Ltd offers our clients personalised financial advice and guidance for as long as they need it. The advice that we offer is tailored specifically for each client to assist them to realise and achieve their financial goals, security and peace of mind.

We are committed to servicing your financial needs to suit your particular situation.

Ascensis Wealth Pty Ltd is not owned by any Fund Manager or Institution and there are no relationships that will influence the advice that you will receive.

Ascensis Wealth Pty Ltd authorises the distribution of this FSG.

Your Adviser: Frank Prez

Frank is a Director and authorised representative (number 243437) of Ascensis Wealth Pty Ltd and the director of an Australian Financial Services Licence.

Frank holds a Bachelor of Economics Degree from Adelaide University. He is a member of the Australian Society of Certified Practising Accountants. He has over 20 years experience in advising clients. He was previously an authorised representative of C C I Financial Services Pty Ltd and Lonsdale Securities Ltd.

Frank is authorised to advise on the following areas:

- Investment advice
- Retirement Planning
- Estate Planning
- Tax Effective Investing
- Personal Insurance
- Superannuation
- Self Managed Superannuation Funds
- Margin Lending

Responsibility for the advice given

Ascensis Wealth Pty Ltd will be responsible to you for any advisory services your adviser provides relating to personal or general advice under the Corporations Act. The Australian Financial Services Licence (AFSL) issued by the Australian Securities and Investment Commission to Ascensis Wealth Pty Ltd is numbered 309418.

Ascensis Wealth Pty Ltd is a South Australian owned organisation, established on 9th January 2007 by Frank Prez. The Australian Financial Services Licence held by the company enables the company to offer advice on a wide range of investment options to our clients.

Advisory services available

Ascensis Wealth Pty Ltd offers financial, investment and insurance advice, investment broking and ongoing management services to individuals, corporations, trusts and superannuation funds.

Our principal aim is to provide clients with advice and services suitable to their requirements and to assist them in the management of their financial affairs.

We recognise clients may require three quite distinct services, namely:

- Advice (financial, investment, superannuation, retirement etc.)
- Investment broking (i.e. handling the placement of funds including:
 - ✓ Australian and International Equities
 - ✓ Listed property trusts
 - ✓ Property syndicates
 - ✓ Fixed interest
 - ✓ Unlisted Investments such as Managed Funds
- Investment portfolio management

Clearly, each of our services is capable of standing on its own and accordingly, we employ a fee structure that enables our clients to use only the services they require.

Ascensis Wealth Pty Ltd has been authorised by ASIC to advise and deal in the following classes of financial products;

- Deposit and payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Investment life and life risk insurance products
- Interests in managed investment schemes including IDPS
- Retirement savings accounts ("RSA") products
- Securities
- Standard margin lending facility
- Superannuation

We can provide advice to clients on matters associated with financial and investment planning including:

- Investment options and portfolio design
- Buying and selling listed equities
- Investment advice
- Portfolio reviews and restructures
- Access to Company floats
- Retirement income planning and retirement strategies
- Investment cash flow management
- Superannuation and rollover strategies

- Self managed superannuation fund establishment & administration
- Margin Lending
- Redundancy advice
- Executive remuneration package design
- Investment management for superannuation fund trustees
- Term life, income replacement insurance, disability and trauma insurance
- Taxation planning
- Estate planning

Advice is offered based upon your personal circumstances.

Insurance services

Advice and recommendations involving insurance company investment or risk products are able to be provided under the Australian Financial Services Licence held by Ascensis Wealth Pty Ltd. Responsibility for that advice rests with Ascensis Wealth Pty Ltd.

We are able to deal and place business with all life insurance companies.

As a life insurance broker, we act for the client and not the insurance company.

Advice suitable to your needs

Our aim is to provide the best possible advice and continue an ongoing relationship with our clients.

In order to offer the best advice it is important for our advisers to give consideration to the information we have available about your objectives, financial situation and particular needs to allow a reasonable basis for our recommendations. You can feel comfortable in the fact that all information provided will be strictly confidential.

It is important that you realise that your adviser will make every effort to offer the best recommendation for your particular situation, however the adviser is only able to provide advice based on the knowledge of your individual circumstances. You have the right not to divulge this information to us. In that case, however, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully prior to any investment decisions being made.

Investment and strategic risks

In all types of investing there are risks involved within each asset class. Even an investment such as cash still has its risks. Risk is commonly defined as "not achieving a required level of return". There are many reasons as to

why this may happen over the short-term as discussed below:

Market risk

The risk of loss within the shares, property and bond markets can be caused by a number of variables including political instability, economic uncertainty, taxation, environmental and legislative changes.

Global markets risk

Companies and Managed Funds can be affected by international events or factors such as changes in trade or tariff policies, movements in exchange rates and changes in other stock or bond markets.

Sector specific risk

These include demand for a company's product, commodity prices, the economic cycle of a particular industry, changes in consumer demands, lifestyle changes and changes in technology.

Fee structure

Initial Meeting

Our initial consultation will be without cost or obligation to you – its sole purpose is to assess your current position in view of your financial objectives, and to determine if we can be of assistance.

Stage 1 - Statement of Advice Preparation (SoA) Fee

A professional fee based on \$400 (inc GST) per hour is levied on our time for background analysis, strategy development and report preparation and presentation to the client.

Most Statement of Advice fees range from between \$2,000 and \$6,000 (inc GST) depending on the complexity of your situation.

We will provide a fixed fee quote prior to the commencement of our work.

Stage 2 – Implementation

Once we have agreed on the strategies and recommendations made to you in the Statement of Advice we will then proceed to implement your plan.

Implementation fees are typically charged at a rate of \$4,000 plus 1.1% of funds invested. Again, we will provide a fixed fee quote before work commences.

Australian shares, investment placement and personal insurance

For investments listed on the Australian Stock Exchange there is a fee of 1.1% per order subject to a minimum of \$88 (inc GST).

Unlisted investments, managed funds, insurance and superannuation may attract brokerage as outlined in the relevant product disclosure statement. Some companies will pay ongoing commission to help assist in the provision of ongoing service. All brokerage information will be disclosed at the time of recommending investments within the Statement of Advice.

Ongoing Portfolio Management Service

These services remove the complexity, time and worry associated with managing your own investments. The Portfolio Management service is essentially a 'no compromise' cash-flow management and investment review service.

All investments remain under the control of the client and in the client's own name. We are not able to make any changes to client's portfolios without their authorisation.

We offer the following services to your portfolio management in order to add value to the level of service you will receive from our team.

- Four quarterly reviews and reports on your portfolio;
- An annual review and update of your Portfolio and Financial Goals strategy;
- Ongoing review of your investments within the investment portfolio with specific advice on any concerns relating to individual assets;
- Monitoring of financial position to achieve desired financial goals;
- Ongoing access to your financial advisor.

Fees are calculated by reference to a client's portfolio value at the end of each quarter, and are on a sliding scale as follows:

<u>Portfolio Value</u>	<u>Fee (inc GST)</u>
Up to \$1.0m	1.65%
From \$1.0m to \$2.0m	1.10%
From \$2.0m to \$3.0m	0.88%
From \$3.0m and over	0.55%

However a minimum charge of \$4,000 (inc GST) per annum will apply.

Ascensis Wealth Pty Ltd and its Representatives may from time to time receive non-cash benefits with a cash value less than \$300. Details of benefits between \$100 and \$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.

Ascensis Wealth Pty Ltd, Ascensis Wealth Advisors Pty Ltd and Ascensis Accounting Pty Ltd are related entities. The Director is entitled to a profit share arrangement.

You have the right to request for 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 authorised representative.

Fee Disclosure Statement

If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually 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.

Maintenance of information

We maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. All information within your file will be available for inspection at your request.

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 driver's license. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

Privacy

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is attached for your information.

Ascensis Wealth Pty Ltd abides by the Australian Privacy Principles established under the Privacy Amendment (Enhancing Privacy Protection) Act, 2012. A summary of the Australian Privacy Principles is available on our website or by contacting our office.

You may specify how you would like to give us instructions. For example by telephone, fax, email or other means. Any telephone instructions must be confirmed in writing.

Complaints

If you have any complaint about the service provided to you, you should take the following steps.

1. Contact your adviser and tell your adviser about your complaint.

2. If your complaint is not satisfactorily resolved within 3 working days, please contact Frank Prez on 8211 0988 or put your complaint in writing and send it to us at:

Ascensis Wealth Pty Ltd
PO Box 2785
Kent Town SA 5071

We will try and resolve your complaint quickly and fairly. The Australian Securities and Investment Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

3. If you do not receive a satisfactory outcome, you have the right to complain to the Australian Financial Complaints Authority at the following address:

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

Transaction instructions

We only accept written instructions to transact on your account and only after you have been provided with a Statement of Advice.

Professional Indemnity Insurance

Ascensis Wealth Pty Ltd 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 up to the sum insured for Ascensis Wealth Pty Ltd and our obligations under our Australian Financial Services License. This insurance will continue to provide such coverage for any authorised representative/representative/employee who has ceased work with Ascensis Wealth Pty Ltd for work done whilst engaged with us.

Our Commitment

Ascensis Wealth Pty Ltd is committed to providing you with the highest levels of client service. We recognise that your privacy is very important to you. The Privacy Amendment (Enhancing Privacy Protection) Act, 2012 sets out a number of Australian Privacy Principles (APPs). Our aim is to both support and ensure that we comply with these principles. Further information on privacy in Australia may be obtained by visiting the website of the Office of the Federal Privacy Commissioner at <http://www.privacy.gov.au>.

Ascensis Wealth Pty Ltd believes that this Privacy Policy discloses how the personal information you provide to us and our representatives, is collected, used, held, disclosed and disseminated.

Ascensis Wealth Pty Ltd is required to meet particular legislative and regulatory requirements. In order to provide a comprehensive insurance broking service to you, we are required to collect certain personal information from you.

- Providing you with the relevant product or service
- Managing and administering the product or service
- Protecting against fraud

Type of information collected

As a financial planning organisation we are subject to certain legislative and regulatory requirements which necessitate us obtaining and holding detailed information which personally identifies you and/or contains information or an opinion about you ("personal information"). In addition, our ability to provide you with a comprehensive financial planning and advice service is dependent on us obtaining certain personal information about you, including:

- Employment details and employment history;
- Details of your financial needs and objectives;
- Details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover and superannuation;
- Details of your investment preferences and aversion or tolerance to risk;
- Information about your employment history, employment circumstances, family commitments and social security eligibility;
- Taxation information e.g.: your tax file number

Failure to provide the personal information referred to may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice we give to you. If you elect not to provide us with the personal information referred to above, we may elect to terminate our relationship with you if we believe we are unable to provide you with a complete service.

Information collection

We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us. You have a right to refuse us authorisation to collect information from a third party. Generally collection of your personal information will be effected in either face to face interviews, over the telephone or by way of an online client engagement form. From time to time additional and/or updated personal information may be collected through one or more of those methods. We will only collect, maintain and use personal information about you if it is necessary for us to adequately provide to you the services you have requested including:

- making securities and investment recommendations;
- reviewing your financial plan;
- reviewing securities and investment recommendations;

Information use and disclosure

We will not use or disclose Personal Information collected by us for any purpose other than:

- The purposes for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure; or
- Where you have consented to such disclosure; or
- Where the Australian Privacy Principles authorise use or disclosure where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.
- We are required to make certain information available for inspection by request to ensure ongoing compliance with mandatory professional standards. This may involve the disclosure of your personal information. We are also obliged pursuant to the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investments Commission.

Without your consent we will not collect information about you that reveals your racial or ethnic origin, political

opinions, religious or philosophical beliefs or affiliations, membership of professional or trade association, membership of a trade union, details of health, disability, sexual orientation, or criminal record.

This is subject to some exceptions including:

- the collection is required by law; and
- when the information is necessary for the establishment, exercise or defense of a legal claim.

Personal information will be treated as confidential information and sensitive information will be treated highly confidential.

We may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that may be of interest to you, however you may, by contacting us by any of the methods detailed below, request not to receive such information and we will give effect to that request. Please allow 2 weeks for your request to be actioned. We maintain a Register for those individuals not wanting direct marketing material.

We may disclose your Personal Information to superannuation fund trustees, insurance providers, and product issuers for the purpose of giving effect to your financial plan and the recommendations made by us.

In order to ensure that you receive a personal and tailored service, your Personal Information may be transferred to one of our agents or authorised representatives who will be your primary point of contact with the organisation. It is a condition of our agreement with each of our representatives that they adopt and adhere to this privacy policy. You can be assured that your information will be maintained by any agent or representative in accordance with this policy. If you have any concerns in this regard, you should contact us by any of the methods detailed below.

In the event that we propose to sell our business we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them.

In the event that a sale of our business is effected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

We take our obligations to protect your information seriously. This includes when we operate throughout Australia and overseas. As part of our operations, some uses and disclosures of your information may occur outside your State or Territory and/or outside of Australia.

In some circumstances we may need to obtain your consent before this occurs.

Although in certain circumstances we are required to collect government identifiers such as your tax file number, Medicare number or pension card number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

You can deal with us anonymously where it is lawful and practicable to do so. For example, if you telephone requesting our postal address.

Storage and security

We recognise how important the privacy of your personal information is. We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure.

Your personal information is generally held in your client file. Information may also be held in a computer database. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential. All paper files are stored in secure areas. All computer based information is protected through the use of access passwords on each computer and screen saver passwords. Data is backed up each evening and stored securely off site.

In the event you cease to be a client of this organisation, any personal information which we hold about you will be maintained in a secure off site storage facility for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

Access to information

You may at any time, by contacting us by any of the methods detailed below, request access to your personal information and we will (subject to the following exceptions) provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held. We will, prior to providing access in accordance with this policy, require you to provide evidence of your identity.

We will not charge a fee for making a request to access your personal information however we may charge a fee for accessing your personal information. If a fee is applicable, we will disclose this to you prior to providing you with the information.

We will not provide you access to personal information which would reveal any confidential formulae or the detail of any in house evaluative decision making process, but may instead provide you with the result of the formulae or process or an explanation of that result.

We will not provide you with access to your personal information if:

- providing access would pose a serious threat to the life or health of a person;
- providing access would have an unreasonable impact on the privacy of others;
- the request for access is frivolous or vexatious;
- the information related to existing or anticipated legal proceedings between us and would not be discoverable in those proceedings;
- providing access would reveal our intentions in relation to negotiations with you in such a way as to prejudice those negotiations;
- providing access would be unlawful;
- denying access is required or authorised by or under law;
- Providing access would be likely to prejudice certain operations by or on behalf of an enforcement body or an enforcement body requests that access not be provided on the grounds of national security.

In the event we refuse you access to your personal information, we will provide you with a written explanation for that refusal.

We will endeavor to respond to any request for access within 14-30 days depending on the complexity of the information and/or the request and may charge fees if a significant amount of information to be copied or accessed.

We encourage you to check our website regularly for any updates to our privacy policy.

Quality of personal information

We will endeavour to ensure that, at all times, the personal information about you which we hold is up to date and accurate. In the event that you become aware, or believe, that any Personal Information which we hold about you is inaccurate, incomplete or outdated, you may contact us by any of the methods detailed below and provide to us evidence of the inaccuracy or incompleteness or out datedness and we will, if we agree that the information requires correcting, take all reasonable steps to correct the information.

If we do not agree that your personal information requires correcting, we must, if you request, take reasonable steps to ensure that whenever your personal information

is accessed or handled in the future, it is apparent that you are not satisfied as to the accuracy or completeness of that information.

Online policy

Our website contains links to other Web sites whose operator may or may not adhere to a privacy policy or be governed by the Australian Privacy Principles.

We will not collect any information from our website except where visitors knowingly provide it to us.

Our Web site uses cookies which allows us to identify your browser while you are using our site. Cookies do not identify you they simply allow us to track usage patterns so that we can measure the level of interest in various areas of our site. All browsers allow you to be notified when you receive a cookie and elect to either accept it or not. Your Internet service provider should be able to assist you to set your preferences.

Anti-Money Laundering / Counter Terrorism Financing

What do we expect from you?

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 driver's licence. We will also retain copies of this information. We assure you that this information will be held securely.

Privacy complaints

If you wish to complain about any breach or potential breach of this privacy policy or the Australian Privacy Principles, you should contact us by any of the methods detailed below and request that your complaint be directed to the General Manager as below:

Mr Frank Prez
Ascensis Wealth Pty Ltd
PO Box 2785
KENT TOWN SA 5071
(08) 8211 0988

Your complaint will be considered and responded to within 14 days. It is our intention to use our best endeavors to resolve any complaint to your satisfaction, however, if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.