

Financial Services Guide

November 2023

SMSF Administration Solutions Pty Ltd
ABN 76 097 695 988, AFSL 291195, part of the
SuperConcepts Group, is responsible for the
services as set out in this document.

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Financial Services Guide

Purpose and content of this document

This Financial Services Guide (FSG) is an important document that outlines the products and services that SMSF Administration Solutions Pty Ltd (ABN 76 097 695 988, AFSL No. 291195) is authorised to provide under its Australian Financial Services license (AFSL) with respect to its administration service for self managed superannuation fund trustees known as "Ascend self managed super" (Ascend).

This document is designed to help you decide whether to use any of the services offered by SMSF Administration Solutions Pty Ltd in relation to Ascend. It also provides information about:

- Who we are and how we can be contacted
- The financial services we offer
- How we and any other relevant parties are paid
- Our relationships with others and how these could influence the services we provide you
- How we handle complaints
- Where to get details on our privacy policy
- further information

Other documents you may receive

At your request, we may refer you to other providers of financial products and services or arrange for them to issue products and services to you. If this occurs you will receive the relevant documents for the financial products and services that these organisations issue.

Who is SMSF Administration Solutions Pty Ltd and what is Ascend?

SMSF Administration Solutions Pty Ltd provides a self managed superannuation administration service to trustees of self managed superannuation funds under the name Ascend self managed super.

For more details about the service, please refer to the current Ascend Administration Services Guide, which is available from your financial adviser.

What financial services and products do SMSF Administration Solutions Pty Ltd provide?

Our AFS licence authorises us to carry on a financial services business to provide financial product advice to retail and wholesale clients for the following classes of financial products:

- debentures, stocks or bonds issued or proposed to be issued by a government
- deposit and basic deposit products
- life insurance products
- interests in managed investment schemes including investor directed portfolio services
- interests in managed investment schemes limited to managed discretionary account services
- miscellaneous financial investment products limited to MDA services
- retirement savings accounts products
- securities
- superannuation

Our AFS licence also authorises us to deal in the above financial products. This means we can arrange and administer the application, acquisition, amendment and cancellation of financial products on your instruction. We may refer you to other providers of financial products and services or arrange for them to issue products and services to your SMSF. We may also provide these services via the Dashboard.

We do not provide personal financial product advice or investment advice. Although we may provide factual information or general advice, any advice we offer does not take in to account any consideration of your personal objective, financial situation or needs. You need to decide what is right for you and your SMSF based on your own knowledge of your personal circumstances and goals.

In addition to providing services directly, we have authorised the following related bodies corporate to provide services (including arranging) for us, or on our behalf or for the benefit of our clients:

- SuperConcepts Software Services Pty Ltd (trading as "SuperMate") ABN 92 063 307 700 is a Corporate Authorised Representative (No. 1306893) that provides software including cash account opening, administration and reporting. services. SuperMate is not authorised to provide advice but does receive financial benefits from some service providers whose products are used by SuperMate's clients. The financial benefits that SuperMate may receive are outlined on page 5.
- SMSF Operations Pty Ltd ABN 30 007 778 341 is a Corporate Authorised Representative (No. 1248517).
- SuperConcepts Administration Pty Ltd ABN 67 007 437 907 is a Corporate Authorised Representative (No. 313667).

Neither SMSF Operations Pty Ltd nor SuperConcepts Administration Pty Ltd receive any financial benefits from banks or product issuers. The benefits paid to SuperMate are received by SMSF Administration Solutions Pty Ltd and form part of SuperConcepts Group revenue.

Who will be providing the Financial Services described in this FSG?

We are SMSF Administration Solutions Pty Ltd ABN 76 097 695 988, operating under the brand Ascend Self Managed Super. We hold an Australian Financial Service Licence No. 291195.

SMSF Administration Solutions Pty Ltd acts for the trustees of self managed superannuation funds when we provide the financial services described in this FSG.

How is SMSF Administration Solutions Pty Ltd paid?

SMSF Administration Solutions Pty Ltd receives fees from the trustees of funds we administer. These fees are set out in the Administration Services Guide.

SMSF Administration Solutions Pty Ltd's relationship with other businesses

Although SuperConcepts was once part of the AMP Group, we are currently neither owned by, nor controlled by AMP or any other product issuer. We provide access to products and services issued by other companies online via Dashboard. These companies may pay us a referral fee when you acquire their products or services, but referral fees paid to us are not deducted from your SMSF.

Where we enter into transactions with related parties, we operate in accordance with the related party protocols and our policies and procedures. These require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

SMSF Administration Solutions Pty Ltd also have arrangements in place with the below listed providers where we receive referral payments from the provider of product or service when you acquire their product or service. Some of these will be accessible from the Dashboard.

The product or service provider pay these referral amounts to us - we do not deduct them from your SMSF. They payments are listed below. Note: where a % p.a. is referred to, these will be paid on a yearly basis.

Product issuer or service provider	Name and description of product/service	Referral fee paid to us (including GST)
AMP Bank Limited (part of AMP Group)	SuperEdge Cash Account Cash account which SMSF can use to link to investments	0.275% p.a. of account balance
Australian Group insurance PtyLtd (AGI)	SMSF Master Insurance Plan AGI provides trustee and members of SMSFs with life insurance under a policy owned by AGI and underwritten by AIA Australia Limited	30% p.a. of the premium payable
Australian MoneyMarket Pty Ltd (AMM)	Australian Money Market Investment platform providing access to a range of term deposits across many financial institutions	Up to 0.11% of account balance which in some cases will result in a reduction in the term deposit rate available from AMM
Macquarie Bank Limited	Macquarie Cash Management Account (CMA) Cash account which SMSFs can use to link to various investment options	0.44% p.a. of account balance
	Macquarie Cash Management Accelerator Account (CMA Accelerator) High interest savings cash account linked to the Macquarie CMA	0.11% p.a. of account balance
Third Party Platform Pty Ltd	Desktop Broker Online brokerage platform	Up to the greater of \$5 per trade or 0.04% of the value of the trade

In addition to the above we may also receive referral fees for non-financial products and services.

Before making a decision about any of the above products or services, you should read the relevant Product Disclosure Statement ('PDS'). It will contain more information about the product or service and fees that may be charged. The relevant PDS are available via the Dashboard or the service provider/issuer's website.

Professional indemnity insurance

SMSF Administration Solutions Pty Ltd maintains Professional Indemnity insurance in accordance with its obligations under the Corporations Act.

Complaints

The Ascend Client Services staff are able to deal with any enquiries or complaints you may have about our services. We have established procedures to deal with complaints.

If you make a complaint we will:

- acknowledge its receipt
- assign it to an appropriate person for investigation and resolution
- respond to you as quickly as we can.

If we cannot resolve your complaint immediately we will keep you informed of our progress towards resolution. If we are unable to resolve your complaint within 30 days we will advise you in writing.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or (AFCA). AFCA aims to provide fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Web: www.afca.org.au

Privacy policy

Your privacy is important to us. We have systems and processes in place to protect your privacy. Where we disclose information about you or your affairs we do so in accordance with our Privacy Policy.

How can you contact us?

You can contact Ascend in the following ways:

Phone: 1300 049 727
Web: www.ascendsmsf.com.au
Email: admin@ascendsmsf.com.au
Postal Address: GPO Box 9981 Adelaide SA 5001
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