

Financial Services Guide

November 2018

Prepared by Australian Securities Administration Limited
(ASAL).

(ASAL is a member of the AMP group of companies.)

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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 Australian Securities Administration Limited (ASAL) (ABN 83 002 905 197 , AFSL No. 233182) is authorised to provide under its Australian Financial Services License (AFSL) with respect to its administration service for self managed super 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 ASAL in relation to Ascend. It also provides information about:

- Who we are and how to contact us.
- The financial products and services we can 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.

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 ASAL and what is Ascend?

ASAL is an Australian Financial Services Licensee with license number 233182.

ASAL 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 planner.

What financial services and products do ASAL provide?

Under our license, ASAL is authorised to:

- provide general financial product advice for basic deposit products and superannuation; and
- arrange for people to apply for, acquire, vary or dispose of basic deposit products and superannuation.

ASAL does not provide personal financial product advice. As such we cannot make any personal suggestions or recommendations about any of the products and services that we describe in this FSG. Any general financial product advice that we provide has been prepared without taking into account your objectives, financial situation or specific needs. If you require personal financial advice you should consult your financial planner.

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

ASAL acts for the trustees of self managed superannuation funds when we provide the financial services described in this FSG.

ASAL currently outsources the administration function of Ascend to SuperIQ Pty Ltd ABN 27 147 105 164. The AMP Group owns 100% of SuperIQ Pty Ltd.

How is ASAL paid?

ASAL receives fees from the trustees of funds we administer. These fees are set out in the Administration Services Guide.

ASAL's relationship with other businesses

ASAL is part of the AMP Group of companies. The AMP Group receives fees and charges in relation to AMP Group products or services that you choose to invest in or use. For details of these fees and charges, please refer to the Product Disclosure Statement or other relevant disclosure documents for the specific product or service.

ASAL pays a fee to SuperIQ Pty Ltd to provide the administration services.

SuperIQ Pty Ltd maintains commercial relationships with a number of product and service providers. The purpose of these relationships is to provide a comprehensive, highly functional and cost effective self managed superannuation administration service for our clients.

It is not mandatory for trustees of self managed superannuation funds to utilise the services of these businesses. Ultimately the trustees decide which products and services to use and which providers they will utilise.

SuperIQ Pty Ltd has commercial relationships with the following businesses:

AMP Bank – AMP Bank provide cash management accounts for use by Ascend self managed superannuation funds. AMP Bank is part of the AMP Group.

Adelaide Bank – Adelaide Bank provide cash management accounts.

Macquarie Bank – Macquarie Bank provide cash management accounts.

Australian Money Market – Australian Money Market provide a term deposit facility that allows Ascend funds to acquire and manage

term deposits with a wide range of financial institutions.

Desktop Broker – Desktop Broker provide an online broking platform for use by Ascend self managed superannuation funds.

SuperIQ Pty Ltd also receives remuneration from some of the organisations they have commercial relationships with.

The details of this remuneration are as follows:

AMP Bank – a commission on the balance of the account equal to 0.275%pa of the account balance. This payment is made by AMP Bank and is not an extra charge to your fund's bank account.

Adelaide Bank – a commission on the balance of the account equal to 0.275%pa of the account balance. This payment is made by Adelaide Bank and is not an extra charge to your fund's bank account.

Macquarie Bank – a commission on the balance of the account equal to 0.275%pa of the account balance. This payment is made by Macquarie and is not an extra charge to your fund's bank account.

Australian Money Market (AMM) Term deposits – AMM and the term deposit provider together pay a commission of up to 0.1% on the balances of term deposits held on the AMM platform. These payments are made by the term deposit provider and are not an extra charge to your fund's bank account.

Desktop Broker – a commission of \$5 or 0.04% of the value of the trade, whichever is the greater.

Professional indemnity insurance

ASAL 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 45 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 provides 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.

For further details of our privacy policy please refer to our web site
www.ascendsmsf.com.au.

How can you contact us?

You can contact Ascend in the following ways:

Phone: 1300 049 727
Fax: 1300 660 528
Web: www.ascendsmsf.com.au
Email: admin@ascendsmsf.com.au

Postal Address:
PO BOX 602
NORTH SYDNEY NSW 2059

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