TRANSPIRE WEALTH

FINANCIAL SERVICES GUIDE

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Version 2

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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

Throughout this Financial Services Guide, Transpire Wealth Group Pty Ltd is referred to as "TWG", "we", "us", "our" or any such variations. Maven Capital Pty Ltd is referred to as "Maven Capital".

This FSG does not relate to financial services provided by firms, companies, individuals or institutions which TWG does business with or introduces clients to.

This Financial Services Guide (FSG) is dated 21st August, 2024 and replaces all previous versions. Maven Capital authorises the distribution of this FSG for Transpire Wealth Group Pty Ltd.

ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide ("FSG") is designed to assist you in deciding whether to use any of the financial services offered by SGD.

This FSG is an important document that is designed to tell you about:

- Who we are
- How you can contact us
- The financial services we are authorised to provide to you;
- The cost of our services and how we are remunerated;
- Information we need from you
- The disclosure documents and statements you will receive;
- How we deal with your personal information; and
- What to do if you have a complaint about our services

This FSG was prepared on 21st August,2024 and replaces all previous versions. Please contact us directly if you would like further information on this FSG or on any of our services.

HOW TO CONTACT US

Transpire Wealth Group Pty Ltd
Phone: 1300 214 394
By mail : Unit 4, 109 Upton Street
BUNDALL QLD 4217

Email: bd@transpirewealth.com.au

Website: www.transpirewealth.com.au

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By mail: PO Box 438,
Varsity Lakes, QLD 4227

Email: compliance@mavencapital.com.au

Website: www.mavencapital.com.au

ABOUT US AND THE FINANCIAL SERVICES WE OFFER

Transpire Wealth Group Pty Ltd is a privately held company that specialises in providing general advice financial product services and arrange to deal in financial products.

Maven Capital is a holder of Australian Financial Services Licence ("AFSL") number 418504 issued by the Australian Securities and Investments Commission ("ASIC") and is authorised to provide financial advisory and dealing services in relation to the following financial products to retail and wholesale clients:

- Deposits and payment products limited to:
    - basic deposit products and
    - deposit products other than basic deposit products;
- Derivatives
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life products including:
    - Investment life insurance products and
    - Life risk insurance products
- Interests in managed investment schemes including investor directed portfolio services.
- Securities
- Standard margin lending facilities
- Superannuation

Any financial services offered to you will be provided to you by a representative of Maven Capital. We do not act as a representative of any other AFSL holder in relation to the financial services we provide to you.

General Financial Advice

TWG is authorised to provide you with general financial advice. Where we provide general advice, it will be limited to general financial product advice, for which there is no charge, and is provided in the materials we may produce, which could include promotional videos, investment newsletters, investor reports, answering client enquiries, and other website or marketing material. We recommend that you obtain and read a copy of the applicable PDS before making any decisions. 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.

Personal Financial Advice

TWG will arrange for a Maven Capital authorised Financial Adviser to provide you with personal financial advice should you require it.

This involves completing a 'fact find' which will provide the Maven Capital Financial Adviser with your personal information, current financial situation and your future goals and aspirations. This will assist in preparing and presenting your personal Statement of Advice.

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

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

Who is my Adviser?

Maven Capital authorises Corporate Authorised Representatives (Companies) and Authorised Representatives (Individuals) to provide financial services under its Australian Financial Services Licence (AFSL). As the Licensee, Maven Capital is responsible for the advice you receive from its Authorised Representatives.
TWG advisers are only able to provide General Advice and arrange to deal in financial products as per below and that appear on the Maven Capital Approved Product List which can be obtained by calling the Maven Capital office on 07 5507 7721 or emailing compliance@mavencapital.com.au
The Details of your Corporate Authorised Representative can be found in this section of this FSG. This is where we will let you know the Name, Corporate Authorised Representative Number, Contact Details, Website and Authorisations.
Name: Transpire Wealth Group Pty Ltd
Date: 21st August, 2024
ACN: 679 929 858
CAR No. 1311040
Transpire Wealth Group Pty Ltd is authorised by Maven Capital to give general financial product advice and deal by arranging a financial product on behalf of another person in respect of the following classes of products:
Deposit and Payment Products –

Basic Deposit Products & Deposit Products other than Basic Deposit Products
Debentures, Stocks and Bonds -
Issued or proposed to be issued by a government
Life Products – Investment Life Insurance Products
Life Products – Life Risk Insurance Products
Interests in Managed Investment Schemes including IDPS
Retirement Saving Account Products
Securities
Superannuation – Including SMSF

To retail and wholesale clients

Details of your nominated representative can be found by requesting a copy of their adviser profile from Transpire Wealth Group Pty Ltd.

To the extent that Maven Capital Pty Ltd authorises its representatives to do so, your representative can help you apply for the financial products referred to above and can also give you general financial product advice relating to them.

If your advisor is unable or unwilling to provide you with advice or services in respect of certain products, the advisor will refer you to another representative who should be able to assist you.

Product Disclosure Statements

Where and when appropriate, a Product Disclosure Statement issued by the product provider containing information you would reasonably require making a decision about whether to acquire the financial product. The PDS will disclose all details relating to fees and charges relating to that product.

Information Required

Depending on the type of service being provided, we may ask you to provide certain personal information, either in writing or verbally. We may also ask you to present identification documents and we will retain copies of this information.

We are committed to protecting your privacy in compliance with the Privacy Act and Australian Privacy Principles. The information you provide to us will primarily be used for providing our services to you and for complying with certain laws and regulations. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information.

Please contact us if you have any concerns or if you would like to receive a copy of our privacy statement. Our privacy statement is also on the Maven Capital website.

All information is kept strictly confidential and you can obtain a copy of our privacy policy from your representative or from www.mavencapital.com.au

As a financial services provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and source of any funds. This means that we will ask you to present identification documents such as Government issued identity documents such as Driver’s license and passports. We also retain a copy of this information very securely.

Fees and Charges:

Generally, the level of fees will vary as per the type of financial product being recommended along with the level of service required. These fees and commissions charged by the financial adviser will have to be agreed to prior to providing you with any financial service.
Fees for Superannuation usually involve an upfront fee, which includes the compiling of your personal information, research into what product and risk is in your best interests, preparing and presenting the recommended advice via a Statement of Advice and then finally to implement the recommendation. Secondary to that there is an ongoing fee which is usually paid monthly. Which is for ongoing advice, monitoring of your recommended advice strategy and annual reviews.

For risk insurance products your financial adviser, through Maven Capital will receive a commission rebate from the insurance product provider. These commission rebates are limited to 66% (inclusive of GST) of the initial premium for the first year and 22% (inclusive of GST) for subsequent years. These commissions are paid by the insurance provider.

Should you cancel your insurance policy within the first 2 years your financial adviser will be required to repay any commissions received to the product provider.

Other Services, Fees and Charges

Commissions:

TWG has arrangements with a number of financial advisers within the Maven Capital group who may in turn provide financial services, such as personal advice including Superannuation. TWG may receive a percentage of the fees charged by Maven Capital advisers, all fees will be fully disclosed to you prior to proceeding and will be paid by the Licensee.

Introductory Fees:

TWG has affiliations and arrangements with number of external businesses to market the services of TWG. If you were introduced to TWG by one of these businesses, we may pay them a share of Fees we receive as a marketing fee.

How you may provide instructions

If you wish to utilise our services, you may contact us by telephone or email, or via any other method as may be mutually agreed between us.

Remuneration of Representatives and Staff

TWG advisers and representatives will be remunerated based on a variety of performance criteria. However, the majority of remuneration is attributed to a percentage of the fees charged by Maven Capital advisers.
All remuneration is made where permitted by law.

Other Documents You May Receive

TWG will not recommend or refer you a particular financial product, we will arrange for you to receive advice from an Authorised Financial Adviser. In that process we will assist both you and the adviser in the collection of information necessary for the adviser to prepare your personal advice.

Your Financial Adviser may present you with a Product Disclosure Statement (PDS) prepared by the product provider, which contains information about the particular product, including any relevant terms, significant risks and details of other fees and charges that may apply.

This document will be provided to assist you in making an informed decision about that product. You may also receive a copy of the product provider's own FSG.

We will also assist in providing other documents as needed. These documents may include educational material, client agreements or other offer documents.

Conflicts of Interest

TWG, Maven Capital and its authorised representatives may have an interest, relationship or arrangement that is material in relation to the general financial product advice it provides you.

Maven Capital authorised representatives are aware of their obligations to disclose the extent and nature of any relationship and any other related party and any real or potential conflicts of interest at the time the advisors provide a financial service in those products.

What Should You Do If You Have a Complaint? If you have a concern or a complaint about the service provided to you, you should take the following steps;

1. If your complaint is related to the service supplied by Transpire Wealth Group, contact us by email at bd@transpirewealth.com.au or phone: 1300 214 394
2. If your complaint is related to the service supplied by our licensee, Maven Capital, 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, there are times when 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), `this is 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.

Compensation Arrangements

Transpire Wealth Group and Maven Capital confirm that arrangements are 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 its authorised representatives / representatives / employees in respect of its authorisations and obligations under its 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 it.

Feedback

Maven Capital welcomes your feedback, if you have a comment about the service you have received or have any questions regarding this FSG please let us know via; compliance@mavencapital.com.au