

Ascend Financial Freedom

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Financial Services Guide (FSG)

Introduction

This Financial Services Guide (FSG) explains:

- Our products and services
- Other important information

Please take the time to read it and keep it safely with your other documents.

Before seeking our assistance, you probably have a number of questions you would like answered about Ascend Financial Freedom.

This Financial Services Guide (FSG) provides information about the financial services we offer to help you decide whether to use the services. For example, it tells you about the remuneration that we and relevant persons receive for our services and how we handle any complaints.

If we provide you with any advice that takes into account your objectives, financial situation or needs, you will also receive a Statement of Advice (SOA).

The SOA will contain the advice, the basis on which it is given and more specific information about our and other relevant persons' remuneration and any associations that may have influenced the provision of the advice.

If you receive further financial advice from us we will present you with either,

- another Statement of Advice, or a written Record of Advice (ROA).
- You can request a copy of this by contacting your financial adviser any time up to seven years from the date of the advice provided.

Who are we?

Ascend Financial Freedom is a leader in the Australian financial services marketplace, offering a range of financial products and services that challenge traditional investment boundaries and offers diverse capabilities.

We are 100% committed to assisting our clients to terminate their mortgage and other personal debt, while building wealth for their future; with appropriate protection in place should the unexpected occur.

Our tailored financial plans and ongoing personal coaching are designed to offer you the peace of mind

to enjoy life now while building financial freedom for tomorrow.

Our goal is to make a difference in the financial health of our customers and we are different from other financial services providers in three key areas.

We want to assist you to:

- Rid you of non-deductable debt,
- Whilst building your wealth,
- And manage the risks that can happen along the journey

We have clients all over Australia who are using our experience to eliminate bad debt, create wealth and use risk management techniques so they are free to enjoy their lifestyle today and into the future, including a comfortable retirement. Our goal is to utilise our clients' assets, as well as their income, to achieve their personal goals without adversely affecting their current lifestyle.

We are committed to facilitating high quality advice and continued excellence in our service to you.

This document should be read in conjunction with the Financial Adviser Profile, which will be provided to you with more details about your Adviser.

How we are different?

Unlike most financial planning companies, we are not obligated to any financial institution, bank or insurance company. We are free to recommend products that we feel best suit our clients' needs.

We offer personal advice for each client who is treated as a valuable member – not just a customer.

Ascend Financial Freedom is a Corporate Authorised Representative of Wealth Today Pty Ltd, who is licensed through the Australian Securities and Investments Commission (ASIC). We are committed to strict industry and ethical guidelines in providing exceptional service to our clients.

What services do we offer?

- Financial planning,
- Debt reduction,
- Wealth creation,
- Investment strategies,
- Margin lending
- Risk management,
- Life and disability insurance, including investment life insurance,
- Superannuation strategies, including self-managed superannuation funds,
- Retirement planning advice,
- Centrelink benefits review and
- Ongoing advisory services.

What we will not do?

We will not provide advice on classes of financial products other than those identified in Wealth Today Pty Ltd.'s Australian Financial Services Licence (AFSL).

What do we expect from you?

- You will provide us with accurate information so that we can provide advice that is in your best interests.
- you will use our advice to make informed financial decisions.
- where appropriate you inform your adviser of any changes that may influence your future objectives

As a financial services provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Financing 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.

We cannot provide you with services if you are unwilling to provide this information.

How are we paid for the services we provide?

Our initial meeting is free of charge. After the first meeting, your adviser will discuss the fees and charges that will be applicable to your individual circumstances.

We offer you the flexibility to select the fee payment method most suitable to you. From our professional standpoint, Ascend Financial Freedom disregards the varying commissions that are permitted to be paid by product providers in order to remove bias and maintain integrity in our product selection process.

Due to the varying nature of individual client cases, our fee for plan preparation, implementation and our review service process will be disclosed on an individual basis.

There are different styles of fees that we may charge and your adviser will discuss the most appropriate method with you, prior to proceeding.

Fee for Service

This fee is based at an agreed rate on an estimation of our timed costs.

Hourly Rate

Your adviser may charge an hourly rate for services and this will be discussed with you prior to proceeding.

Commissions

We may receive up to 127% of the premium for insurance products we recommend. Some companies also pay us ongoing commission.

Combination of Fees and Commissions

Full disclosure of all fees will be contained in the Statement of Advice that we prepare for you. However, you will not be charged unless you have agreed to engage our services. You can pay in the following ways:

- deductions from your investment as a one-off and/or ongoing payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- via commission we may receive from a financial product provider when you commence an insurance contract; or
- a combination of the above.

Ongoing Fee Arrangements

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

What commissions, fees or other benefits are received?

You have a right to request further information in relation to the remuneration and the range of amounts or rates of remuneration received by the licensee and/or adviser. Ascend Financial Freedom and/or your adviser may from time to time receive a benefit from product providers.

This could include sponsorship of educational seminars, conferences or training days. Details of soft dollar benefits received between \$100 to \$300 are recorded in a register. You have a right to access this register.

Will you be paying referral fees?

We and our authorised representatives may pay a referral fee for third party referrals. An example of a referrer would be an accountant, mortgage broker or solicitor. The referral fee may be up to 50% of the net revenue

generated from the referral. This fee is not payable by you.

Further information about referral fees, including our reasonable estimate of the amount of any fees payable and how it is calculated is available from us on request and will be included in the Statement of Advice that we will supply to you.

Do any relationships exist which might influence the service or advice I receive?

Ascend Financial Freedom, nor its Licencee Wealth Today Pty Ltd are not owned by any Fund Manager or Institution and there are no relationships that will influence the advice that you receive from us.

Will you give me advice that is suitable to my investment needs and financial circumstances?

Yes. However, to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any strategy to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments and strategies that we recommend to you. If we do not do so, you should ask us for further clarification.

Risk management is a key ingredient of financial planning that involves personal and investment risk management strategies.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A summary of our privacy policy is included in this FSG.

Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. It can be by telephone, fax or other means, but in all cases we must receive a written confirmation of these instructions. We endeavour at all times to make it as easy as possible to do business with us.

What should I do if I have a complaint?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. 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. Most issues occur through miscommunication and it is our adviser's responsibility to ensure you have an understanding of what is happening, including the strategies, products and services we provide. We encourage you to contact your adviser first.
2. If your complaint is not satisfactorily resolved within 5 days please contact Wealth Today Pty Ltd Financial Services on 08 9388 4760 or put your complaint in writing and send it to us at, Wealth Today Pty Ltd Level 1, 144 Northwood Street, West Leederville WA 6007 or via email admin@wealthtoday.com.au. We will endeavour to resolve your complaint quickly and fairly.
3. If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service on 1300 78 08 08. Wealth Today Pty Ltd is a member of this complaints resolution service.
4. The Australian Securities & Investments Commission (ASIC) also has a free call Info line on 1300 300 630 that you may use to make a complaint or obtain information about your rights.

Ascend Financial Freedom and Wealth Today Pty Ltd confirm that they have arrangements in place to ensure they continue to maintain Professional Indemnity insurance in accordance with s912B of the Corporations Act 2001. This insurance also covers the conduct of financial advisers who were authorised by us at the time of your complaint, but are no longer representatives of Ascend Financial Freedom.

Summary of our Privacy Policy

Our full Privacy Policy can be located on our website

Our Commitment

At Ascend Financial Freedom ("the Company"), we recognise that your privacy is important.

We are committed to providing you with the highest levels of client service. 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.

Use and Disclosure

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. In addition, our ability to provide you with comprehensive financial advice and services is dependent on us obtaining certain personal information about you, which may include:

1. your name, contact details, date of birth, tax file number
2. information regarding your dependents and family commitments
3. your occupation, and employment history
4. your financial needs and objectives;
5. your assets, liabilities, income, expenses insurances, and social security entitlements
6. Credit card and banking details.

Legal requirements: We will destroy or de-identify your personal information when it is no longer required.

Access and Correction

You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law.

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.

The Company reserves the right to charge a fee for searching for and providing access to your personal information. In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

We will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependant to a large degree on the information you provide and you should advise us if there are any errors in your personal information.

Privacy Complaints

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact us by any of the methods contained in this policy statement and request that your complaint be directed to the Privacy Officer.

Your complaint will be considered within seven days and responded to accordingly. It is our intention to use our best endeavours 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.

Openness

We may use and disclose personal information for the purposes for which it was provided or secondary purposes in circumstances where you would reasonably expect such use or disclosure.

The Company 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. You may, by contacting us by any of the methods detailed in this policy statement, request not

to receive such information and we will give effect to that request. Please allow two weeks for your request to be actioned.

Collection

Our main purposes for collecting personal information are to facilitate financial services advice and to update our records. At or before the time we collect personal information from you we will take reasonable steps to inform you why we are collecting that personal information, who else we might disclose that personal information to and what may happen if you do not provide personal information to us.

Data Security

We take reasonable steps to protect the information we retain from misuse, loss and from unauthorised access, modification or disclosure.

We will not retain any of your information for any longer than it is required by us, except to satisfy statutory requirements of the Act.

We may disclose personal information to third parties or external contractors carrying out functions and duties for and on behalf of the Company. It is a condition of our agreement with each of our external contractors that they adopt and adhere to this privacy policy.

The information we collect from you may also be disclosed to third parties if the disclosure is required by or permitted by law, or pursuant to the Rules of Professional Conduct of the Financial Planning Association of Australia. You have a right to refuse us authorisation to collect information from a third party.

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 affected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

Identifiers

In some circumstances we are required to collect corporate identifiers, for example, Credit Card details. We will not use or disclose this information other than when required to do so by law or, or when consented to by you.

Anonymity

You may deal with us anonymously where it is lawful, practicable and reasonable to do so.

Sensitive Information

Without your consent, we will not collect sensitive information about you. Exceptions to this include where the information is required by law, or for the establishment, exercise or defence of a legal claim.

The Privacy Amendment (Enhancing Privacy Protection) Act 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>.

As a financial services organisation we are subject to certain legislative and regulatory requirements which necessitate us to obtain personal information about you, including s961B of the Corporations Act. We collect information about you for the purpose of reporting to AUSTRAC under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.'

Contact Details

Privacy Officer

Address: Level 1, 144 Northwood Street, West Leederville 6007

Telephone: (08) 9388 4760 Facsimile: (08) 9388 4770

Email admin@wealthtoday.com.au