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FINANCIAL SERVICES GUIDE

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# FINANCIAL SERVICES GUIDE

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Version 5



**Abingdon Wealth Pty Ltd**

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Corporate Authorised Representative (CAR 1276667) of

**Maven Capital Pty Ltd (AFSL 418504)**

Unit 5, 5 Executive Drive,  
Burleigh Waters QLD 4220  
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Throughout this Financial Services Guide, Abingdon Wealth Pty Ltd is referred to as “Abingdon”, “we”, “us”, “our” or any such variations. Maven Capital Pty Ltd is referred to as “Maven Capital” or “Maven”.

This Financial Services Guide (FSG) is dated 5<sup>th</sup> October, 2021 and replaces all previous versions. Maven Capital Pty Ltd ACN 152 426 554 authorises the distribution of this FSG for Abingdon Wealth Pty Ltd.

The purpose of this FSG is to inform you of the financial services provided by us and to comply with our licensee’s (Maven Capital) obligations as the holder of an Australian Financial services Licence (AFSL 418504).

The section headed “Who is my Adviser” may be dated a later date than the body of this FSG, because that section may relate to the activities of a particular adviser.

**Lack of independence**

Abingdon Wealth Pty Ltd is a Corporate Authorised Representative of Maven Capital Pty Ltd. Both are deemed not to be independent because Maven Capital or its Authorised Representatives may receive:

- commissions on the sale of life risk insurance products
- commissions on share trades.

## About this guide

This Financial Services Guide (FSG) is an important document that is designed to tell you about:

- Who we are.
- The financial services we offer so you can make an informed decision whether to use those services.
- How to Contact Us.
- Who My Adviser Is.
- What is My Adviser Able to Provide.
- What is General Financial Advice.
- What is Personal Financial Advice.
- Documents you may receive from us, including Product Disclosure Statements.
- Information We Need From You and how we use your personal information and your privacy.
- What remuneration and other benefits may be paid to us, our employees or others.
- How You Can Engage Our Service.
- Our Associations that you need to know about.
- What to do if you have a complaint about our services.
- Professional Indemnity Insurance.

If you need further information on any of these matters, please ask.

## Who we are

Abingdon Wealth Pty Ltd from here on referred to as “Abingdon” is an investment and financial advisory firm. Our advisers’ record of achievement and reliability is based on providing some of the best investment and financial advice in Australia. We offer extensive skills which mirror the different needs of clients, with great emphasis placed on research to support the advice and the products provided.

Abingdon is a Corporate Authorised Representative (CAR No.1276667) of Maven Capital Pty Ltd, holder of Australian Financial Services Licence (AFSL 418504) and is authorised to provide financial services under this licence.

## Who is Maven Capital Pty Ltd

Maven Capital is an Australian Financial Services Licence Holder (AFSL 418504). Under this licence Maven Capital has the ability to authorise advisers and advisory firms to operate financial services businesses. Maven Capital can authorise individuals and businesses who it views as meeting certain strict educational, experience and competency requirements as described under law, to provide financial product advice and deal in the following instruments under its licence:

- Deposit and Payment Products (including bonds, term deposits & savings accounts)
- Government Debentures (including Australian & international)
- Life Products (including Investment Life products, Life Insurance Products including TPD, income protection & trauma)
- Interests in Managed Investment Schemes (including managed funds, IDPS syndicates & unit trusts)
- Margin Lending services
- Retirement Savings Accounts
- Securities (including equity, debt & hybrid)
- Superannuation (self-managed superannuation, retail, corporate & industry)

## Who is my adviser?

Maven Capital authorises Corporate Authorised Representatives (Companies) and Authorised Representatives (Individuals) to provide financial services. As the Licensee, Maven Capital is responsible for the advice you receive from us and our advisers. Abingdon advisers are only able to provide products that appear on the Maven Capital Approved Product List which can be obtained by calling our office on 07 5507 7721 or emailing [compliance@mavencapital.com.au](mailto: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. You can also search for your adviser's details including where your adviser has worked and what products they can advise on by visiting the ASIC Financial Adviser Register at;

<https://www.moneysmart.gov.au/investing/financial-advice/financial-advisers-register>

Name: **Abingdon Wealth Pty Ltd**

Date: **5<sup>th</sup> October, 2021**

ABN: 87 631 713 918 CAR No. 1276667 authorised by Maven Capital Pty Ltd

**Abingdon Wealth Pty Ltd** is authorised by Maven Capital to give financial product advice and deal by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:

- deposit and payment products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life products
- interests in managed investment schemes including investor directed portfolio services;
- retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
- securities; and
- superannuation

The details of your nominated adviser can be found as an attachment to this FSG (Adviser Profile), where we outline the adviser's contact details together with the training, education, experience and authorisations for that adviser. All Individual Authorised Representatives have met the educational and regulatory requirements to be a financial adviser.

Your adviser may have referral arrangements with associates that refer clients in need of financial product assistance or advice, those associates may receive a referral fee for introducing this business. Your adviser will provide list of Referral Arrangements and disclose any fee arrangements.

### **General financial advice**

There may be times where Abingdon offers you general financial advice. You should note that general financial advice does not relate specifically to you and therefore may not be appropriate to your particular financial needs, objectives and financial circumstances.

You need to take this into account before deciding whether or not to act on it.

### **Personal financial advice**

Abingdon and Maven Capital recommend that you should always seek the advice of a qualified Financial Adviser. If Abingdon provide you with personal financial advice your initial discussions with a Financial Adviser should be treated as a Fact Find and you may be required to complete a questionnaire that includes personal information (You can obtain a copy of the Maven Capital Privacy Policy by calling 07 5507 7721 or emailing [compliance@mavencapital.com.au](mailto:compliance@mavencapital.com.au)). This is important as every situation is unique to the individual and the advice you receive should be tailored to your specific needs and at all times be in your best interest.

This information will allow your planner to prepare a Statement of Advice ("SoA") which you will receive at the time or as soon as is practical after the advice is given. This statement will set out the advice, the basis on which the advice was given and any remuneration or other benefit that we, including your financial adviser and associates, may receive. We will also include details of any matter that might reasonably be expected to be capable of influencing us in providing this advice.

If you maintain a personal advice relationship with us, then generally we will not provide an SoA for further advice situations unless there have been significant changes to either your personal circumstances or the basis of the advice since your last SoA was provided. In these circumstances however, we are still required to keep a Record of Advice ("RoA"). You have the right to request a copy of the RoA at any time.

From 1st July 2021 we will be required by law to provide you with a statement of the services provided to you in the previous 12 month period. This will occur on the anniversary of the last Fee Disclosure Statement you received or the anniversary of the date you opened your account. This statement will include the Services that we contracted to provide, the Actual Services that were provides and the Fees we charged you over this period.

This statement will also request your written consent for us to deduct fees for the coming 12 month period and include what those fees will be (or a close estimate).

## Documents you may receive from us

As well as providing you with a Financial Services Guide (FSG), you may also receive a Statement of Advice (as above) (SoA), a Fee Disclosure Statement (annually), Opt in review (at least every 2 years) and/or a Product Disclosure Statement.

Where appropriate, a Product Disclosure Statement will be issued by the product provider containing information you would reasonably require to make a decision about whether to acquire the financial product. The PDS will disclose details of any fees and charges payable for that product.

## Information we need from you

Depending on the type of service being sought, we may ask you to provide certain personal information to your adviser, either in writing or verbally. This may involve a quite detailed process of both qualitative and quantitative data collection. Please ensure that your adviser becomes aware of any changes that may be relevant when advice is given in the future.

- **What Information Do We Retain About Clients** – We maintain a record of your personal profile which may contain details of your objectives, financial situation and needs. We maintain records of any recommendations made to you, together with summaries of meetings and transactions. All these records are our property and must be retained for production to the regulatory authorities upon their request for a period of 7 years. If you wish to examine our file, you should ask us and we will make arrangements for you to do so
- **What Are The Possible Consequences Of Not Providing This Information** – You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, any recommendations we make may not be appropriate to your needs and objectives. In certain cases, your failure to provide information may place us in a position where we cannot provide any advice or any financial services to you.
- **General Advice Warning** – When we provide General Advice (whether or not we have a record of your personal details), our advice will not take into account your personal financial objectives, needs or circumstances and may therefore not be appropriate for you. As we indicated above, in such circumstances you must determine if our advice is appropriate for you.

## **Privacy**

Abingdon and Maven Capital value client confidentiality and for details of our Privacy Policy and how this relates to your information please request a copy by calling Maven Compliance of 07 5507 7721 or email on [compliance@mavencapital.com.au](mailto:compliance@mavencapital.com.au).

## **AML/CTF**

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 drivers licence. We will also retain copies of this information. We assure you that this information will be held as per our Privacy Policy.

## **What do you pay for our services?**

We believe the services we offer are valuable and the remuneration received is a fair reward for our expertise and skills. We are committed to being open about any benefits or payments we receive and the costs you will incur for using our services.

Abingdon and your Adviser are remunerated through a combination of fees and brokerage that you are charged. To assist you in making an informed decision Abingdon or your Adviser will discuss with you and agree on any fees payable before providing a service.

The Corporations Act requires us to fully disclose all fees and charges directly paid by you and you will receive an annual statement confirming the fees you pay and the services provided. So, if you are in doubt please ask us to explain.

You may be charged a fee for the services we provide or we may be paid a commission or brokerage or a combination of the two may apply. All fees and commissions are payable to the Licensee (Maven Capital) and include the fees we pay for clearing and settlement for share trading where appropriate.

The level of charges will vary with the financial product being traded, the frequency of your trading activity, the type and level of service and the size of the transaction, All share trades would normally be subject to a minimum dollar cost which would apply if the brokerage calculated by any other method fell below the minimum figure. Once disclosed and agreed, these fees and commissions will be charged at the time your transaction is executed or the service is provided.

Under our arrangements with Authorised Providers for Securities trading the Authorised Provider will retain a maximum fee of 0.15% (Including GST) subject to a minimum of \$16.50.



The income earned by Maven Capital may come from:

- Brokerage paid to it by the Authorised Provider
- Commissions (including ongoing commissions) from product providers; and/or
- Fee for Service (non-asset value related)

Any such brokerage, fee or commission is receivable by Maven Capital as the AFS Licensee. For share trades, Maven Capital receives the brokerage you are charged after retention of a portion by the Authorised Provider as set out above. The brokerage fees are confirmed with you in writing at the time when your account is opened. The fee is charged at a rate of up to 2.2% (includes GST) of the market value of the transaction, subject to a minimum fee of \$93.50 (includes GST).

You may choose to enter into a fee based arrangement. This fee will be negotiated by you and us, and will be agreed in writing at the time when your account is opened and reviewed annually. The fee is calculated on a per annum basis and is charged monthly in arrears.

## **How you can engage our services**

### **Strategic financial advice**

Abingdon offers a comprehensive strategic financial advice service where we provide an in-depth analysis of your current financial position, financial needs, aims and objectives. It will cover all relevant areas of our advisory services. We will assess your tolerance for risk and advise you on the most appropriate strategies and structures to ensure that you have every chance of securing your financial future.

Before providing the advice to you, your adviser will provide you with an estimate of the cost of the advice.

### **Other fees and charges**

#### ***Fee for service tasks***

Investment and advisory services provided in the absence of any formal Advice or Administration agreement are charged at an hourly rate per hour including GST.

Before commencing any such work, we will provide you with an estimate of the cost and obtain your approval to proceed.

Abingdon may receive fees and commissions paid by promoters and managers of investment products or securities. These fees will be disclosed at the time of the advice being provided.

### ***Public share offers***

Abingdon may receive placement fees when its clients participate in initial public offers. Any such fees will be disclosed at the time but will generally range between 0% and 3.0%. These fees will not be an additional cost to you.

### ***Insurance commissions***

Abingdon will receive commission of between 0% and 66% of the value of the premium that you pay and will be dependent on the specific product that you purchase and whether or not the premium is an initial premium or renewal premium. All commission rates will be disclosed at the time the advice is provided.

### ***Other fees***

We may also receive commission or rebates for services referred or brokered for other services and these will be disclosed to the client at the time of the advice or referral.

## **How we pay our advisers**

Abingdon advisers are not salaried and may receive up to 70% of all fees and commissions generated from their clients.

Your adviser is able to disclose this to you at your request.

## **Our associations that you need to know about**

Abingdon is a Corporate Authorised Representative of Maven Capital Pty Ltd. Neither Abingdon nor Maven Capital Pty Ltd are owned by any Fund Manager or institution.

Our advisers are aware of their obligations to disclose the extent and nature 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. A full list of our Approved Product List can be provided by calling Maven compliance on 07 5507 7721 or email [compliance@mavencapital.com.au](mailto:compliance@mavencapital.com.au).

## **What should I do if I 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 Abingdon, contact Abingdon by email at [administration@abingdonwealth.com.au](mailto:administration@abingdonwealth.com.au) or phone on 07 3088 2400.
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](mailto: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](mailto: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), 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](http://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.

## **Professional indemnity insurance**

Abingdon 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](mailto:compliance@mavencapital.com.au)

## Contact details

### **Abingdon Wealth Pty Ltd**

Shop 26, The Village,  
Cnr Carraway Street & Musk Avenue,  
Kelvin Grove QLD 4059  
Mail: PO Box 2115, Kelvin Grove QLD 4059  
ABN: 87 631 713 918  
CAR: 1276667  
Phone: 07 3308 2420  
[www.abingdonwealth.com.au](http://www.abingdonwealth.com.au)  
Mobile: 0407 712 224

Corporate Authorised Representative of

### **Maven Capital Pty Ltd**

Ground Floor, Unit 5, 5 Executive Drive,  
Burleigh Waters QLD 4220  
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ABN: 41 152 426 554  
ACN: 152 426 554  
AFSL: 418504  
Phone: 07 5507 7721  
[www.mavencapital.com.au](http://www.mavencapital.com.au)  
Email: [compliance@mavencapital.com.au](mailto:compliance@mavencapital.com.au)

## ***Adviser Profiles***

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### **JOHN WHELAN**

This Adviser Profile should be read in conjunction with the Abingdon Wealth Pty Ltd – Maven Capital Pty Ltd Financial Services Guide (FSG). Distribution of this Adviser Profile by the Authorised Representative detailed above has been approved by Maven Capital Pty Ltd Australian Financial Services Licence number 418504.

John has been an investment practitioner since 1992, supported by his earlier career in finance and international trade. Since 2001, John has been based in Brisbane, supporting a select group of Australian and New Zealand clients initially working with Citi Smith Barney. Prior to that John was a Financial Consultant with Merrill Lynch in New Zealand and Australia for seven years.

He is a Director and founding shareholder of the recently formed Abingdon Wealth after 10 years as a Director and founding shareholder of Cognitive Financial Partners.

John holds formal qualifications in Commerce and Financial Planning and is also accredited to the Australian and US securities advisory markets.

#### ***John Whelan's authorisations***

John is authorised by Maven Capital to provide financial services under the following authorisations:

Provide financial product advice;

Arrange for a person to deal in a financial product by applying for, acquiring, varying or disposing of financial products on behalf of another in respect of the following classes of financial products:

- Deposit and Payment Products – Basic Deposit – Non-basic Deposit
- Debentures, Stocks and Bonds – Issued or Proposed to be issues by a Government
- Life Products – Investment Life Insurance Products
- Life Products – Life Risk Insurance Products
- Interests in Managed Investment Schemes – Including IDPS
- Retirement Savings Accounts Products
- Securities
- Margin Lending
- Superannuation

### *Remuneration and charges*

A fee or commission may be charged for the services John provides or a combination of the two may apply. The level of fees and commissions will vary with the service provided and may be subject to negotiation. The Abingdon Wealth fee schedule in the FSG can be taken as a guide, however charges and any other benefits will be disclosed to you upon recommendation of products.

**Please keep in mind you can discuss fees at any time and no fee will be charged unless discussed and approved by you first.**

### *Qualifications*

John **holds** BBS (Massey University), Dip BBS (Financial Planning), Diploma in Stockbroking (Deakin).

### *Contact*

Mobile: 0407 712 224

Phone: 07 3088 2420

[www.abingdonwealth.com.au](http://www.abingdonwealth.com.au)

Email: [john@abingdonwealth.com.au](mailto:john@abingdonwealth.com.au)

Key Consultant 336960 of Abingdon Wealth Pty Ltd ABN 87 631 713 918

## ***Adviser Profiles***

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### **FRANCES GRIFFIN**

This Adviser Profile should be read in conjunction with the Abingdon Wealth Pty Ltd – Maven Capital Pty Ltd Financial Services Guide (FSG). Distribution of this Adviser Profile by the Authorised Representative detailed above has been approved by Maven Capital Pty Ltd Australian Financial Services Licence number 418504.

Frances complements the Abingdon team following a consolidated career in risk management and the broader aspects of the Financial Planning Process.

With a Diploma of Financial Planning and years of “Hands On” industry experience behind her, she is a welcome addition to the team where she can refine her knowledge, skills and service attributes to their fullest potential.

Frances enjoys the utmost assistance and support from the directors and staff of Abingdon Wealth Pty Ltd to ensure that an already diversified career is developed and enhanced for the benefit of clients.

Her natural tenet of “Doing the Right Thing” by clients enables her to create deep and warm relationships.

#### ***Frances Griffin's authorisations***

Frances is authorised by Maven Capital to provide financial services under the following authorisations:

Provide financial product advice;

Arrange for a person to deal in a financial product by Applying for, acquiring, varying or disposing of financial products on behalf of another in respect of the following classes of financial products:

- Deposit and Payment Products – Basic Deposit – Non-basic Deposit
- Debentures, Stocks and Bonds – Issued or Proposed to be issues by a Government
- Life Products – Investment Life Insurance Products
- Life Products – Life Risk Insurance Products
- Interests in Managed Investment Schemes – Including IDPS
- Retirement Savings Accounts Products
- Securities
- Superannuation

### *Remuneration and charges*

A fee or commission may be charged for the services Frances provides or a combination of the two may apply. The level of fees and commissions will vary with the service provided and may be subject to negotiation. The Abingdon Wealth fee schedule in the FSG can be taken as a guide, however charges and any other benefits will be disclosed to you upon recommendation of products.

**Please keep in mind you can discuss fees at any time and no fee will be charged unless discussed and approved by you first.**

### *Qualifications*

Frances **holds** a Diploma of Financial Planning (2015) from Kaplan Professional.

### *Contact*

Mobile: 0448 727 743

Phone: 07 3088 2420

[www.abingdonwealth.com.au](http://www.abingdonwealth.com.au)

Email: frances@abingdonwealth.com.au

Authorised Representative 1007697 of Abingdon Wealth Pty Ltd ABN 87 631 713 918