



# Financial Services Guide

1 July 2023

This Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to our relationship prior to us providing you with a financial service. The matters covered by this FSG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them.

This FSG should assist you in determining whether to use any of our services.

### **Lack of independence**

Under the Corporations Act I am prevented from using the terms independent, impartial and unbiased as I may receive commissions for the advice that I provide on life insurance products.

Insurance commissions received are only in respect to a small number of our clients, and amount to a minor part of our revenue. Where applicable they will be fully disclosed and taken into consideration of your overall fee arrangement and the services we provide you.

We do not receive any commissions on investment products.

## **Who is Aspire Retire?**

Aspire Retire is a leading financial planning firm offering a range of financial services tailored to your individual needs.

Aspire Retire Pty Ltd is the holder of an Australian Financial Services Licence (No 301712) issued by the Australian Securities and Investment Commission (ASIC).

Your financial adviser will provide financial planning services to you as an authorised representative of Aspire Retire Pty Ltd.

At Aspire Retire we are authorised to provide advice on the following:

- Financial Strategies and Structures
- Retirement Planning
- Superannuation
- Self-Managed Superannuation Funds
- Wealth Creation
- Cash Flow Management
- Salary Sacrificing
- Gearing and Debt Management
- Tax Planning
- Personal Insurances
- Estate Planning
- Portfolio Administration and Reporting
- Advice on all investments including:
  - Cash Deposit Products
  - Debentures, Stocks and Bonds
  - Managed Funds
  - Securities (Shares)
  - Investor Directed Portfolios
  - Superannuation
  - Life Insurance Products
  - Direct Property

## **An outline of our services**

When we first meet you, we offer an initial meeting, so you can make an assessment whether our services meet your needs and provide an outline of our fees. We like to emphasise the need for compatibility, as our association is usually a long one.

Once we establish that we would like to work together, we commence the financial planning process as follows:

### **Financial strategy**

This service is designed to help you create, manage and protect your wealth with a personally tailored strategy. It is usually conducted over three meetings covering:

- Data collection – you tell us about your goals, objectives and concerns.
- Strategies – an open discussion on strategies to consider for achieving your goals.
- Recommendations – we finalise the detail of your chosen strategy.

### **Implementation of recommendations**

As well as implementing the recommended strategy, this service includes the set-up of monitoring and review systems, as well as the broker accounts for the placement of investments. This may also involve liaising on your behalf with other professionals and institutions.

### **Investment recommendations**

This service provides recommendations of specific investments chosen to compliment your strategy and to work towards achieving your goals and objectives.

## **On-going services – including:**

- Periodic review meetings for an update of your personal circumstances, investment performance and progress towards objectives.
- Review of changes in legislation that may affect your strategy.
- Investment Portfolio Administration and Reporting.

## **What we need to give you**

### **Statement of Advice**

When you become a client, you will receive a Statement of Advice (SoA) whenever we provide you with advice that takes into account your objectives, financial situation and needs. The SoA will contain the advice, the basis on which it is given and information about fees and associations that are relevant to the provision of the advice.

From time to time you may require us to provide you with further advice (which is connected to the initial advice provided to you via SoA). Where further advice is required by you, we will communicate our recommendation to you verbally and document this recommendation on a Record of Advice (RoA) for our client file. You can request a copy of the RoA by contacting your adviser.

Where we conduct a formal review of your strategy and investment portfolio, and further advice is provided regarding investments, we will provide you with a written document also known as a Record of Advice (RoA).

## **Product Disclosure Statement**

If we make a recommendation to acquire a particular financial product (other than securities), we will provide you with a Product Disclosure Statement containing information about the particular product. This will enable you to make an informed decision in relation to the acquisition of that product.

### **What you need to tell us**

You are responsible for helping us give you the best possible advice. We will give you advice that is suitable to your needs and financial circumstances, but to do so we need to find out your individual objectives, financial situation and needs before we recommend any strategies and/or financial products to you. You have the right not to divulge this information to us, if you do not wish to do so. However, we are required to warn you about the possible consequences of us not having your full personal information.

When you become a client, we want you to:

- Be open and honest with us;
- Tell us if your situation changes; and
- Read all the documentation given to you.

### **Providing instructions to us**

You can give us instructions by telephone, mail, email, or via our website.

## **Your privacy**

We maintain a record of our relationship and dealings with you. This will include details of your objectives, financial situations and needs as well as any recommendations made to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available on request.

### **A guide to our fees**

Like any business we want to grow and be profitable. This will enable us to serve you throughout your life. 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 payments we receive and the costs you will incur for using our services.

Further explanation of our fees is provided below.

## Financial planning fees

Aspire Retire is remunerated for its services on a “fee-for-service” basis. Fees are quoted up front and services are performed only after the client agrees to the fee.

The fee for a financial plan will vary depending on the complexity of the advice and strategy provided (based on time and expertise required to prepare the advice). Your adviser will discuss the costs prior to the preparation of the financial plan. Fees are payable at the following times:

- At the Initial meeting
- Progressively throughout the initial provision of advice
- Progressively throughout the practical completion of the implementation of advice,
- Monthly via direct debit for the provision of ongoing services as agreed and documented.

We do not accept brokerage or commissions for placing investments for our clients.

## Personal insurance fees

If you purchase or retain a life insurance policy on our recommendation, we may charge a fixed fee and/or receive brokerage payments from the Insurer who issues the policy. There are several ways these payments can be structured. Insurers currently offer brokerage payments of up to 66% of the first year’s premium and up to 22% for subsequent years over the life of the policy.

## Broking fees

The cost of the purchase or sale of direct investments such as shares in listed companies or units in listed property trusts will be passed on to you.

## Other

The principals of Aspire Retire are Stephen Degiovanni, Olivia Maragna and Cameron Harris, and they or their associated entities may receive a dividend from Aspire Retire Pty Ltd.

All our Advisers are paid a salary. They may also receive a bonus, based on the performance and profitability of the firm as a whole.

Stephen and Olivia have an interest in an associated company, Astute Superfund Specialists Pty Ltd that provides accounting services for SMSF’s.

All matters relating to remuneration are discussed in full, and disclosed to you in the Statement of Advice.

## The receipt of incentives

We believe a client’s interests should be placed first and that products should only be recommended because they are in your best interest. To ensure our recommendations are free from undue influence, Aspire Retire, its director’s and staff cannot receive incentives that have a real potential to influence recommendations.

Product providers also offer other benefits such as training sessions and technical assistance. These provide tangible benefits for clients and are not likely to influence recommendations and so advisers and staff are permitted to attend them.

## Your advisers

### Stephen Degiovanni

Stephen has been providing advice to clients since 1995 and is an Authorised Representative (No 228945) of Aspire Retire Pty Ltd. Stephen is an employee & director of Aspire Retire Pty Ltd.

Stephen specialises in giving advice in the following disciplines:

- Financial Strategies and Structures
- Wealth Creation
- Retirement Planning
- Self-managed Super Funds
- Gearing and Debt Management
- Tax Effective Planning
- Salary Sacrificing
- Direct Equities and Real Estate
- Personal Insurances
- Estate Planning
- Centrelink

Stephen is accredited with:

- Certified Financial Planner (CFP®)
- Certified Practising Accountant (CPA)
- SMSF Specialist Advisor® (SSA)
- Bachelor of Commerce
- Tax Agent
- Financial Adviser Exam – passed January 2020
- Ethics for Financial Advisers

Stephen is a current member of the following associations:

- Financial Advice Association Australia
- CPA Australia
- Self-managed Super Fund Professionals' Association of Australia (SMSF Assoc)

### Olivia Maragna

Olivia has been providing advice to clients since 1998 and is an Authorised Representative (No 228946) of Aspire Retire Pty Ltd. Olivia is an employee of Aspire Retire Pty Ltd.

Olivia specialises in giving advice in the following disciplines:

- Financial Strategies and Structures
- Wealth Creation
- Retirement Planning
- Self-managed Super Funds
- Gearing and Debt Management
- Tax Effective Planning
- Salary Sacrificing
- Direct Equities and Real Estate
- Personal Insurances
- Estate Planning
- Centrelink

Olivia is accredited with:

- Certified Financial Planner (CFP®)
- Chartered Accountant (CA)
- SMSF Specialist Advisor® (SSA)
- Bachelor of Business
- Tax Agent
- Financial Adviser Exam – passed January 2020
- Ethics for Financial Advisers

Olivia is a current member of the following associations:

- Financial Advice Association Australia
- Institute of Chartered Accountants Australia (ICAA)
- Self-managed Super Fund Professionals' Association of Australia (SMSF Assoc)

## Cameron Harris

Cameron has been providing advice to clients since 2015 and is an Authorised Representative (No 1008732) of Aspire Retire Pty Ltd. Cameron is an employee of AR Management Pty Ltd ATF AR Management Trust.

Cameron specialises in giving advice in the following disciplines:

- Financial Strategies and Structures
- Wealth Creation
- Retirement Planning
- Self-managed Super Funds
- Gearing and Debt Management
- Tax Effective Planning
- Salary Sacrificing
- Direct Equities and Real Estate
- Personal Insurances
- Estate Planning
- Centrelink

Cameron is accredited with:

- Certified Financial Planner (CFP®)
- SMSF Specialist Advisor® (SSA)
- Advanced Dip (Financial Planning)
- Bachelor of Business
- Financial Adviser Exam – passed January 2020
- Ethics for Financial Advisers

Cameron is a current member of the following associations:

- Financial Advice Association Australia
- Self-managed Super Fund Professionals' Association of Australia (SMSF Assoc)

## Daniel Ardern

Daniel has been providing advice to clients since 2017 and is an Authorised Representative (No 1294691) of Aspire Retire Pty Ltd. Daniel is an employee of AR Management Pty Ltd ATF AR Management Trust.

Daniel specialises in giving advice in the following disciplines:

- Financial Strategies and Structures
- Wealth Creation
- Retirement Planning
- Self-managed Super Funds
- Gearing and Debt Management
- Tax Effective Planning
- Salary Sacrificing
- Direct Equities and Real Estate
- Personal Insurances
- Estate Planning
- Centrelink

Daniel is accredited with:

- UK Chartered Financial Planner
- Advanced Dip (Financial Planning)
- Bachelor of Arts
- Financial Adviser Exam – passed June 2021

Daniel is a current member of the following associations:

- Financial Advice Association Australia

## Other information

We endeavour to provide the best financial service to you. We are also committed to considering any complaints and resolving them as quickly as possible. If you have any complaint about the service provided to you, take the following steps:

1. Contact us and tell us about your complaint. We will try and resolve your complaint quickly and fairly.
2. If your complaint is not satisfactorily resolved within three days, please contact Aspire Retire by writing to Aspire Retire Pty Ltd, GPO Box 320, Brisbane Qld 4001.
3. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority. AFCA provides fair and independent financial services complaint resolution that is free to consumers. Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678 (free call) [1]  
In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

If your concerns involve ethical conduct, you may wish to consider raising your concerns in writing with the Financial Advice Association Australia (FAAA). They can be contacted at GPO Box 4285, Sydney, NSW, 2001.

The Australia Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Aspire Retire Pty Ltd holds Professional Indemnity insurance that meets the minimum requirements imposed by the relevant governing bodies and the professional associations of which it is a member.

Our aim is to never give you reason to call upon any of the above institutions by ensuring quality advice and high levels of service are provided at all times.

FSG: 01 July 2023



1300 66 77 02  
aspireretire.com.au  
contact@aspireretire.com.au

