FINANCIAL SERVICES GUIDE

Issued 14th October 2026

Superannuation Insights Australia Pty Ltd

Corporate Authorised Representative

Number: 1323778

of

MAVEN CAPITAL PTY LTD

AFSL 418504

Superannuation Insights Australia Pty Ltd
CAR No.:1323778
ACN: 686 743 395
Phone: (07) 5645 6192
Web: www.superannuationinsightsaustralia.com.au

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
- commissions on share trades

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About this Financial Services Guide

This Financial Services Guide (FSG) explains the financial services Superannuation Insights Australia Pty Ltd (hereafter SIA) provides as a Corporate Authorised Representative of Maven Capital Pty Ltd, Australian Financial Services Licence (AFSL) 418504. It explains how SIA and other parties may be remunerated, how personal information is handled, and how you can raise a complaint. It is intended to help you make an informed decision on whether to use our services.

This FSG contains important information about:

- The financial services that we provide
- General advice warnings
- Information you will be asked to supply
- Information you will receive
- Privacy
- How we and our associates are remunerated
- Dispute Resolution System
- Financial relationships with related entities

Financial services provided

Subject to the terms of its written authorisation, SIA provides general financial product advice. SIA may respond to enquiries, arrange appointments, provide approved general information and introduce clients who would like to receive personal financial advice to appropriately authorised financial advisers.

SIA does not provide personal financial product advice. Personal advice takes account of one or more of your objectives, financial situation or needs, or is advice a reasonable person might expect to do so. Any personal advice is provided separately by the authorised financial adviser, who is responsible for the advice process and any recommendations.

SIA does not guarantee improved investment performance, lower fees or that changing superannuation funds will be appropriate for you. You are not obliged to engage an adviser or implement advice.

General advice warning

Any general financial product advice provided by SIA does not take into account your objectives, financial situation or needs. Before acting on it, please consider whether it is appropriate for you, having regard to those matters. If the advice relates to a particular financial product, obtain and consider the relevant Product Disclosure Statement (PDS) before deciding whether to acquire that product. A general advice warning will also be given when required at the time advice is provided.

Information we may request

For an initial enquiry or appointment, SIA may request contact details and limited information reasonably necessary to respond to your enquiry, discuss your interest in superannuation and insurance information and arrange a meeting. SIA may request further information only where relevant to an approved service, with appropriate notification and handling safeguards.

If you choose to seek personal advice, an appropriately authorised financial adviser will explain what further financial and personal information is required, why it is needed, and how it will be used, the information required may include documentation about your assets, liabilities, family, financial goals, personal preferences and any other information needed to give a Financial Adviser a clear and documented view of your overall circumstances. The Financial Adviser will provide their recommendations in a Statement of Advice ("SoA") with supporting information to enable you to make an informed decision about the appropriateness and suitability of that advice.

SIA will not present an initial booking or general advice conversation as a personal assessment of the suitability of your existing superannuation arrangements.

Identification documents, privacy and record retention

SIA does not ordinarily require copies of a driver's licence, passport, Medicare card or similar identity documents merely to arrange a general advice appointment. Where identification or verification is reasonably necessary or legally required for a particular service, it will be undertaken using Maven Capital-approved processes. Verification does not necessarily require retaining a copy of the identity document.

SIA and Maven Capital take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Records, including call recordings where used, may be retained in approved systems and made available to authorised staff and service providers on a need-to-know basis. Information is retained for applicable legal,

regulatory and legitimate business requirements and securely destroyed or de-identified when no longer required, subject to those obligations.

With appropriate authority and for disclosed purposes, personal information may be shared with Maven Capital and an authorised financial adviser to whom you request an introduction, and with approved service providers. Any overseas disclosure or offshore storage arrangements must be accurately identified in the final Privacy Policy and related notices.

You may request access to or correction of your personal information or raise a privacy concern using the contact details below.

Please refer to Maven Capital's Privacy Policy (www.mavencapital.com.au/_files/ugd/c2788e_294b36627cb4463eb2db86ef3c0bdf7b.pdf) and any applicable SIA privacy notice for further details.

Information and documents you may receive

You will receive this FSG and other disclosures as required. If you choose to engage a financial adviser for personal advice, that adviser will explain their services, fees, consent requirements and the relevant advice documentation, which may include a Statement of Advice or Record of Advice as applicable.

Remuneration and benefits — proposed arrangement, subject to approval

SIA does not charge clients directly for an initial general advice appointment. SIA may receive a service fee from a financial advice business to which it introduces a client where the client subsequently obtains and implements personal financial advice and the relevant initial advice fee has been received, subject to the terms of the commercial agreement.

Under the proposed arrangement, SIA's service fee is 85% of the initial advice fee received by the financial advice business after deduction of the applicable licensee fee. The amount payable to SIA is inclusive of GST. Where the applicable licensee deduction is 5% of the initial advice fee, SIA's payment is 80.75% of that initial advice fee, on a consistent calculation basis. For example, on an initial advice fee of $3,000, a 5% licensee deduction of $150 leaves $2,850, and the proposed SIA payment is $2,422.50 including GST.

The proposed payment is contingent on implementation and receipt of the relevant initial advice fee, which creates a financial interest for SIA in the client proceeding. SIA is not paid merely for making an introduction under this proposed arrangement. The receiving financial adviser will disclose the advice fees and relevant referral remuneration and obtain applicable

client consent. You are not obliged to proceed with advice, roll over superannuation or implement a recommendation.

The proposed remuneration model is subject to Maven Capital's regulatory review and approval, including consideration of conflicted remuneration and any other applicable requirements.

Financial relationships

SIA is a Corporate Authorised Representative (Number 1323778) of Maven Capital Pty Ltd (AFSL 418504). Financial advisers receiving introductions will be separately and appropriately authorised. SIA's commercial relationship with a receiving advice business, including any service fee, may create an incentive to refer clients to that business.

Complaints and dispute resolution

If you have a complaint or any concerns you can lodge a complaint with Maven Capital using any of the following methods:

Mail: Maven Capital Pty Ltd PO Box 438 Varsity Lakes QLD 4227 Phone: 07 5507 7721
Email: compliance@mavencapital.com.au
In Person: By contacting your adviser or Maven Capital.
Phone: 07 5507 7721

If you require assistance to make a complaint, including the use of a representative, support person, interpreter or translator, please let us know and we will take reasonable steps to assist you.

Upon receiving your complaint, we will:

1. Acknowledge receipt of your complaint as soon as practicable, generally within one business day.
2. Assess and investigate the circumstances of your complaint.
3. Attempt to resolve the complaint as quickly and fairly as possible.
4. Keep you informed if there are any delays in the investigation process.
5. Provide you with a written response outlining the outcome of our investigation and any actions taken.

Where your complaint cannot be resolved immediately, Maven Capital will provide a final written response within 30 calendar days of receiving your complaint, unless a different timeframe is permitted by law. If you are not satisfied with our response, or if we do not

provide a response within the required timeframe, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA is an independent external dispute resolution scheme that provides fair and free dispute resolution services to consumers.

Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au
Mail: GPO Box 3, Melbourne VIC 3001
Maven Capital Pty Ltd is a member of AFCA and is bound by its determinations.

Compensation arrangements

Maven Capital maintains professional indemnity insurance arrangements intended to satisfy its compensation obligations under section 912B of the Corporations Act 2001.

Contact details

Superannuation Insights Australia Pty Ltd **ABN: 94 686 743 395** **CAR number: 1323778** **Address:** **Level 14, 167 Eagle St** **BRISBANE QLD 4000** **Phone: 07 5645 6192** **Email:** **info@superannuationinsightsaustralia.com.au** **Website:** **www.superannuationinsightsaustralia.com.au**	**Maven Capital Pty Ltd** **AFSL 418504** **ABN: 41 152 426 554** **Address:** **Suite 1707, 56 Scarborough St** **SOUTHPORT QLD 4215** **Phone: 07 5507 7721** **Email / complaints contact:** **compliance@mavencapital.com.au**

Isaac Rapana-Jenkins

Authorised Representative No. 1323779

Of

Maven Capital Pty Ltd (AFSL 418504)

Senior Client Manager | Superannuation Insights Australia

This Adviser Profile must be read in conjunction with the Financial Services Guide issued by Superannuation Insights Australia, Corporate Authorised Representative No. 1323778 of Maven Capital Pty Ltd AFSL 418504

With close to 10 years of experience in the Australian financial services industry, Isaac has developed a strong understanding of superannuation and the importance of planning for the future.

As a dedicated family man with a wife and three children, Isaac understands the importance of financial security and is passionate about helping individuals and families work towards a stronger financial future.

Isaac continues to further his professional knowledge through ongoing studies with Kaplan, keeping informed of developments within the financial services industry and the changing economic landscape.

With a strong focus on client experience, Isaac values each client's individual circumstances and story. He believes that building genuine relationships and treating people with care and respect are essential to ensuring every client feels valued, understood and supported.

Isaac Rapana is authorised by Maven Capital to provide general financial product advice. The advice Isaac provides will not take into account your personal objectives, financial situation or needs. If you require advice tailored to your individual circumstances, I can refer you to an appropriately authorised financial adviser.

Qualifications:

RG146 Financial Advice
Ongoing Continuing Professional Development (CPD)

Email: isaac@superannuationinsightsaustralia.com.au

Phone: 07 5645 6192