

FINANCIAL SERVICES GUIDE



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NEXT GENERATION ADVICE PTY LTD
(NEXT GEN.)
ACN: 120 066 113
ABN: 31 120 066 113
AFSL: 302947

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HOW CAN WE HELP YOU?

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

- *Who we are?*
- *What is Personal Financial Advice?*
- *Product Disclosure Statements.*
- *Information We Need from You.*
- *How are we paid?*
- *What to do if you have a complaint about our services?*
- *Professional Indemnity Insurance.*

WHO ARE WE?

Next Generation Advice Pty Ltd, from here on referred to as "Next Gen" is a private wealth investment and financial Advisory firm. Our Advisers' record of achievement and reliability is based on providing some of the highest quality 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.

Under this license Next Gen can authorise advisers and Advisory firms to operate financial services businesses under this license. Next Gen can authorise individuals and businesses who it views as meeting certain strict educational, experience and competency requirements as described under law, to advise and deal in the following instruments under its license:

- *Life Insurance Products (including Life, TPD, income protection & trauma)*
- *Managed Investment Schemes (including managed funds, IDPS, syndicates & unit trusts)*
- *Retirement Savings Accounts*
- *Securities (including equity, debt & hybrid)*
- *Superannuation (including self-managed superannuation, retail, corporate & industry)*
- *Risk insurance products*

PERSONAL FINANCIAL ADVICE

If we provide you with personal financial advice, then you will initially receive a Statement of Advice (“SoA”) when or as soon as practical after the advice is given. This statement will set out the advice/recommendations, the basis on which the advice was given and any remuneration or other benefits that we, including our authorized representatives 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 an advice relationship with us, then generally we will not provide a 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.

PRODUCT DISCLOSURE STATEMENTS

When advice is given, we will also give you, where appropriate, a Product Disclosure Statement (PDS) 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 YOU NEED TO KNOW

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. If you wish to examine our file, you should ask us, and we will make arrangements for you to do so.*

Anti-Money Laundering and Counter-Terrorism Financing Act 2006 - *Next Gen has an obligation under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to verify your identity and the source of any funds. Accordingly, we may ask you to provide particular identification documents such as your passport or driver’s licence.*

What Are the Possible Consequences of Not Providing This Information – *You are of course at liberty to decline to provide some or all 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 we have a record of your personal details), our advice will not consider 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.

All information is kept strictly confidential, and you can obtain a copy of our Privacy Policy from your Adviser. 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 driver's license. We will also retain copies of this information. We assure you that this information will be held securely.

OTHER SERVICES, FEES AND CHARGES

Advice Fees

The Advice Fees you pay to Next Gen may comprise one or more of the following:

- A percentage fee based on the value of your holding in a financial product
- A fixed dollar amount
- An hourly rate These fees may include:
- Statement of Advice Fee - for the preparation of a Statement of Advice · Initial Advice Fee - for initial advisory services
- Implementation Fee - for the implementation of financial advice and products
- Adviser Service Fee - when your adviser provides you with advice and service These fees are payable by you and may be paid either directly from you or from your financial product/s

All fees will be disclosed to you within the Statement of Advice.

Commissions Received

Next Generation Advice has arrangements with a number of financial product providers where it raises capital for these companies' financial products. Next Generation Advice may also receive a commission from these product providers with respect to capital raised into these products. The commission can be up to 5.5% including GST on the amount that you invest in any product, company or fund that is facilitated by them.

Next Generation Advice will receive commissions from insurance companies that you purchase insurance from, as follows:

- 66% of initial premiums
- 22% of annual renewal premiums

The exact amount of each commission will be disclosed when the amount of proposed or renewed insurances are determined.

Rebates Received

Next Generation Advice has arrangements with a number of external businesses to market the services of these businesses. Next Generation Advice may receive a share of the fees these companies charge you for the provision of these services. The rebate can be up to 5.5% including GST on the amount that you invest in any product, company or fund that is facilitated by them.

HOW WE PAY OUR REPRESENTATIVES

Representatives of Next Generation Advice (the Licensee) are remunerated by way of salary and bonuses.

To access a potential bonus, the representative must reach a number of key monthly criteria, incorporating Compliance, Training, and Discretionary components.

OUR ASSOCIATIONS THAT YOU NEED TO KNOW ABOUT

We disclose the following associations or relationships that might be considered capable of influencing Next Generation Advice's provision of its services to you:

- *N & J Consultants Pty Limited owns:*
 - *50% of the shares in FBC Pty Limited (which owns 100% of the shares in Next Gen)*
 - *50% of the shares in each of Integral Advisory Solutions Pty Limited and Integral Wealth Group Pty Limited; and*
 - *40% of the shares in AFMG Holdings Pty Limited, which owns 50% of the shares in Australian Funds Management Group Pty Limited, the investment manager of Pivotal Diversified Fund.*
- *James Doumani is a director of Next Gen and also the sole director of Integral Advisory Solutions Pty Limited and Integral Wealth Group Pty Limited.*
- *Isabella Pappas (a director of Next Gen) holds 40% of the shares in AFMG Holdings Pty Limited and is the sole director of that company.*
- *Through her company IP Holdings Pty Limited, Isabella Pappas holds a 41.7% interest in each of the following investment vehicles:*
 - *Global Capital Property Fund Limited*
 - *Pivotal Diversified Fund*

IF YOU HAVE ANY COMPLAINTS

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms. If you have any complaint about the service provided to you, you should take the following steps:

- Contact your Financial Adviser and tell your Adviser about your complaint. Majority of complaints can be resolved this way.
- If you do not have an Adviser, or your complaint is not acknowledged within 7 days, please contact the Complaints Manager at our licensee, Next Generation Advice Pty Ltd on 07 2000 4545.

You can also put your complaint in writing and send it to Next Generation Advice Pty Ltd at:
Attention: Director/Responsible Manager
Next Generation Advice Pty Ltd
21 Upton Street, Bundall QLD 4217

At Next Gen we take our responsibilities very seriously and are committed to always providing the best customer service to our clients. We will try and resolve your complaint/s quickly and fairly. You should receive a written acknowledgement of your complaint within 5 business days after it is received.

If your complaint is not resolved in a satisfactory manner, within further 45 days, you can raise your concerns with the Australian Financial Complaints Authority (AFCA) on 1300 931 678. Next Generation Advice Pty Ltd is a member of this complaint's resolution service. The Australian Securities & Investments Commission (ASIC) has a free call Infoline 1300 300 630 which you may use to make a complaint and obtain information about your rights.

PROFESSIONAL INDEMNITY INSURANCES

Next Gen confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). Our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity for Next Gen and its authorised representatives / representatives / employees in respect of its authorisations and obligations under its Australian Financial Services License (AFSL). The insurance will continue to provide such coverage for any authorised representative / representative / employee who has ceased, for work done whilst engaged with it.

CONFIRMATION OF RECEIPT OF FINANCIAL SERVICES GUIDE 2.0

I have read and understood the Financial Services Guide (FSG).

Client Name: _____ Date: _____

Client Signature: _____