



INTEGRAL
ADVISORY SOLUTIONS

PRIVACY POLICY

Issue Date: 07 April 2021

Next Generation Advice Pty Ltd (Next Gen.)

ACN: 120 066 113

ABN: 31 120 066 113

AFSL: 302947

Our Commitment to Privacy

Next Generation Advice Pty Ltd (Next Gen.) recognizes that it is important for you to know how we deal with your personal information and for that reason this statement outlines our current Privacy Policy. Next Gen. abides by the National Privacy Principles (NPPs) established under the Privacy Amendment (Private Sector) Act 2001.

Collection of Information

Next Gen. is required under various legislation and codes of practice to collect certain information about you to provide our range of services. These include, but are not limited to, the Corporations Act, Income Tax Assessment Act as well as certain regulations issued by the Australian Securities and Investments Commission (ASIC). In addition, our ability to provide you with comprehensive and quality services is reliant on us obtaining certain personal information about you. The staff and representatives of Next Gen. may request personal and sensitive information from you, which will generally comprise of, but not be limited to, the following type of information:

- Personal details e.g., name, address, contact details (phone, email), date of birth, marital status, dependents, employment details,
- Financial details e.g., assets, liabilities, income, expenses.
- Business details including ABNs.
- Details of all investments, superannuation, investor numbers, credit cards and bank account details.
- Personal goals and objectives.
- Taxation information including your tax file number.

If you do not provide us with your current and most accurate information, we may elect to terminate our relationship with you, if we believe it will jeopardise our ability to provide you with a complete, accurate and comprehensive service. We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide/disclose that information to us. Information will be collected from a variety of sources including directly from you, external organisations and associated companies of Next Gen. We only collect, maintain, and use personal and sensitive information about you if it is necessary for us to adequately provide the services requested.

Use and Disclosure of Information

Any personal information about you collected by Next Gen. will be used for the following purposes:

- Provision of investment services.
- Completion of associated documentation and application forms.
- To market services which may be supplied by Next Gen. or by other suppliers that may be of interest to you unless you inform us not to do so.
- To provide you with agreed services and assisting in meeting your requirements, needs, goals and objectives.

The organisations we may be required to disclose information include, but are not limited to:

- Other companies within the group.
- Financial institutions (including fund managers, life insurance providers, financial advisers, stockbrokers).
- Government departments e.g., Australian Taxation Office (ATO), ASIC and Centrelink as required by law.
- External service providers and other compliance inspectors for audit purposes
- External parties for business acquisitions or in the event of the sale of the business.
- Any other external party as authorised by you from time to time.

Furthermore, we will not use or disclose information collected about you other than for a purpose made known to you unless the disclosure is:

- Required by law (e.g., ATO, Australian Prudential Regulation Authority and ASIC have the power to order us to disclose information about your situation).
- Is authorised by law (e.g., to protect our interests or where we have a duty to the public to disclose); or
- You have consented to our disclosing the information to you.

Next Gen. undertakes not to sell, rent or trade your personal information. We 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, however you may request not to receive such information by contacting our office/Administration department.

Storage and Security

Next Gen. recognises how important the privacy of your personal information is to you. We will therefore, at all times, seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. Your personal information is generally held in your personal file. Information may also be held in a computer database. All paper files are stored in secure areas. Computer-based information is protected through the use of access passwords. In the event you cease to be a client of this organisation, any personal information which we hold about you will be maintained in a secure on/ off-site storage facility for a period of at least 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

Identifiers

Next Gen. will not adopt as our own any identifiers that you may provide to us such as Tax File Numbers, Centrelink reference numbers, Medicare numbers etc.

Transfer of Information Overseas

This is required either when information is sent directly to the client, or to obtain further information from international organisations to aid in delivering the agreed services. Wherever possible, the information will only be transferred to another country where Next Gen. reasonably believes the other country has privacy laws substantially similar to our own.

Access to Your Information

You may at any time, request access to your personal information and we will provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held. We may, prior to providing access in accordance with this policy, require you to provide evidence of your identity. In the event we refuse you access to your personal information; we will provide you with an explanation for that refusal. We will endeavor to respond to any request for access within 14 days depending on the complexity of the information requested and/or may charge a one-off fee for the request of a significant amount of information to be copied or accessed.

Quality of the Personal Information

Next Gen. is committed to ensuring that your personal information that we hold is accurate, complete and up to date. To assist us with this, please contact us if any of your personal details change. Furthermore, if you believe that the information, we have about you is not accurate, complete or up to date, please contact us and we will take all reasonable steps to correct/update this information.

Privacy Complaints

If you wish to complain about any breach or potential breach of this privacy policy or the NPPs, you should contact us, and request that your complaint be directed to the Director as follows:

The Managing Director
Next Generation Advice Pty Ltd
21 Upton Street, Bundall, QLD 4217, Australia
Phone: (07) 2000 4545
Email: Info@nextgenadvice.com.au

Your complaint will be responded to within 14 days. It is our intention to use our best endeavors to resolve any complaint to your satisfaction, however, if you are unhappy with our response, you are also entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

On-line Privacy

Next Gen. website may contain links to other Web sites whose operator may or may not adhere to a privacy policy or be governed by the NPPs. We will not collect any information about you from our website except where you knowingly provide it to us. The information collected will depend on how you use the facilities on the website and may include some of the personal details stated above. For example, if you visit the website to browse or download information, our system will record the date and time of your activities, the information viewed and/ or downloaded. In the event that you enter information in the process of completing an email or any other on-line forms, the information will be collected by Next Gen. if you submit the details. Our website uses cookies, which allow us to identify your browser while you are using our site. Cookies do not identify you; they simply allow us to track usage patterns so that we can measure the level of interest in various areas of our site. All browsers have a facility to notify you when you receive a cookie, and you can elect to either accept it or not. Your internet service provider should be able to assist you to set your preferences.

PRIVACY STATEMENT

Next Generation Advice Pty Ltd (Next Gen.)

Next Gen. is committed to complying with the Privacy Act requirements introduced in December 2001. Next Gen. may collect information about you for the following purposes:

- Provision of investment services.
- Completion of associated documentation and application forms.
- To market services which may be supplied by Next Gen. or by other suppliers that may be of interest to you unless you inform us not to do so.
- To provide you with agreed services to assist in meeting your requirements, needs, goals and objectives.

As Next Gen. provides several service offerings, we are required under various legislative bodies and codes of practice to collect certain information about you in order to provide our range of services. These include, but are not limited to, the Corporations Act, Income Tax Assessment Act as well as certain regulations issued by the Australian Securities and Investments Commission (ASIC).

Whilst you are not obliged to provide us with the information requested, if you decline to do so, we may be unable to provide the level of service and advice required and expected of us. In connection with the provision of services, it may be necessary for us to disclose personal information about you to other professionals and organisations such as:

- Financial institutions (including fund managers, Life insurance product providers, financial Advisers, stockbrokers).
- Government departments e.g., Australian Taxation Office, ASIC and Centrelink as required by law.
- External service providers and other compliance inspectors for audit purposes.
- External parties for business acquisitions or in the event of the sale of the business.
- Any other external party as authorised by you from time to time.

We undertake not to use or disclose information collected, for purposes other than those detailed above, or related purposes, unless the law requires the disclose or we have been provided with your consent to do so. Next Gen. recognises how important the privacy of your personal information is to you. We will therefore, always, seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. Next Gen. is committed to ensuring that the personal information we hold is accurate, complete and up to date. If you believe that the personal information, we hold about you is incorrect, we request that you contact us, and we will take all reasonable steps to correct this information. If at any time you wish to have access to your personal information, we hold about you, (or if you would like a copy of our detailed Privacy Policy) you are welcome to request this by contacting the Director and/or Responsible Manager on (07) 2000 4545 or by e-mail on info@nextgenadvice.com.au

The preparation of this Privacy Policy was completed on 07 April 2021.



INTEGRAL
ADVISORY SOLUTIONS

Financial Services Guide

Version 2.0
Issue Date – 12 August 2022

Name of Authorised Representative

Integral Advisory Solutions

Corporate Authorised Representative No: 1281381
21 Upton Street, Bundall Queensland 4217
Phone (07) 3106 3458
Email: admin@iasolutions.net.au

Licensee

Next Generation Advice Pty Ltd
Australian Financial Services License – 302947
ABN: 31 120 066 113
21 Upton Street, Bundall, Queensland 4217, Australia
Phone (07) 2000 4545
Email Address – info@nextgenadvice.com.au

Not independent

Next Generation Advice Pty Ltd and I as your adviser may receive commission based on your premium for the duration of time you hold an insurance policy, fees based on the volume of assets under advice and gifts and other non-monetary benefits. For these reasons, we are unable to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

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 is my Adviser?

Who we are?

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 licence Next Gen. can authorise advisers and Advisory firms to operate financial services businesses under this licence. 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 licence:

- 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 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. 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 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.

How are we paid?

Next Gen. and your Financial Advisers are remunerated through a combination of fees and commissions that you are charged. To assist you in making an informed decision Next Gen. or your Financial 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, so if you are in doubt, please ask us to explain. You may be charged an initial advice fee, between \$1,100 - \$11,100 (GST inclusive) depending on the scope of our advice. The adviser will discuss all fees and charges applicable prior to providing any advice. Next Gen. also receives commission directly from Insurance product providers, between 0% and 66% initially, and 22% ongoing, of the value of the total premium that you pay and will be dependent on the specific product that you purchase and whether the premium is an initial premium or renewal premium. All costs involved will be disclosed at the time the advice is provided.

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 (Next Generation Advice Pty Ltd) and include the fees we pay for clearing and settlement where appropriate.

The level 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. Fees and commissions are subject to negotiation prior to us providing you with a financial service.

As part of our negotiations, 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.

The fees and charges for our specific services are outlined in the fee Schedule.

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 Insurance

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 Licence (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.

What Do You Pay For Our Services?

Integral Advisory Solutions and your representative are remunerated through a combination of fees and commissions that you are charged or that product providers pay. To assist you in making an informed decision Integral Advisory Solutions and your representative 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, please see below.

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.

The level 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. Fees and commissions are subject to negotiation prior to us providing you with a financial service. As part of our negotiations, 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.

Integral Advisory Solutions will charge you or your investment account direct service fees of:

- 3.99% (including GST) of the amount you invest in any one of the products we introduce to you, as an initial advice and implementation fee; and
- 1.99% (including GST) of the amount you hold in any one of the products we introduce to you, as an ongoing annual advice fee, so long as you remain our client.

We will disclose the amount of each fee to you when we recommend that you invest in a product or on each anniversary of your investment, as appropriate.

Other Services, Fees and Charges

Commissions Received

Integral Advisory Solutions has arrangements with a number of financial product providers where it raises capital for these companies' financial products. Integral Advisory Solutions 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.

Integral Advisory Solutions 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

Integral Advisory Solutions has arrangements with a number of external businesses to market the services of these businesses. Integral Advisory Solutions 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 Integral Advisory Solutions are remunerated by way of salary and commissions. They may also be eligible for a discretionary bonus or other incentive-based payments.

Our Associations That You Need To Know About

Integral Advisory Solutions is a Corporate Authorised Representative of Next Generation Advice Pty Ltd. As such, Integral Advisory Solutions may engage in business dealings with Next Generation Advice Pty Ltd. Next Generation Advice Pty Ltd may receive a percentage of the brokerage and other income generated by us relating to transactions carried out for clients, as well as refer potential clients to us.

The following shareholder and director relationships, which might influence the advice that Integral Advisory Solutions gives to you, even if it might not be in your best interest: NGA and IWG are related by virtue of N & J Consultants Pty Limited holding a 50% interest in each of them (through FBC Pty Limited in the case of NGA). Both companies have the same sole director. We disclose the following associations or relationships that might be considered capable of influencing Integral Advisory Solutions' provision of its services to you:

MPDP Pty Limited owns:

- 25% of the shares in Integral Advisory Solutions Pty Limited; and

Qld Aerial Photography Pty Limited owns:

- 25% of the shares in Integral Advisory Solutions Pty Limited; and

N & J Consultants Pty Limited owns:

- 50% of the shares in Integral Advisory Solutions Pty Limited; and
- 50% of the shares in FBC Pty Limited (which owns 100% of the shares in Next Generation Advice Pty Limited).
- James Doumani is the sole director of Integral Advisory Solutions Pty Limited and also a director of Next Generation Advice Pty Limited.