Licensee: Direction Advice Group Pty Ltd
ABN: 68 614 150 533
PO BOX 1618
Ballina NSW 2478
Email: info@directionadvice.com.au
Australian Financial Services License Number: 492953

NORTHERN RIVERS
FINANCIAL ADVICE

Level 2, 105 Molesworth Street Lismore NSW 2480
PO Box 347 Lismore NSW 2480
info@nrfinancial.com.au

Northern Rivers Financial Advice ASIC no 1254948 is a Corporate Authorised Representative of Direction Advice Group Pty Ltd

PURPOSE

This **Financial Services Guide** (FSG) explains the financial services and advice provided by Direction Advice Group Pty Ltd and your Financial Adviser (Adviser), who is an authorised representative of Direction Advice Group Pty Ltd . The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties and potential conflicts of interests, and how we manage complaints.

This FSG should be read in conjunction with the **Adviser Profile**. The Adviser Profile contains important information about your Adviser including relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid and fees that you may be charged. If you have not received an Adviser Profile, please ask your Adviser for a copy, or contact us directly.

Please take the time to review both the FSG and Adviser Profile before engaging our services.

Lack of Independence

Direction Advice Group Pty Ltd and our Advisers, is not independent, impartial or unbiased because we:

(a) Receive commissions for the advice we provide on life risk insurance products.

For these reasons, we do not represent ourselves as independent, impartial or unbiased.

WHO WE ARE

Nick Rose is a sub authorised representative, ASIC No. 304082 of Northern Rivers Financial Advice, ASIC No. 1254948 a corporate authorised representative of Direction Advice Group Pty Ltd.

Direction Advice Group Pty Ltd is Adviser owned and an amalgamation of like-minded privately owned practices where you are central to every decision our advisers make. We hold an Australian Financial Services License (492953). **We have no ownership links to Product Manufacturers.** Direction Advice Group has relationships with some of Australia's largest legal and compliance experts, and major research houses.

Direction Advice Group Pty Ltd has authorised Northern Rivers Financial Advice and Nick Rose to act on its behalf, to provide financial services to you

HOW TO CONTACT US

Direction Advice Group Pty Ltd
ABN 68 614 150 533

Po Box 1618
Ballina NSW 2478

0429811303 or 0457810224

info@directionadvice.com.au

https://directionadvice.com.au

FINANCIAL SERVICES AND PRODUCTS WE CAN PROVIDE

Direction Advice Group Pty Ltd can offer the following services and products. Your Adviser's specific authorisations are included within their personalised Adviser Profile.

Superannuation and Retirement Planning

Personal Superannuation
Corporate Superannuation
Industry and Public Sector Superannuation
Pensions and Annuities
Self-Managed Superannuation
Centrelink / Veterans' Affairs Assistance
Aged Care

Wealth Creation and Investments

Cash and Term Deposits
Investment Bonds
Managed Investments
Exchange Traded Products
Listed Securities (Shares and other products)
Derivatives
Margin Lending
Gearing

Wealth Protection

Term Life Insurance
Total and Permanent Disability (TPD) Insurance
Trauma Insurance
Income Protection Insurance
Business Insurance
Insurance Claims Assistance

Other Financial Planning Services

Budgeting and Cashflow Management
Debt Management
Estate Planning Assistance

THE ADVICE PROCESS AND DOCUMENTS YOU MAY RECEIVE

Your Adviser will guide you through the advice process. This includes the following steps:

Engagement and Discovery

In the initial stages of the advice process your Adviser will work with you to define your financial goals and objectives, and gather relevant information required to provide you appropriate advice.

Your Adviser will generally collect relevant information within a **Client Data Form** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances and superannuation. It is important that you provide accurate information and keep your Adviser informed of any changes to your relevant circumstances. Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. A **Risk Profile Questionnaire** may be used to document and agree upon your level of risk tolerance. Your Adviser may also use an **engagement document** to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing laws.

Strategy and Personal Advice

After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is typically developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in a **Statement of Advice**. The Statement of Advice will include amongst other things, the basis of the advice, explanation of the strategies and products recommended and relevant disclosures including costs of advice and products. The Statement of Advice includes an authority to proceed section where you can consent to proceed with the recommendations. Where a financial product has been recommended, you will generally be provided with a copy of the relevant **Product Disclosure Statement (**PDS). The PDS includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

Implementation

Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant Product Application Form. This may be online, or paper based.

Where the recommendations include the purchase of an insurance policy, you may also need to complete a Health Questionnaire. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

GENERAL ADVICE

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions.

FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts, or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, a Statement of Advice may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

An **Ongoing Service Agreement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Alternatively, you may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for a fee over a specific term not greater than 12 months.

You may be required to sign a **Consent Form** that is provided to your relevant investment or superannuation provider. The Consent Form will detail the services offered and estimated fees for the next 12 months.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

HOW TO PROVIDE INSTRUCTIONS

Your Adviser may accept your instructions by phone, letter, or email. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.

REMUNERATION

Before providing you with advice, your Adviser will agree with you the fees that apply and explain any benefits we receive.

Your Adviser

The cost of providing financial advice or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Your Adviser or the financial planning business may be remunerated by:

- Advice and service fees paid by you
- Commissions paid by insurance providers

Please refer to the Adviser Profile for more detailed estimates and ranges of fees and commissions.

All fees and commissions are initially paid to Direction Advice Group Pty Ltd before being distributed to your Adviser or to the financial planning business.

Your Adviser may also receive non-monetary benefits which include benefits of less than $300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to the financial products being recommended.

Any referral arrangements or related party arrangements your Adviser has in place will be disclosed in the Adviser Profile and your Statement of Advice.

The Licensee

Direction Advice Group Pty Ltd charges your Adviser a flat fee per Adviser for the provision of services required under its AFSL.

Related Parties

Direction Advice Group Pty Ltd does not any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

Please refer to the Adviser Profile where your Adviser will disclose any relationship with Product and Service Providers.

COMPLAINTS

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Directors of Direction Advice to discuss your complaint.

Email: admin@directionadvice.com.au
Mail: Direction Advice Group
PO BOX 1618
Ballina NSW 2478
Phone 0429 811 303 or 0457 810 224

2. We will acknowledge receipt of a complaint within 1 business day. Where this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. If additional time is required, we will advise you in writing.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

   Phone 1800 931 678 (free call)
   Online www.afca.org.au
   Email info@afca.org.au
   Mail GPO Box 3
   Melbourne VIC 3001

Compensation Arrangements

We have professional indemnity insurance in place that complies with the Corporations Act 2001.

Our insurance covers claims made against former representatives for their conduct while they were authorised by us.

PRIVACY

Your Adviser is required to maintain documentation and records of any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may not be able to provide you with the advice you require.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

We may use third-party service providers to assist with our products or services. Direction Advice Group consents to advisers storing client or adviser information overseas, on secure servers like Microsoft OneDrive, Google, or Dropbox, located in the U.S. or Australia, in compliance with Australian Privacy Law. If your Adviser outsources to other countries, they will disclose this to you separately.

Direction Advice Group Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please refer to our Privacy Policy on our website www.directionadvice.com.au

ABOUT YOUR ADVISER

Nicholas (Nick) Rose

Authorised Representative Number 304082

Adviser Profile 08/09/2025

Northern Rivers Financial Advice

Northern Rivers Financial Advice ASIC no 1254948 is a Corporate Authorised Representative of Direction Advice Group Pty Ltd

Business Contact Details

Level 2, 105 Molesworth Street
Lismore NSW 2480

PO Box 347 Lismore NSW 2480

Phone: 02 6624 6622

Email: info@nrfinancial.com.au

Direction Advice Group ABN 68 614150533 AFSL 492953 authorises your financial adviser to distribute this document. This document forms part of and should be read in conjunction with the Direction Advice Group Financial Services Guide (FSG).

About Me

Nick Rose is a specialist member of the **SMSF Association** and voluntarily agrees to be bound by various processional, technical and ethical standards.

- Nick has over 20 years' experience in the financial planning industry.
- Nick holds a Master of Financial Planning
- He meets the Financial Adviser Standards and Ethics Authority (FASEA) Education Standards and has passed the Financial Adviser Exam.
- Nick has extensive Financial Planning experience and remains at the pinnacle of his industry through his commitment to professional development and specialist training.

Authorisations

Nick is authorised in the following financial services and products

- Superannuation incl.
- Self-Managed Superannuation Funds
- Pensions and Annuities
- Cash and Term Deposits
- Managed Investments
- Listed Securities (shares and other products)
- Investment Bonds
- Margin Lending
- Life Insurance
- Centrelink/Veterans Affairs Assistance
- Budgeting and Cashflow Management
- Debt Management

Remuneration

Nick is the owner of Northern Rivers Financial Advice and thus remunerated by Salary and Distribution of profit

The following table summarises the types of fees or commissions that applicable to the services that I provide. All amounts are inclusive of Goods and Services Tax (GST).

Remuneration	Typical Range	
SoA Preparation Fee	$2,200 to $5,500	
Implementation Fee	Quoted based on hourly rate or included in Ongoing Service Fee	
Hourly Rate	$385	
Ongoing Service Fee	$2,200 to $22,000 per annum. Quoted upfront based on services to be provided	
Remuneration	**Initial**	**Per Annum**
Insurance Commission*	0% to 66%^	0% to 35%

^Applicable from 1 January 2020 to new policies. If the policy was issued before 1 January 2020 commission of up to 130% will apply to additional cover.

Benefits, interests and associations

Nick has equity and a controlling interest in Northern Rivers SMSF Solutions (NRSS), a business that provides accounting services for Self-Managed Superannuation Funds. There is no requirement to use the services of NRSS however you may choose to do so if you have a SMSF or a SMSF is established. Nick may receive remuneration from NRSS in the form of a salary and the distribution of profit. Direction Advice Group Pty Ltd has no ownership or control of NRSS and takes no responsibility for the actions of NRSS.

Nick is a Director and Shareholder of Direction Advice Group Pty Ltd. Nick may receive a Dividend, salary & wages, and Distribution of profits from that entity.

DIRECTION ADVICE GROUP PTY LTD PRIVACY STATEMENT

The privacy of your personal information is very important to us at Direction Advice Group Pty Ltd and Pinnacle Advice. Privacy laws apply to how we collect, maintain, use and disclose your personal information and this Privacy Statement explains how these laws effect Direction Advice Group Pty Ltd and you, including:

- The types of information that we keep on record and how we may use that information
- Our policies in relation to how we collect, maintain, use and disclose your personal information
- Your privacy rights along with our general rights and obligations

1. WHAT INFORMATION DO WE HOLD

The types of information we collect is reasonably necessary for us to perform our functions. The kind of personal information we collect and hold will depend upon the type of products and services that you request from us and may include:

• Information that identifies you, such as your name and address and other identification information provided by you and people nominated by you

• Financial details including information about your financial needs and objectives, your current financial circumstances including your assets and liabilities, income, expenditure, insurance cover and superannuation

• Details of your investment preferences and risk tolerance

• Family circumstances and social security eligibility

• Information about your employment, beneficiaries, bank accounts for funds to be transferred to or from and, in some cases, health information about you

2. WHAT HAPPENS IF YOU DON'T GIVE US YOUR PERSONAL INFORMATION

Unless required by law (for example to comply with a legal duty of disclosure when applying for an insurance product) you need not give us any of the personal information about you or any other person which may be requested in our communications with you. However, without that information, we may not be able to provide you with an appropriate level of service or advice and the advice given may not be appropriate. Where we collect information from you about another individual (for example you nominated beneficiaries) please make that individual aware of that fact and the contents of this Privacy Policy.

3. HOW YOUR PERSONAL INFORMATION IS COLLECTED

Generally, Direction Advice Group Pty Ltd and its authorised representatives only collect personal information about you from you, by phone, email or in an application form, unless it is not reasonable or practical for us to do so. For example, we may collect information from a third party, like your accountant or a product provider, or your employer for superannuation purposes, if you authorise us to do so.

4. HOW YOUR PERSONAL INFORMATION IS HELD

Your personal information is generally held on a computer database and or stored in locked filing cabinets. All paper copies that are not stored electronically are destroyed on a regular basis by a recognised security company that offers that service. We take all reasonable steps to protect your personal information from misuse, loss, unauthorized access, modification or disclosure. We have physical, electronic and procedural safeguards to protect your information held by us. For example, your personal information is stored in secured office premises, in encrypted electronic databases requiring logins and passwords for access. We require all staff to maintain the confidentiality of your personal information at all times.

5. USING AND DISCLOSING YOUR PERSONAL INFORMATION

Your personal information may be disclosed for purposes related to the provision to you of the financial advice you have requested. The types of service providers that may be provided with your personal information are:

- Other financial planners and organisations involved in providing the financial advice you have requested (which may include ongoing service) such as fund managers who assist us in providing financial advice and para planners, Insurance providers, superannuation trustees and product issuers in connection with the provision to you of the financial advice you have requested.
- Organisations that assist in operating a financial planning business such as those that provide administrative, financial, accounting, insurance, research, legal, computer or other business services
- Your representatives or service providers such as your accountant, solicitor, tax agent, stockbroker or bank
- Government authorities and other organisations when required by law
- Organisations that you have consented to your personal information being disclosed to

We will seek to ensure that your personal information is not used or disclosed for any purpose other than:

- The primary purpose for which it was collected or a purpose that is related to the primary purpose for which it was collected or a related secondary purpose
- Where you have consented to the use or disclosure
- In other circumstances where the Australian Privacy Principals authorise the use or disclosure such as when it is required by or authorised under law

6. CORRECTING YOUR PERSONAL INFORMATION

We try to ensure that all information we collect, use or disclose is accurate, complete and up to date. However, you must promptly notify us if there are any changes to your personal information by contacting us on 02 66863579 or via email to admin@directionadvice.com.au

If we agree that the personal information requires correcting, we will take reasonable steps to do so. If we disagree as to the accuracy of the information, we will provide you with the reasons for not correcting your personal information. You may request that we make an appropriate notation in relation to that information, noting you consider it is not accurate, complete or up to date.

7. WHAT ARE YOUR RIGHTS

You can gain access to your personal information that we hold. This is subject to exceptions allowed by law such as where providing you with access, would have an unreasonable impact upon the privacy of others. If we deny a request for access we will provide you with the reasons for this decision. To request access please contact us on 02 66863579 or via email to admin@directionadvice.com.au

8. CHANGES TO OUR PRIVACY POLICIES

We may amend this Privacy Policy from time to time. Not all changes to our privacy policies will require your consent (for example where office security procedures are changed). We will notify you of any change to our policies that require your consent before being implemented.

9. MARKETING PRACTICES

We may contact you via mail, email, SMS or telephone about news, products and services that you might be interested in. We may also use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you. If you do not want the benefit of receiving information about products and services, then please tell us. You can do this at any time by either writing to us, emailing or phoning us or by contacting your Direction Advice Group Pty Ltd authorised representative.

10. OVERSEAS DISCLOSURE

As at the date of this Privacy Statement, Direction Advice Group Pty Ltd does consent to storing client or adviser information overseas. Currently data may be stored in a secure server (Microsoft OneDrive, Google & DropBox) in the United States or Australia only. This will always be done in accordance with Australian privacy laws.

11. CONTACTING US OR COMPLAINTS ABOUT PRIVACY ISSUES

You can obtain further information on request about the way in which we manage the personal information that we hold or you can raise any privacy issues with by contacting us on 02 66863579 or via email to admin@directionadvice.com.au.

We will attempt to resolve any issues you may have within 14 days but if you are not fully satisfied with our response, you may wish to register your complaint with the Office of the Australian Information Commissioner. Please see below for contact details:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Website: www.oaic.gov.au

Email: enquiries@oaic.gov.au

Mail: Office of the Australian Information Commissioner

GPO Box 5218

SYDNEY NSW 2001