



Dispute Resolution Policy (V.5)

Issue Date: 22/08/2022

Wealth Rite Pty Ltd

Suite 3/21 Upton Street
Bundall, Queensland 4217
ABN: 76 607 443 407
ACN: 607 443 407
CAR: 1283563

Throughout this Dispute Resolution Policy, Wealth Rite Pty Ltd is referred to as “Wealth Rite”, “we”, “us”, “our” or any such variations.

This DRP does not relate to financial services provided by firms, companies, individuals, or institutions which Wealth Rite does business with or introduces clients to.

This Dispute Resolution Policy (DRP) is dated **Aug 2022** and replaces all previous versions.

Dispute Resolution

We are committed to providing quality financial services 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 representative and tell your representative about your complaint. The majority of complaints can be resolved this way.
- If you do not have a representative, or your complaint is not acknowledged within 7 days, please contact the Complaints Manager at Wealth Rite on 1800 758 294.

- You can also put your complaint in writing and send it to Next Generation Advice at:

Next Generation Advice
21 Upton Street
Bundall QLD 4217
Admin@nextgenadvice.com.au

NGA will try and resolve your complaint quickly and fairly. You should receive written acknowledgement of your complaint within 5 business days after it is received.

If your complaint is not satisfactorily resolved within a further 45 days, you can raise your concerns with the Australian Financial Complaints Authority on 1300 931 678. NGA is a member of this complaint's resolution service.

The Australian Securities & Investments Commissions (ASIC) has a free phone Info line 1300 300 630 which you may use to make a complaint and obtain information about your rights.

The preparation of this DRP was completed on 22 August 2022.