

Suite 1310
530 Little Collins Street
Melbourne VIC 3000

Making a Complaint

We endeavour to always provide you with the best advice and service. If you are not satisfied with our services, then we encourage you to contact us. Please call us, send us an email, or put your complaint in writing to our office. You can direct your complaint to your financial adviser.

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 48 hours. We will then explain our process to resolve your complaint and tell you who will handle your complaint.

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

You can contact AFCA via:

Telephone: 1800 931 678

Website: www.afca.org.au

Email: info@afca.org.au

Post: Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne VIC 3001