

Complaints Resolution



If you have a complaint we would like you to tell us so that we can address the matter. We are committed to the efficient and fair resolution of complaints.

Our complaint resolution process

In the event of a complaint the matter will be dealt with in accordance with our internal complaint resolution procedures.

You will receive an acknowledgement of your complaint. An internal review will be undertaken by the Complaints Officer and we will endeavour to provide you with a response as soon as possible. In most cases this will be within 45 business days. However, some matters are more complex and can take longer to resolve. In this event we will keep you informed of our progress.

Our complaints handling process has been designed in accordance with the Australian Standard (AS ISO 10002-2006) and ASIC Regulatory Guide 165 on Internal and External Dispute Resolution.

How can you contact us?

In writing	The Complaints Officer Investment Administration Services PO Box R1197 Royal Exchange NSW 1225
Email:	CLR@xplorewealth.com.au
Phone:	1800 446 971 02 8006 5900
Fax:	02 8221 9849
Web Site:	www.xplorewealth.com.au

External dispute resolution process

We are a member of the Australian Financial Complaints Authority ('AFCA'), an external dispute resolution scheme that can consider complaints about financial products or services.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001