

## Complaints and our dispute resolution process

We at Xplore Wealth are committed to providing our clients with the highest standard of service. If you are dissatisfied with our service to you, 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 against Xplore Wealth, or any of its subsidiaries, 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?

<b>In writing</b>	The Complaints Officer - Xplore Wealth PO Box R1197 Royal Exchange NSW 1225
<b>Email:</b>	<a href="mailto:CLR@xplorewealth.com.au">CLR@xplorewealth.com.au</a>
<b>Phone:</b>	1800 446 971 02 8006 5900
<b>Fax:</b>	02 8221 9849

### 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 you are not satisfied with the handling of your complaint, you can contact the Australian Financial Complaints Authority. Contact details are:

#### Australian Financial Complaints Authority Limited

Mail: GPO Box 3, Melbourne, VIC 3001

Phone: 1800 931 678

Fax: (03) 9613 6399

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: <https://www.afca.org.au/>

Alternatively, you can also contact ASIC on 1300 300 630 to make a complaint and to obtain further information about your rights.