



## **Making a complaint**

We understand it's a privilege to advise our clients on their life savings, so we pride ourselves on delivering superior service and advice.

If for any reason you are not satisfied with our services, please contact us immediately. You can phone, send an email, send a letter, or visit us in person. You can direct your complaint to your financial planner, or our Complaints Officer on 0407 490 699 or [jasonandriessen@outlook.com](mailto:jasonandriessen@outlook.com).

We aim to resolve complaints immediately. When that's not possible, we will acknowledge your complaint, investigate it, and respond within 30 days. If you are not satisfied with our response after 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678 or use their website [www.afca.org.au](http://www.afca.org.au)

AFCA provides complaints resolution services that are free to consumers.