

How to Lodge a Complaint

The business has an established complaint handling process and is committed to properly considering and resolving all complaints. We encourage all clients to contact us as soon as possible so we can assist you to resolve your complaint quickly and effectively.

Please call your adviser or our Complaints Officer as follows:

- Toll Free: 1300 882477
- Telephone: +613 8633 9803
- Email: compliance@phillipcapital.com.au

Please tell us:

- Your name and contact details
- What your complaint is about, what went wrong and what you'd like us to do
- Any supporting documentation

Authorising someone to help you

You can appoint someone (must be 18 years or older) to manage your complaint on your behalf (for example, a friend or family member, a legal, or financial counsellor).

What happens after you make a complaint?

We will acknowledge your complaint

The business will acknowledge receipt of your complaint as soon as practicable. Generally, this will be within 24 hours (or one business day) of receiving it.

Simple complaints

We will aim to resolve the complaint as quickly as we can, where possible within 5 business days.

Complex complaints

If your complaint is more complex, we may require more time to investigate and assess your complaint. We may also request that you provide more information about your complaint.

We will seek to resolve your complaint as soon as practicable but not more than 30 days after receiving the complaint.

We will provide you with the final written response within 30 calendar days. The final response will outline our findings, proposed resolution, and your right to take the complaint to the Australian Financial Complaints Authority (AFCA).

If we're unable to do this within 30 days, we'll tell you the reason for the delay, give you a date you can expect to hear an outcome and continue to update you on our progress.

If you are not happy with the final response or our handling of your complaint

If you are not satisfied with our response, you may be able to lodge a complaint with the Australian Financial Complaints Authority ("AFCA"). AFCA provides a fair, free and independent dispute resolution service.

- online at www.afca.org.au
- by telephone: 1800 931 678;
- by email: info@afca.org.au; or
- by post: GPO Box 3, Melbourne VIC 3001.

Please quote our AFCA membership number: 10545