

Our Internal Dispute Resolution (IDR) scheme is a fundamental component of PhillipCapital's culture to provide a high level of customer service and we encourage and welcome both positive and negative feedback from our clients to ensure we strive to improve our services, create customer satisfaction and build long term relationships.

It is important that you gather all the facts and documents about the complaint, and think about what the issue is, what answers you need and what you need us to do. Once you have compiled all the relevant information, please follow the steps below.

Steps to making a complaint

Step 1: Please talk to us

We encourage all clients to contact us as soon possible so we can assist you to resolve your complaint quickly and effectively.

Please call your adviser or our Customer Support Team as follows:

Toll Free: 1300 882477

Email: poemsteam@phillipcapital.com.au

Step 2: Contact the Complaints Officer

We understand that in some cases a complaint is complex and requires more investigation, or you may not feel comfortable talking with your adviser. If this is the case your complaint can be referred to our Complaints Officer.

If you have tried to resolve your complaint via your adviser or the Customer Support Team and are not satisfied with the outcome, please contact the Complaints officer.

Telephone: +613 8633 9803

Email: compliance@phillipcapital.com.au

Step 3: Contact Australian Financial Complaints Authority

If you have followed steps 1 and 2, and we have been unable to resolve the complaint to your satisfaction, you are entitled to take the complaint further by contacting the Australian Financial Complaints Authority (AFCA).

AFCA provides customers with an independent and free financial services complaint resolution scheme, however you must first give PhillipCapital the opportunity to review it.

AFCA's contact details are as follows:

Telephone: 1800931678

Email: info@afca.org.au

Postal Address: GPO Box 3, Melbourne Vic 3001

Website: www.afca.org.au