

Client Complaints Policy

What to do if I have a Complaint?

How can I lodge a complaint?

If you are dissatisfied with the advice or the service you have received from one of our Authorised Representatives you can lodge a complaint via the following:-

Mail: Link Advice, PO Box 240, Parramatta NSW 2124
Email: advice@linkadvice.com.au
Call: 1300 734 007 between 8am and 6pm weekdays
Online: www.linkadvice.com.au

Should you require extra assistance, including but not limited to non-English versions of this policy, in submitting your complaint please let us know. We can direct you to specialist support services should that be required or, alternatively, help you lodge your complaint. To seek assistance please feel free to contact us via one of the channels listed above.

How will Link Advice respond to your complaint?

Upon receipt of your complaint and no later than 24 hours (or 1 business day) of receiving the complaint we will acknowledge receipt. Upon receiving your complaint, our Complaints Manager will assess and investigate your concerns with the aim to resolve it quickly and fairly. If for some reason we require longer than 30 days to resolve your complaint we will let you know the reasons why and if an extension is required. This may occur where the complaint is particularly complicated or there are circumstances delaying our ability to respond outside our control.

Our formal response will include:

- The reasons for our decision;
- Your ability to request documents relied on to decide your complaint; and
- Your right to take your complaint to the Australian Financial Complaints Authority (AFCA).

What you can do if you are not satisfied with our response?

If you do not receive a response to your complaint within 30 days or are not satisfied with the response after going through the internal complaints process, you can take your complaint to the Australian Financial Complaints Authority ("AFCA") (ABN 38 620 494 340).

Mail: GPO Box 3, Melbourne VIC 3001
Email: info@afca.org.au
Phone: 1800 931 678
Web: www.afca.org.au

AFCA is an External Dispute Resolution (EDR) scheme which deals with complaints from consumers in the financial system, including the provision of financial products advice.