



VISIS Private Wealth Complaints Policy

At VISIS Private Wealth (also known as VISIS), we want to make sure your experience with us is professional and positive. However, we know that sometimes things can go wrong and, if they do, we want to know about it and we want to do the right thing.

How you can make a complaint:

It is free to make a complaint with us.

If your complaint is in relation to advice, products or services through VISIS Private Wealth:

1. Contact the Authorised Representative with whom you have been dealing.
2. If your complaint is not satisfactorily resolved within three (3) business days, please lodge your complaint in writing to the Compliance Manager at:

VISIS Private Wealth

Post: GPO Box 7043, Brisbane, Qld, 4001

Phone: 61 7 3231 4004

Email: compliance@visis.com.au

What happens when you make a complaint?

When you make a complaint, we will acknowledge the complaint, either by phone, by post or email, ordinarily within 24 hours after receipt of your complaint.

If you need additional assistance to lodge a complaint, please use any of the above methods to contact us and we can engage accessibility services such as interpreters if required or we can assist you.

We will tell you:

- details around when and how we will provide you with an update on the progress of your complaint, and
- the latest date that we will endeavour to resolve your complaint (ordinarily within 45 days, unless there is a need for the Superannuation Fund Trustee to assist us resolving your complaint or resolution of your complaint is particularly complex).

How we respond to your complaint:

We aim to resolve complaints on the spot, where possible. Depending on the nature of the concerns you have raised, we may need to carry out further investigations.

If we anticipate it will take longer than 45 days to respond to your complaint, we will let you know.

We will also provide you with a response in writing. The complaint response will outline the issues you have raised and provide you with VISIS response to the issues.

What can you do if you are unhappy with our final response?

If the complaint can't be resolved to your satisfaction within 30 calendar days, you have the right to refer the matter to the Australian Financial Complaints Authority ('AFCA'). VISIS Pty Ltd is a member of AFCA.

AFCA can be contacted on:

Post: GPO Box 3, Melbourne, Victoria, 3001

Email: info@afca.org.au

Phone: 1800 931 678