

The Advisory Financial Services Internal Dispute Resolution Process for Consumers

We recognise that sometimes things don't go as planned. It is important to The Advisory Financial Services that we resolve your concern. If you have a matter that is in dispute or a complaint about The Advisory Financial Services you can use our Internal Dispute Process by contacting us as detailed in Step 1.

The Internal Dispute Resolution is a **3-step process**.

STEP 1

Contact The Advisory Financial Services Dispute Resolution Manager.

By Phone: 1300 716 100

By Email: compliance@theadvisory.com.au

By Writing: The Advisory Financial Services

19 The Parade

NORWOOD SA 5067

STEP 2

We will do our utmost to resolve the matter in a timely fashion. If we cannot resolve the matter promptly due to its complexity, you will be advised in writing.

STEP 3

If you are still not satisfied with the outcome, you can refer your concern to an independent external Dispute Resolution Scheme whose details appear below.

External Dispute Resolution Service

The **Australian Financial Complaints Authority** is established to provide assistance in dispute resolution between clients and members of the Financial Services Industry, which includes mortgage managers and providers of financial products. Services are free to customers.

How to contact them:

Website: www.afca.org.au

Phone: 1800 931 678 Fax: 03 9613 6399 Email: info@afca.org.au

Address: Australian Financial Complaints Authority

GPO Box 3, MELBOURNE VIC 3001