



ISSUED BY:	PERSONAL FINANCIAL SERVICES LIMITED ABN: 26 098 725 145 AUSTRALIAN FINANCIAL SERVICES LICENCE (AFSL): 234459
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PHONE:	(02) 9904 2792
DATE:	1ST JULY 2024

INTRODUCTION

Personal Financial Services Limited (PFS) is committed to managing disputes with its retail and small business clients in a fair, timely and transparent way. This policy is designed to provide you with information on how to lodge a complaint and PFS's process when dealing with complaints.

HOW TO LODGE A COMPLAINT

In the first instance, if you are unhappy with the advice or service provided by your Adviser, Practice Principal, or PFS, you can let us know by putting your concerns in writing or by calling us. You can contact us at:

Complaints Officer

PO Box R1872
Royal Exchange NSW 1225

By email at pfscompliance@personalfs.com.au or by calling (02) 9904 2792.

ASSISTANCE AVAILABLE TO YOU

If you require assistance, you can contact us to help lodge your complaint.

COMPLAINT PROCESS

There are three key steps when dealing with complaints, including:

1. **Acknowledgement:** Once PFS receives the complaint, you will receive acknowledgement within 24 hours of receiving it.
2. **Assessment and Investigation:** PFS will investigate and assess the complaint after gathering all the required information. This may involve speaking to you directly or to other relevant parties involved in order to gain a suitable resolution.
3. **Providing an Internal Dispute Resolution (IDR) Response:** PFS will provide you with written communication to inform you of the final complaint outcome.

RESPONSE TIMEFRAMES

PFS will investigate your complaint and respond to your concerns as quickly as possible and within 30 days. At times, due to the complexity of the complaint and availability of information, it may take longer to resolve. Where a delay occurs, we will contact you in writing and provide you with the reasons for the delay.

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)

If you do not agree to the reason for the delay or if you feel your complaint has not been resolved to your satisfaction, you may refer your concerns to the Australian Financial Complaints Authority (AFCA), which provides an accessible, fair and independent dispute resolution service. You can contact AFCA at:

Australian Financial Complaints Authority Limited

GPO Box 3
Melbourne VIC 3001
www.afca.org.au

By email at info@afca.org.au or by calling 1800 931 678.

FURTHER INFORMATION

If you would like further information about how we handle complaints, please send us an email to pfscompliance@personalfs.com.au or call us on (02) 9904 2792.