

COMPLAINTS RESOLUTION FACT SHEET

Equity Trustees has an established complaints handling process and is committed to properly considering and resolving all complaints. If you wish to lodge a formal complaint, please write (or contact) us on:

Phone

1300 133 472

Post

Equity Trustees GPO Box 2307
Melbourne VIC 3001

Email

compliance@eqt.com.au

We will acknowledge receipt of the complaint as soon as possible and in any case within 3 days of receiving the complaint. We will seek to resolve your complaint within 90 days (traditional trustees or superannuation) and up to 45 days for all other complaints.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Contact details are:

Website

www.afca.org.au

Email

info@afca.org.au

Telephone

1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

The external dispute resolution body is established to assist you in resolving your complaint where you have been unable to do so with us. However, it is important that you contact us first.

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