

# COMPLAINTS RESOLUTION GUIDE

Equity Trustees has an established complaint handling process and is committed to properly considering and resolving all complaints. If you wish to lodge a formal complaint, you can do it online, by email, by phone or in person (at any of our offices):

**Phone**

1300 133 472

**Post**

Equity Trustees  
GPO Box 2307  
Melbourne VIC 3001

**Online Complaints Form****Email**

[compliance@eqt.com.au](mailto:compliance@eqt.com.au)

We will acknowledge receipt of the complaint within 24 hours (or one business day) of receiving the complaint, or as soon as practicable. We will seek to resolve your complaint:

- 21 calendar days (Credit Related and Credit Default notices),
- 30 calendar days (Privacy, Managed Investment Scheme, IDPS and Financial Advice),
- 45 calendar days (Traditional Trustees or Superannuation),
- 90 calendar days after the expiry of the 28 calendar day objection period (Superannuation Death Benefit Distribution Decision).

If we need more time to investigate and resolve your complaint, we will explain why and provide an expected date of the outcome. We will keep you informed of the progress.

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](http://www.afca.org.au)

**Email**

[info@afca.org.au](mailto:info@afca.org.au)

**Telephone**

1800 931 678 (free call)



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

There are some time limits for lodging certain complaints. This includes complaints about the payment of death benefit, which you must lodge with AFCA within 28 days of being given the Trustees written decision.

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.

## **ASSISTANCE IN MAKING A COMPLAINT**

Should you wish you may appoint someone else to manage your complaint on your behalf, for example, a friend or family member, a legal representative or financial counsellor. We will talk to your representative if you authorise us to do so.

We can also arrange an interpreter (including an AUSLAN interpreter) to assist you in lodging and managing your complaint. Please let us know if you need help, including any specific needs, to lodge your complaint.

This document is available on [eqt.com.au](http://eqt.com.au) in [Arabic](#), [Chinese](#), [Vietnamese](#), [Italian](#) and [Greek](#). Please let us know if you need it in another language or format.

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