

Complaints Procedures

We endeavour to provide you with quality financial and credit advice and services. If you have a complaint or concern about the service provided to you, we encourage you to discuss this with your Adviser in the first instance.

If you are unhappy with your Advisers response, please make a formal complaint to the Adviser, in conjunction with:

The Complaints Manager

Office Address: Suite 428/Level 4, 627 Chapel Street, South Yarra VIC 3141

Postal Address: Level 2, 627 Chapel Street South Yarra VIC 3141

Phone: 03 9823 1344; or

Email: info@adviceexchange.com.au.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). The AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Website: www.afca.org.au;
Email: info@afca.org.au;
Phone: 1800 931 678 (free call).

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