



WOODBURY PRIVATE

Complaints Procedure

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let your financial adviser know so we can act on it immediately.

2. If your adviser has not satisfactorily resolved your complaint, please contact our Advice Dispute Resolution Team on:

Phone: 02 9869 1933
Email: enquiry@woodburyfs.com.au
In writing to: Advice Dispute Resolution Team
WFS Capital Pty Ltd
Level 15, Grosvenor Place, 225
George Street Sydney NSW 2000

3. Please let us know if you require additional assistance, and we will make the arrangements. This may include services such as:

- Australian Sign Language (AUSLAN) video presentations of material;
- Text telephone (TTY) and the National Relay Service (NRS); and
- Translation services.

4. You can expect your complaint to be acknowledged within 24 hours (or 1 business day).

Where we can't resolve your complaint within 5 business days, we'll respond formally by providing you with a written response within 30 days.

Although our response will depend on the specific nature of your complaint, you can expect that response will outline our findings and include information that may help you understand our position.

5. If your complaint isn't resolved within 30 days or to your satisfaction, then you may lodge your complaint with the Australian Financial Complaints Authority (AFCA):

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

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

Time limits may apply to lodge a complaint with AFCA, so you should act promptly. You can check the AFCA website to find out if a time limit applies or when the time limit relevant to your circumstances expires.