



YOUR WEALTH
HUB ADVICE

COMPLAINTS PROCEDURE



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COMPLAINTS PROCEDURE REPORTING YOUR CONCERNS

Your Wealth Hub Advice is committed to customer focused, effective and efficient complaint handling, so should you have a complaint about us, we need to hear from you.

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Executive Manager Governance to discuss your complaint.

Phone 0408 155 140

Email support@yourwealthhubadvice.com

Mail

Executive Manager Governance
Your Wealth Hub Advice Pty Ltd
Level 17, Angel Place, 123 Pitt St,
Sydney NSW 2000

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days.

From the 5th of October 2021, this timeframe will be reducing to 30 days, meaning you will be responded to within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

5. The contact details for AFCA are:

Phone 1800 931 678 (free call)

Online www.afca.org.au

Email

info@afca.org.au

Mail

GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge info line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.