

Making a Complaint

Licensee:

Finwealth Pty Ltd (AFSL 504485)
ABN 58 622 892 915

Authorised Representatives:

Marguerite Arendtsz (ASIC# 250840)

Mendi Nominees Pty Ltd atf Arendtsz Family
Trust trading as MLA Advisers
(ASIC# 252567 ABN 26 686 641 106)

MLA Advisers and Marguerite Arendtsz act
on behalf of Finwealth who is responsible
for the services that they provide.

Contact Details:

Meeting Sites:

Level 2, 161 Collins St, Melbourne VIC 3000
256 Queen St, Melbourne, VIC 3000
Church Street, Brighton. VIC 3186

Making a Complaint

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us.

Please call us, send us an email or put your complaint in writing to our office. You can direct your complaint to your financial adviser or to our director.

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 48 hours. We will then explain our process to resolve your complaint and tell you who will handle your complaint.

If you are not satisfied with our response after 30 days, you can lodge your complaint with the Australian Financial Complaints Authority.

You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. AFCA provides fair and independent financial services complaint resolution which is free to consumers.