



Avana
Financial Solutions

COMPLAINTS

REVIEWED: 14 April 2020



COMPLAINTS

If you have a complaint about Avana Financial Solutions Pty Ltd or one of our financial advisers, we need to hear from you.

To lodge a complaint, please contact the Head of Risk and Compliance at Avana Financial Solutions Pty Ltd:

Mail: Head of Risk and Compliance
Avana Financial Solutions Pty Ltd
Level 1, Suite 8, 51-55 City Road,
Southbank, VIC 3006.

Phone: 03 99 728 722

or, email us at compliance@avana.net.au.

To ensure your complaint is handled in a timely and efficient manner, please provide full details of the complaint including:

- your full name and contact details
- if relevant, your financial adviser's or mortgage broker's name
- the names of any service providers, such as any investment, insurance or credit product providers, associated with your complaint
- any identifying account numbers or other references, such as an investor number, loan number, policy number or superannuation account number
- all supporting documentation
- the resolution you are seeking.

Once the complaint is received, we will:

- provide an acknowledgement immediately
- complete a full investigation into all matters raised
- provide a response letter within 45 days.

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.

You can contact AFCA by the following methods:

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne, Victoria 3001

