



## Complaints Process

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|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------------------------------------------------------|-----------|--------------|-------|------------------|---------|-------------|
| Our commitment                        | <p>You have the right to make a complaint where you are dissatisfied with our services or the way that we have handled your enquiry or complaint.</p> <p>We are committed to ensuring that any concerns are resolved quickly and effectively. We treat every complaint seriously and fairly.</p> <p>Our complaint procedure is free of charge.</p>                                                                                                                                                                                                                                                                                                                                                                               |                |                                                                               |           |              |       |                  |         |             |
| How to make a complaint               | <p>You can provide feedback or make a complaint in any of the following ways:</p> <ul style="list-style-type: none"><li>• In person</li><li>• By calling us on 0414 238 352</li><li>• By emailing us at michael@assurityfinancial.com.au</li><li>• By writing to us at:<br/>Assurity Financial Group/ Assurity Financial Advice<br/>PO Box 4124 East Gosford NSW 2250</li></ul>                                                                                                                                                                                                                                                                                                                                                  |                |                                                                               |           |              |       |                  |         |             |
| How your complaint will be dealt with | <p>We will acknowledge receipt of your complaint immediately when you are speaking to one of our staff or as soon as reasonably practicable.</p> <p>We will aim to resolve your complaint within 5 days. You can request a written confirmation of the resolution of your complaint.</p> <p>If we cannot resolve your complaint within 5 days, we are required to provide a final response to your complaint within 30 days, except where there is no reasonable opportunity for us to respond because the complaint is particularly complex or because of circumstances beyond our control. If we cannot provide a response within 30 days, we will write to you with the reasons for our delay in resolving the complaint.</p> |                |                                                                               |           |              |       |                  |         |             |
| If you are still dissatisfied         | <p>If you are dissatisfied with our response to your complaint or your complaint has not been resolved within 30 days, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA can be contacted at:</p> <table><tr><td>Postal Address</td><td>Australian Financial Complaints Authority<br/>GPO Box 3<br/>Melbourne, VIC 3001</td></tr><tr><td>Telephone</td><td>1800 931 678</td></tr><tr><td>Email</td><td>info@afca.org.au</td></tr><tr><td>Website</td><td>afca.org.au</td></tr></table>                                                                                                                                                                                                  | Postal Address | Australian Financial Complaints Authority<br>GPO Box 3<br>Melbourne, VIC 3001 | Telephone | 1800 931 678 | Email | info@afca.org.au | Website | afca.org.au |
| Postal Address                        | Australian Financial Complaints Authority<br>GPO Box 3<br>Melbourne, VIC 3001                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                |                                                                               |           |              |       |                  |         |             |
| Telephone                             | 1800 931 678                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                |                                                                               |           |              |       |                  |         |             |
| Email                                 | info@afca.org.au                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                |                                                                               |           |              |       |                  |         |             |
| Website                               | afca.org.au                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                |                                                                               |           |              |       |                  |         |             |