

# Complaints

If you have any complaint about the service provided to you, you should take the following steps:

## **Step 1. Contact your adviser**

Contact the Advisor that provided you the advice. You should outline your complaint in writing and provide it to your Advisor by email or post. Should your complaint not be resolved within a reasonable time you should then contact Trend Wealth directly. Your advisor's contact details located in Part B of this FSG.

## **Step 2. Contact Trend Wealth Pty Ltd**

If your complaint is not resolved by your Adviser to your satisfaction, you can directly contact Trend Wealth Pty Ltd. Trend Wealth Pty Ltd will aim to resolve your complaint quickly and fairly and will communicate our proposed solutions to the issues with you. We try to resolve complaints as quickly as possible, but we will attempt to resolve your complaints within 30 days of receipt of your complaints at the address detailed below. We will let you know if we need more time to finalise your complaints.

Compliance Officer at Trend Wealth Pty Ltd

**PO Box** 200 Chatswood NSW 2057

**Address:** Tower 1, Level 10 , 495 Victoria Avenue, Chatswood NSW 2067

**T** 1300 059 249

**E** [complaints@trendwealth.com.au](mailto:complaints@trendwealth.com.au)

**W** <https://trendwealth.com.au/>

## **Step 3: Escalating your complaint**

If you remain dissatisfied with the outcome provided by your internal complaints process, you are entitled to refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is an external, independent body offering free and accessible dispute resolution services.

The AFCA contact details are set out below:

AFCA Australian Financial Complaints Authority,

GPO Box 3, Melbourne VIC 3001

**T** 1800 931 678 (free call)

**E** [info@afca.org.au](mailto:info@afca.org.au)

**W** [www.afca.org.au](http://www.afca.org.au)