



## Complaints Process

### Enquiries and complaints procedure

Acclaim Wealth has an established procedure for dealing with your enquiries and complaints.

### Enquiries

In the first instance enquiries should be directed to:

The Enquiries Officer  
Acclaim Wealth  
PO Box 3528, Tingalpa DC, QLD 4173  
Phone: 1300 264 264  
Fax: (07) 3899 7299  
Email: [info@acclaimwealth.com.au](mailto:info@acclaimwealth.com.au)

A formal acknowledgment of any written enquiry will be sent to you within 24 hours of receiving the enquiry. If the enquiry has not been dealt with to your satisfaction, you can make a complaint about this.

### Complaints

Complaints (except for privacy complaints) can be addressed to:

The Complaints Officer  
Acclaim Wealth  
PO Box 3528, Tingalpa DC, QLD 4173  
Phone: 1300 264 264  
Fax: (07) 3899 7299  
Email: [info@acclaimwealth.com.au](mailto:info@acclaimwealth.com.au)

If you have a complaint, please contact us by calling 1300 264 264 or by emailing your complaint to [info@acclaimwealth.com.au](mailto:info@acclaimwealth.com.au); or writing to us.

An acknowledgement will be issued to you within 24 hours of receipt of your complaint (or as soon as practicable), either by phone, email or post. Our team will investigate and respond on all aspects of the matters raised in your complaint.

For superannuation products we will provide you with a response no later than 45 calendar days after receiving your complaint, unless another timeframe is allowed or required under the relevant legislation. For Acclaim Invest we will provide you with a response no later than 30 calendar days after receiving your complaint, unless another timeframe is allowed or required under the relevant legislation.

If you make a complaint and we resolve it within 5 business days from receipt to your satisfaction we are not required to send you a formal complaint response, unless you request one; or your complaint relates to hardship, a declined insurance claim, the value of an insurance claim or for any decision of a trustee (or failure by the trustee to make a decision) relating to a complaint.

For death benefit objections, the Trustee must provide a complaint response no later than 90 calendar days after the expiry of the 28 calendar day period for objecting.

We will do our best to resolve your complaint as soon as possible. However, if we are unable to provide you with a response within the required timeframe, we will provide you with progress updates including reasons for the delay.

You may also lodge a complaint with the Australian Financial Complaints Authority (AFCA), although AFCA will not normally deal with a complaint until it has been through the trustee's internal complaints handling process.

AFCA provides fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires. Other limits may also apply.

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

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

Telephone: 1800 931 678 (free call)

In writing to:

Australian Financial Complaints Authority  
GPO Box 3, Melbourne, VIC 3000

### Privacy queries or complaints

If you have any queries or complaints about your privacy please contact:

Privacy Officer, Equity Trustees

PO Box 3528, Tingalpa DC, QLD 4173  
Phone: 1300 264 264  
Fax: (07) 3899 7299  
Email: [info@acclaimwealth.com.au](mailto:info@acclaimwealth.com.au)

