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This site is only relevant to Australian residents.

### **What to do if I have a Complaint**

InterPrac Financial Planning is committed to providing quality financial services in an efficient and honest manner. We take all complaints seriously, and have developed a formal complaints handling process to deal with any complaints from our clients. A copy of the "Complaints Handling Policy and

Procedures" is available from your Adviser or InterPrac Financial Planning. If you do have a complaint:

1. Please contact your Adviser directly to discuss the issue and seek a resolution.  
If the complaint cannot be resolved by talking to your Adviser, please contact InterPrac Financial Planning Head Office directly:

**The Complaints Officer**  
**InterPrac Financial Planning Pty Ltd**  
Level 8, 525 Flinders Street  
Melbourne Vic 3000  
Phone: (03) 9209 9777

We will acknowledge the complaint within two business days.

2. We will then investigate the complaint and respond to you **within 45 days**. We will notify you if the complaint is more complex in nature and likely to require an extension to thoroughly investigate the complaint and resolve it.
3. If InterPrac Financial Planning is not able to resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Australian Financial Complaints Authority, a dispute resolution service for the financial planning industry.

**Australian Financial Complaints Authority**  
GPO Box 3, Melbourne VIC 3001  
Phone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

Prior to Australian Financial Complaints Authority InterPrac Financial Planning has been a member of Financial Ombudsman Service scheme. Any existing unresolved matters under the previous scheme will continue to be handled under the Financial Ombudsman Service Terms of Reference by Australian Financial Complaints Authority until they are resolved.

Additionally, ASIC has an information line on **1300 300 630** which you may use to obtain information about your rights and to make a complaint.