

aeran.

COMPLAINT POLICY

POLICY DOCUMENT

DATE PRODUCED:

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PREPARED BY:

Aeran Pty Ltd
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At Aeran we appreciate that things do not always go as planned, despite our best intentions.

This complaints policy is to assist you in understanding how client concerns are handled by Aeran, and how you can notify us if you do have a complaint.

How you can make your complaint

If you are dissatisfied with the service we have provided, and you want us to take some action to address the situation, you can notify us:

- In person to your Aeran adviser during a prearranged meeting
- In writing to our postal address on the next page of this document
- By an email to your Aeran adviser or, if you prefer, to complaints@aeran.com
- With a phone call or text message to your Aeran adviser who provided the service or, if uncomfortable making that approach, directly to 0419 209 747.

There is no cost to you in making a complaint to Aeran, or in any part of its resolution.

We will help you to make your complaint

If you need assistance in expressing your complaint, then we are ready to listen and help you. We are also prepared to engage with a person that you may nominate to act on your behalf. However, we will require consent from you to communicate with them about you, unless they are acting under a legal authority that has been made available to us.

If you are more comfortable using a language other than English, please let us know so that an interpreter can be engaged.

What we will do when we receive your complaint

Once we receive your complaint, we will provide you with an acknowledgement in your preferred method of communication within one business day.

We will need to gather information from all parties involved in the complaint and consider that information. So, we may need to contact you to clarify or obtain further information. Our promise is that we will always conduct investigations and assessments fairly and professionally.

You will receive our final response with clear explanations for any decision made. Our final response will be provided to you within 30 calendar days of the receipt of the complaint.

However, if your complaint is complex, or there are unavoidable delays in receiving requested information from you, this may impact our ability to meet that target. In those unexpected situations we will send you a Delay Notification which will set out the reasons for the delay and explain that you may escalate your complaint to the Australian Financial Complaints Authority (AFCA). AFCA's contact details are on the next page of this document.

When we will respond to your complaint

Acknowledgement of a complaint:	Within one business day
Final response:	Within 30 calendar days unless we issue a Delay Notification

Our contact details

Telephone:	0419 209 747
Email:	complaints@aeran.com marked as a complaint
Face to face:	with your adviser at a prearranged meeting
Mail:	Aeran Complaints 53 Gilroy Road Turramurra NSW 2074

Contact details for the Australian Financial Complaints Authority (AFCA)

Telephone:	1800 931 678 9:00am–5:00pm AEST/AEDT weekdays
Email:	info@afca.org.au
Mail:	Australian Financial Complaints Authority Limited GPO Box 3 Melbourne VIC 3001
Online:	Online complaint form (afca.org.au)