

Complaints and Feedback

We like our customers to be happy. If you're disappointed with any of our products, or the service you've received, we'd like an opportunity to put it right.

To give us your feedback, please call us on +61 3 9988 7753, 9:30am to 5.30pm (AEST), Monday to Friday. If we can't sort out the problem over the phone, or you're not satisfied with the outcome, please write to us and include your address, phone number and email address so we can contact you easily. Write to:

Manager, Customer Care
First Guardian Capital
Level 13, 350 Collins Street
Melbourne VIC 3000

Or Email:

CustomerCare@firstguardiancapital.com

We'll make every effort to resolve your complaint as quickly as possible, and let you know what's happening if the process takes longer than expected.

If your concern remains unresolved

We'll do our best to address your concerns within 28 days. The law allows up to 90 days to address superannuation or traditional trustee services complaints, and 45 days for other products and services. If we haven't responded within this time, or you're not satisfied with our response you can contact the Australian Financial Complaints Authority (AFCA):

Australian Financial Complaints Authority

GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678 (free call within Australia)
Email: info@afca.org.au
Web: www.afca.org.au

AFCA is an independent body that provides a complaint resolution service free of charge to consumers.