



Complaints Policy

We take every reasonable step to ensure we provide you with quality service. Vested Equities has an internal dispute resolution policy in place to help resolve any complaints or concerns you may have about the service provided to you. If you have a complaint about the service provided, it should be directed to the Complaints Officer (by telephone, email, in person or sending us a letter).

Telephone:	1300 980 849		
Direct:	+617	5555	5001
Email:	compliance@vested.com.au		
Postal Address:	Vested Equities, PO Box 1863, Surfers Paradise, QLD 4217		
Street Address:	Level 7, 50 Cavill Avenue, Surfers Paradise, QLD 4217		

We will provide you with acknowledgement of your complaint within one business day. Please provide us your preferred method of communication when contacting us.

Our aim is to resolve your complaint upon receipt. In some cases, we may require further information or supporting documentation to conduct a more detailed investigation into your complaint. We will investigate your complaint expediently and provide our written response detailing the reasoning of our decision, within 30 calendar days of receipt.

If you are not satisfied with the resolution of any complaint, you may raise your concerns with the Australian Financial Complaints Authority ('AFCA'). AFCA is a free and independent external dispute resolution scheme.

Contact details for AFCA are:

Phone: 1800 931 678 (toll free)

Email: info@afca.org.au

Postal Address: Australian Financial Complaints Authority
GPO Box 3, Melbourne, VIC 3001

You may also contact the Australian Securities & Investments Commission ('ASIC') on 1300 300 630, to make a complaint and obtain information about your rights.

If you require additional assistance or if someone else is lodging the complaint on your behalf, we will require appropriate authority for your representative to communicate on your behalf.

For further support or if you have any questions regarding our complaints process, please contact us for further assistance.