

**EVIDENTIA**  
GROUP

# Complaints Procedure

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## Our Promise to you

Evidentia Group Holdings Pty Ltd and its related entities, including Evidentia Financial Services Pty Ltd (AFSL 546217) and Implemented Portfolios Pty Ltd (AFSL 345143) (collectively 'Evidentia Group') is committed to providing a high level of service in all your dealings with us. If you've had an experience with Evidentia Group that you are not satisfied with, we're here to resolve the issue. We will always work with you to resolve your Complaint.

## What is a Complaint?

If you'd like us to respond to an issue that needs fixing, we'll consider this a Complaint. We'll get in touch with you and try to resolve it as quickly as we.

## When is it Feedback?

If you have ideas on how we can do things better, but don't want us to respond or resolve anything, we'll consider this as 'feedback'. We'll review it, record it, and might take it on board, but we won't get in touch with you about it.

## How to make a Complaint with us?

If you wish to make a Complaint about any Evidentia Group service or product, below are several ways to contact us:



Call us on (02) 9164 9800  
9am to 5pm Monday to Friday (Sydney Time)



Email: [support@evidentiagroup.com](mailto:support@evidentiagroup.com)



Chat directly to your Relationship Manager, if you have one



You can also send your Complaint in a letter at:  
Evidentia Group  
Suite 2, Level 10  
1 Chifley Square  
Sydney NSW 2000

## What should I include in my Complaint?

We want to make the Complaints Process as easy and accessible as possible for you. To make sure we can, when lodging your Complaint, you should include:

- your name and contact details;
- details of your Complaint with sufficient information to allow us to fully consider and assess it and;
- details of your desired outcome to resolve your Complaint.

## What happens when I make a Complaint?

We'll let you know when we've received your Complaint and give you a Complaint reference.

Once we've reviewed your concern, we'll talk to you about your Complaint. We'll ask you what happened and what you'd like us to do about it. At this stage, we might need a bit more information. We might also request you to provide copies of any relevant documents.

We'll try to resolve your Complaint the first time you contact us, but if we can't resolve your Complaint within five days, or you ask for a response in writing, we'll send it to a specialist team who will work with you to further investigate your concerns and advise you of the outcome.

You'll be given a resolution (also called an Internal Dispute Resolution response). You'll receive this in writing, and it will explain what we've done to resolve your Complaint. Or it will explain why we've rejected it (either partially or fully).

## What if I am not satisfied with Evidentia's response to my Complaint?

If you are not satisfied with our response, you can lodge a Complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA's contact details are

**Website:** [www.afca.org.au](http://www.afca.org.au)  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Telephone:** [1800 931 678](tel:1800931678) (free call)  
**In writing:** Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

Time limits may apply to lodging a Complaint and you should act promptly or otherwise consult the AFCA website to understand if the time limit relevant to your circumstances expires.