

COMPLAINTS GUIDE

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HLBMJ Wealth Management (SE Qld) Pty Ltd (AFSL 527535 / ABN 69 645 412 568)

This Financial Services Guide (FSG) is authorised for distribution by:

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TOGETHER WE MAKE IT HAPPEN

MAKING A COMPLAINT?

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us.

Please call us on **+61 (0)7 3001 8823**, send us an email abuchan@hlbqld.com.au or put your complaint in writing to our office addressed to **GPO Box 5225 Brisbane QLD 4001 Australia**.

You can direct your complaint to your financial adviser or to one of our directors.

We aim to resolve complaints immediately. Where this is not possible, we will acknowledge the receipt of your complaint within 48 hours. We will then explain our process to resolve your complaint and tell you who will handle your complaint.

If you are not satisfied with our response after 30 days, you can lodge your complaint with the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website www.afca.org.au. AFCA provides fair and independent financial services complaint resolution which is free to consumers.