

# CUSTOMER GUIDE TO COMPLAINTS HANDLING

## General Information

Trigon Financial Pty Ltd is committed to providing the highest quality of service and products to our customers. However, we are not perfect and if you feel that we have not met your expectations we would like to hear from you so we can quickly remedy the problem.

## Procedures

**If you have a complaint please advise us as soon as possible.**

You may contact us:

- by telephoning us on: 1300 054 140 (toll free)  
(during normal business hours AEST)
- or by writing to us at: Suite 1  
2A Gloucester Avenue  
Berwick Vic 3806
- or by facsimile on: 02 9475 4084
- or by email at: enquiries@trigonfinancial.com.au

The staff member receiving your complaint will do their utmost to remedy the problem. If this is beyond their capacity they will refer the matter to the appropriate Manager.

**If your complaint cannot be resolved immediately** the staff member you have been dealing with will take a note of the necessary details and advise you of the name of the person who will be responsible for resolving the issue. If that person is unable to resolve the matter immediately they will issue an acknowledgement letter advising that your complaint has been registered and make every endeavour to provide you with an answer as soon as possible and in any event within 30 days.

**If your complaint is made in writing** you will receive a response in writing advising you of our decision, the reasons for our decision, and explaining what further action is open to you if you are unsatisfied with the response.

We are confident that this process will provide our customers with a fair and reasonable response to their complaint.

**If you have special needs** such as interpreting services or access to documentation for the sight impaired or other requirements to help access our complaints handling system please let us know so we can endeavour to provide these services.

## External Dispute Resolution Process

Should you be unsatisfied with the solution we offer or we are unable to resolve your complaint, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA is the external dispute resolution (EDR) scheme for the financial services industry, approved by the Australian Securities and Investments Commission (ASIC). This service is free.

Australian Financial Complaints Authority

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