

Complaints Procedure

IGM Financial Planning Pty Ltd is committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients.

If you have a complaint about any financial service provided to you by your adviser, in the first instance, you should contact Greg Morgan by phone (07 3832 3497), email (gmorgan@igmfp.com.au) or post (PO Box 88, West Burleigh, QLD, 4219).

We will acknowledge receipt of a complaint within 24 hours, however, where this is not possible, acknowledgement will be made as soon as practicable.

We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Contact details for AFCA are:

- 1800 931 678 (free of charge)
- afca.org.au
- info@afca.org.au
- Australian Financial Complaints Authority, GPO Box, Melbourne, VIC, 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge information line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.