

Making a Complaint

Licensee:

Finwealth Pty Ltd (AFSL 504485)
ABN 58 622 892 915

Authorised Representatives:

Marguerite Arendtsz (ASIC# 250840)

Mendi Nominees Pty Ltd atf Arendtsz Family
Trust trading as MLA Advisers
(ASIC# 252567 ABN 26 686 641 106)

MLA Advisers and Marguerite Arendtsz act
on behalf of Finwealth who is responsible
for the services that they provide.

Contact Details:

Meeting Sites:

Level 2, 161 Collins St, Melbourne VIC 3000
Church Street, Brighton. VIC 3186

All Correspondence and Mail:
P.O. Box 538,
Elsternwick. VIC. 3185

Email: marendtsz@mlafs.com.au
BH: (03) 9690 8600 / 0407834684

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, send us an email or put your
complaint in writing to our office. You can
direct your complaint to your financial adviser
or to our director.

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.