

Complaints Process

We committed to providing a high standard of client service. If our level of service or quality of advice has failed to meet your expectations, we encourage you to take the following steps:

1. Contact your Adviser

Contact your Adviser first and discuss your concern.

2. Contact Viridian

If we have not resolved your concern to your satisfaction, or you are not comfortable in talking to your adviser you may contact us on:

Email: complaints@vfgl.com.au

Phone: 03 8559 3301

Post: Advice Complaints, Viridian Advisory, Level 17, 120 Collins Street Melbourne VIC 3000

Our aim is to resolve your complaint quickly and fairly within 21 days, however, where possible, we will resolve your complaint sooner.

3. External Contacts

If you remain dissatisfied, you can still refer your complaint to the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA is not part of Viridian.

Time limits apply to complain to AFCA. Please refer to the AFCA website below for details:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Other options may be available to you. You may wish to get legal advice from your community legal centre or Legal Aid. You can also contact Australian Securities & Investments Commission (ASIC), Australia's corporate, markets and financial services regulator. You can contact ASIC below:

Online: www.asic.gov.au

Phone: 1300 300 630

Post: Australian Securities & Investments Commission GPO Box 9827 Sydney NSW 2001