

## How to make 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.

If you have a complaint about PAC Financial Pty Ltd or one of our financial advisers, we need to hear from you. To lodge a complaint, please contact the complaints manager in writing or call via the below;

The Complaints Manager  
PAC Financial Pty Ltd  
PO Box 3102, Browns Plains, QLD, 4118  
Email: [complaints@pacfinancial.com.au](mailto:complaints@pacfinancial.com.au)  
Phone: 1300 590 790

If you are not satisfied with our response after 30 days of lodging your complaint you can refer it to the Australian Financial Complaints Authority AFCA. This service is provided to you free of charge.

Australian Financial Complaints Authority (AFCA)  
GPO Box 3, Melbourne VIC 3001  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)  
Phone: 1800 931 678

If your complaint is about privacy, you should contact:

The office of the Australian information Commissioner  
GPO box 5218 Sydney NSW 2001  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)  
Phone: 1300 363 992