PRIVATE
WEALTH
PARTNERS

Complaints Handling Policy

Provided by
PWP Advisory Pty Limited ABN 69 691 066 172
Australian Financial Services Licence No. 700170
Level 6, 95 Pitt Street, Sydney NSW 2000

Issued: 29 September 2026

COMPLAINTS HANDLING POLICY

At PWP Advisory Pty Ltd we view complaints as an opportunity to improve our advice and services to our clients. If you are dissatisfied with our services, we will take your concerns seriously, and in doing so, we expect you to treat our staff with respect when they manage your complaint.

How can I complain?

Initially, we recommend speaking to your adviser to explain why you are not satisfied. It's possible that discussing your concerns openly may enable them to be resolved to your satisfaction.

By Emailing	Complaints Manager AFSL@privatewealthpartners.com.au
By calling	02 8360 6988
By writing to	Complaints Manager PO Box R1746 Royal Exchange NSW 1224

If you are not comfortable raising the concerns with your adviser, or you have already done so and are not satisfied with their response, you can contact us in one of the following ways:

> **If you need help making a complaint**, please let us know and we will take reasonable steps to provide the assistance you need.

When you complain, we need as much information as possible to enable us to understand your concerns, so we can investigate these thoroughly. It would be helpful if you are able to tell us:

- Your full name and how we can contact you
- What your complaint is about, including who you have been dealing with at PWP Advisory
- How you would like your complaint resolved.

What happens when we receive your complaint?

When we receive your complaint, we will acknowledge receipt within 24 hours. We may need to contact you to obtain further information so that we have a full understanding of the cause of your concern.

We will investigate your concerns and provide a written response to your complaint **within 30 days**. If there are complexities with obtaining information that make it difficult to respond within 30 days, we will write to you to inform you of the reasons for the delay.

In some instances, we may be able to resolve your complaint to your satisfaction **within 5 days**. In these cases, we will ask you to confirm that you are satisfied with the outcome, and a written response may not be required.

What if I'm not satisfied with your response?

If you are not satisfied with our response to your complaint, or if we do not respond within 30 days, you are entitled to escalate the matter to the Australian Financial Complaints Authority (AFCA), of whom PWP Advisory Pty Ltd is a member of.

You can complain to AFCA by:

- Lodging details of your complaint through their make a complaint online portal on their website www.afca.org.au.
- Emailing info@afca.org.au
- Phoning 1800 931 678
- Writing to : Australian Financial Complaints Authority Limited
  GPO Box 3
  Melbourne VIC 3001