



Walshs Holdco Pty Ltd and its operating subsidiaries, including Walshs Wealth Management Pty Ltd, Walshs Financial Planning Pty Ltd (AFSL 432636), Walshs Finance Pty Ltd (ACL 459119), Walshs Accounting & Taxation Pty Ltd and Walshs Management Pty Ltd (together referred to as "Walshs Group", "we", "our" or "us"), are committed to resolving complaints promptly and fairly. Where applicable, members of the Walshs Group hold an Australian Financial Services License, Australian Credit license and Tax Agent Registration and are required to maintain appropriate complaints handling procedures.

To make a complaint to our office you can email your adviser, or you can contact our General Manager, Annabelle Clare, at annabelle@walshs.com.au. Alternatively, you can contact us in writing by posting to:

Walshs Dispute Resolution
C/- Annabelle Clare
Compliance Manager
GPO Box 12
Brisbane QLD 4001

If you prefer to phone our office, you can contact us on 07 3221 5677.

Our process is that any complaint (an expression of dissatisfaction made to us, related to our products, services, staff or complaint handling, where a response or resolution is explicitly or implicitly expected) is handled in the following manner:

1. We will acknowledge your complaint as soon as practicable, and generally within one business day.
2. We will initially investigate your complaint within 5 days of acknowledgement and attempt to resolve the matter to your satisfaction.
3. However, in certain more complex situations, to investigate the matter appropriately we will provide our final written response within the applicable regulatory timeframe, generally no later than 30 calendar days after receiving your complaint. If you are not satisfied with our response you are entitled to take your complaint to:
 - **Australian Financial Complaints Authority (AFCA)**
GPO Box 3
Melbourne VIC 3001
Email: info@afca.org.au
Website: www.afca.org.au
Phone: 1800 931 678
(This is a free service. Our member number is 30365.)
 - **Regulatory Complaints:** You can also contact the Australian Securities and Investments Commission (ASIC) regarding your complaint if you are dissatisfied with our response. You may contact ASIC by:



Walshs Accounting & Taxation Pty Ltd, ABN 68 616 083 204, Chartered Accountants
Walshs Financial Planning Pty Ltd, ABN 82 122 293 912, AFSL 432636
Walshs Finance Pty Ltd, ABN 11 168 809 523, ACL 459119
Walshs Wealth Management Pty Ltd, ABN 31 683 066 015
Walshs Holdco Pty Ltd, ACN 697 835 984

Level 24, 10 Eagle St
Brisbane City, 4000
GPO Box 12 Brisbane QLD 4001
Phone: 07 3221 5677
Fax: 07 3221 5744
Email: enquiries@walshs.com.au
Website: www.walshs.com.au

Writing:

Australian Securities & Investment Commission
GPO Box 9827
Your Capital City.
Or;

PO Box 4000
Gippsland Mail Centre
Victoria 3841

Website:

www.asic.gov.au

Phone:

1300 300 630

- **Tax Services Complaints:** If your complaint relates to services provided under our Tax Agent Registration, and you are not satisfied with our response, you may also lodge a complaint with the Tax Practitioners Board (TPB):

Tax Practitioners Board

GPO Box 1620
Sydney NSW 2001
Website: www.tpb.gov.au/complaints
Phone: 1300 362 829

This complaints process applies across all entities within Walshs Group, so you only need to lodge your complaint once for it to be addressed. Walshs Group will endeavour to ensure that all complaints and disputes are resolved to an acceptable level of client satisfaction within the prescribed timeframe set out above. Where the resolution of a Complaint is time critical, we will use reasonable endeavors to resolve the Complaint as soon as practicable.

If you remain dissatisfied after receiving our final response, or we do not resolve your complaint within the required timeframe, you may lodge your complaint directly with AFCA (where applicable) or the relevant regulator.



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