

Complaints Process

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Ankit Hunjon to discuss your complaint.

Phone 0405 692 228

Online www.apexaws.com/services/wealth-services

Email ankit.hunjon@apexaws.com.au

Mail Apex Licensing Solutions

95B Station Street

Penrith NSW 2750

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone 1800 931 678 (free call)

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.