



## Raise a Complaint or Provide Feedback

Maven Capital is committed to providing quality service and advice to our clients in their quest to achieve their financial goals. If we have not lived up to this commitment and you have a concern or complaint, we want you to let us know so that we can ensure your issue is dealt with in a fair and balanced way.

Our commitment extends to providing accessible dispute resolution service. If you have a complaint, concern or comment about the service provided to you, we ask that you take the following steps:

- Contact your advisor and talk to them about your complaint. We have found the majority of complaints can be resolved this way.

If you do not have an advisor, or you would feel more comfortable speaking to someone else or your complaint is not acknowledged within 7 days, we ask that you contact the Complaints Manager at Maven Capital Pty Ltd on (07) 5507 7721.

- You can also mail your complaint to us at:

Complaints Manager  
Maven Capital Pty Ltd  
PO Box 438  
Varsity Lakes QLD 4227

Or Email us at: [compliance@mavencapital.com.au](mailto:compliance@mavencapital.com.au)

Once we receive your complaint or comment we will try to resolve your complaint quickly and fairly.

We will acknowledge receipt of your complaint within 5 business days of receiving it.

If your complaint is not resolved to your satisfaction within a further 45 days, you can raise your concerns with the **Australian Financial Complaints Authority** (AFCA) by calling on 1800 931 678 or via their website at [www.afca.org.au](http://www.afca.org.au).

AFCA provides a free and independent dispute resolution service which is available to consumers and small businesses where the dispute cannot be resolved between the client and the financial firm and that falls within AFCA's terms of reference.

Maven Capital Pty Ltd is a member of this complaints resolution service. Our member number is 46406.

The Australian Securities & Investments Commissions (ASIC) has a free call Info line 1300 300 630 which you may use to make a complaint and obtain information about your rights.

### **Australian Financial Complaints Authority**

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

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