



Public Complaints Policy

04.12.24

Dispute Resolution

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your Advisor and tell your Advisor about your complaint. The majority of complaints can be resolved this way.
2. If you do not have an Advisor, or your complaint is not acknowledged within 7 days, please contact the Complaints Manager at elk on 1300 669 363.

You can also put your complaint into writing by sending it to:

Mailing Address

Elkcorp
Complaints Manager
PO Box 477 Varsity Lakes, QLD 4227

Elkcorp will try to resolve your complaint quickly and fairly. You should receive written acknowledgement of your complaint within 5 business days after they have received your complaint in writing.

If your complaint is not satisfactorily resolved within a further 45 days, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678

In writing to:
Australian Financial Complaints Authority,
GPO Box 3,
Melbourne VIC 3001

Elkcorp is a member of this complaints resolution service.

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

Elkcorp Pty Ltd

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