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Complaints

Providing you with quality service is important to us, which is why we have procedures in place to deal with complaints fairly, transparently and quickly.

If you have a complaint about the financial services we have provided, please contact us on 02 692111813 or contact Infocus via the below to discuss your concerns:

Phone: (07) 5406 5000

Mail: The Complaints Manager

Infocus Securities Australia Pty Ltd (Infocus)

PO Box 1856

Sunshine Plaza QLD 4558

Email: ProfessionalStandards@infocus.com.au

Your complaint should include an outline of the financial services which have not met with your satisfaction. Include a brief summary of all the facts relating to your complaint and how you believe we can resolve the matter to your satisfaction.

Infocus will investigate your complaint and will make every effort to ensure you receive a fair and prompt reply. For complaints relating to the financial services, we provide you a written response within 30 calendar days of receiving your complaint. We will keep you informed of the progress of your complaint if this investigation cannot be resolved within this time.

If we cannot resolve your complaint to your satisfaction, you may be entitled to lodge a complaint with the Australian Financial Complaints Authority (AFCA). Infocus is a member of the external complaints resolution scheme operated by the Australian Financial Complaints Authority (AFCA). AFCA provide free advice and assistance to customers not satisfied with the responses provided by member companies to their complaints. AFCA may undertake an independent external investigation of the complaint or enquiry. Member companies like Infocus are bound by any decisions made by AFCA.

You can contact the Australian Financial Complaints Authority by;

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Website: www.afca.org.au

Email: info@afca.org.au