



# iInvest Securities

Stockbroking & Wealth Management

## DISPUTE HANDLING

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If you have a complaint, please give us the opportunity to fix the problem.

We will investigate the complaint, answer your questions, and do all we can to regain your confidence.

To help us help you, please follow the following process:

1. Gather all documents that relate to your complaint, think about the questions you want answered and decide what you want us to do.
2. Contact us immediately. Remember, if the problem is current, please call us as soon as possible so that we have the opportunity to help you quickly. We will fully review the situation and resolve it straight away if we can.
3. If the problem cannot be resolved immediately the Compliance Manager is your best point of contact. The Compliance Manager will conduct an independent review and contact you directly.

Mail

**Compliance Manager**

iInvest Securities Pty Ltd

PO Box 1092

Burleigh Heads QLD 4220

Email [info@iinvestsecurities.com.au](mailto:info@iinvestsecurities.com.au)

We aim to resolve most issues within 45 days. However, some matters are more complex and can take longer to resolve. If that is the case, we'll keep you informed of our progress.

**Dispute resolution**

We expect that our front line staff or Compliance Manager will completely resolve the issues you raise. If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may wish to contact an external dispute resolution scheme.

**Financial Ombudsman Service**

Zodiac Securities Pty Ltd is a member of an external dispute resolution scheme operated by the Financial Ombudsman Service (FOS). If you are not satisfied with the final response issued by iInvest Securities Pty Ltd, you may refer the matter to FOS within 2 years of the date of the final response.

Mail

**Financial Ombudsman Service**

GPO Box 3

Melbourne VIC 3001

Phone 1300 780 808

Fax (03) 9613 6399

Visit [fos.org.au](http://fos.org.au)