

Complaints and resolution information

Evolution Trustees Limited has established a complaint handling process and is committed to properly considering and resolving all complaints.

How you can lodge a complaint

If you wish to lodge a complaint, you may contact us through any of the following:

In writing or in person

Level 15
68 Pitt Street
Sydney NSW 2000

By telephone

T: +61 2 8866 5150

By email:

E: info@evolutiontrustees.com.au

The provision of your contact details with the complaint will assist us resolve it as soon as practicable.

We recognise that some of our clients may require assistance to lodge a complaint. We are happy to accept complaints made on behalf of our clients by their authorised representatives or advocates.

How we deal with complaints

1. We will acknowledge each complaint within **one business** day of receipt.
2. We may contact you in respect to obtaining additional information or clarification in respect to your complaint.
3. We aim resolve complaints as quickly as we can, and normally **no later than 30 calendar days** from the date of the complaint. In the event that resolution of your complaint may take longer than 30 calendar days, we will write to you setting out the reasons for delay.
4. We will provide a written response to you.

If we don't resolve your complaint to your satisfaction

If an issue has not been resolved by Evolution Trustees to your satisfaction, you can lodge your complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA's contact details are as follows:

Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne, VIC 3001

Telephone: 1800 931 678

Website: <https://www.afca.org.au/>

Email: info@afca.org.au

Evolution Trustees has a membership with AFCA (Member number: **38612**).