



Complaints Procedure Australia and New Zealand



At Ria Financial Services, we work hard to give you a great service with excellent pricing. So if you ever feel we have not done our job properly please let us know straight away. We'll work with you to sort out your complaint quickly and fairly.

Please follow the below complaint process.

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- Please contact a Customer Service Representative in the first instance and explain the situation to them. The CSR will direct your call to the most appropriate area who can discuss and attempt to resolve your complaint.
- AU Phone: 1 800 701 488
- NZ Phone: 0 800 123 742
- australiacs@riafinancial.com

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- If you are still not satisfied after you have followed Step 1 and your complaint is not resolved, you can take the matter further by writing to our Internal Dispute Resolution Committee.
- Fax : *1800 618 210*, Email: *DisputeResolution@riafinancial.com*
- Post: *Level 1, 75 Castlereagh St, Sydney NSW 2000*

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- In the unlikely event that your concerns are not resolved to your satisfaction by the Internal Dispute Resolution Committee, or your complaint has not been resolved within 35 days, you may contact:
- Financial Ombudsman services in Australia Ph. 1800 367 287
- Financial Services Complaints for New Zealand Ph. 0800 347 257