

Netwealth Group

Complaints Handling

Policy Summary

Netwealth Group Limited
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Netwealth Group Limited

Approved and adopted by:

- Netwealth Group Limited (ACN 620 145 404) on 29 November 2023
- Netwealth Investments Limited (ABN 85 090 569 109) (AFSL 230975) on 29 November 2023
- Netwealth Superannuation Services Pty Ltd (ABN 80 636 951 310) (AFSL 528032) (RSE Licence L0003483) on 22 December 2022

Document classification: General use.

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Document version control:

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| Document Owner | General Manager – Service, Administration and Support |
| Frequency of Review | Annually |
| Date of next scheduled review | November 2024 |
| Regulator | APRA, ASIC |
| Legislative framework | <ul style="list-style-type: none">• Corporations Act 2001• Corporations Regulations 2001• Superannuation Industry (Supervision) Act 1993• ASIC Corporations, Credit and Superannuation (Internal Dispute Resolution) Instrument 2020/98• RG 271: Internal Dispute Resolution• RG 277: Customer Remediation• RG 274: Product and Design and Distribution Obligations• ASIC Corporations (Internal Dispute Resolution Data Reporting) Instrument 2022/205• ASIC Corporations (Amendment) Instrument 2023/282 |

Executive summary

Netwealth Group Limited and its subsidiaries ('Netwealth', 'we', 'our' or 'us') are committed to promoting and supporting a culture of customer service.

This Complaints Handling Policy Summary sets out:

- Our complaints handling principles;
- Our complaints handling process, including expected timeframes;
- How to make a complaint;
- Who can make a complaint; and
- Details for accessing the Australian Financial Complaints Authority (AFCA).

Complaint handling principles

The Netwealth Group Complaints Handling Policy is a key component of our complaints management framework. It forms part of our culture of supporting customer service, by ensuring that when errors occur, or issues arise, our staff are equipped with training and processes to support the complaints resolution process.

We focus on achieving fair, customer focused outcomes and providing guidance as to the provision of compensation. Netwealth will handle all complaints in an objective, fair and equitable manner, and seek to ensure that its staff treat all complainants with empathy, respect and courtesy.

To ensure that all complaints receive fair and honest treatment, and customer focused outcomes are provided to ensure appropriate resolution of each complaint, we adhere to the following principles:

Fairness and respect

We take time to listen to, and understand, each complaint. We believe that each complainant has a right to express their dissatisfaction, to be heard with their concerns, and to be treated with respect.

Manage complaints effectively and efficiently

We investigate each complaint thoroughly, ensuring the investigation is conducted efficiently and objectively. We make a genuine attempt to resolve complaints as timely as possible, and to provide a fair and unbiased resolution to complainants.

Accountability

We are accountable when we have made a mistake. We analyse each complaint in order to learn from the

complaints we receive, and to improve our processes where required.

How to make a complaint

We provide various methods for you to contact us and make a complaint, as outlined below:

- Call us on 1800 888 223;
- Submit a complaint using our online form at <https://www.netwealth.com.au/web/about-netwealth/contact-us/>;
- Email us: complaints@netwealth.com.au, or contact@netwealth.com.au; or
- Send your complaint via post to:
The Complaints Manager – Service,
Administration & Support
Netwealth Investments Limited
PO Box 336
South Melbourne VIC 3205

Who can make a complaint

- Current and former members of the Netwealth Superannuation Master Fund (NSMF);
- Current and former investors of the Netwealth IDPS Wealth Accelerator Multi Asset Portfolio Service (MAPs) (including wholesale clients);
- Current and former investors in the Netwealth Global Specialist Series (GSS) Funds;
- An investor or member of any other product issued by Netwealth;
- Third parties, such as financial advisers and power of attorneys, who are authorised to act on behalf of the complainant;
- Beneficiaries;
- Self-Super customers; and
- Any other person or body corporate to whom Netwealth provides a financial service.

Complaint handling process

Acknowledgement

We will let you know we've received your complaint (generally within one business day).

Assessment and investigation

We will investigate your complaint using all reasonable effort made available to us. This may involve collating all relevant documentation related to your complaint and reviewing disclosure documentation, as well as any other relevant legislation.

Response

We will work with you to find a fair solution. Where possible, we will attempt to resolve your complaint when it's first raised or within five business days. Where this is not possible, we will provide a formal written response to your complaint within the timeframes listed below.

At a minimum in our formal response, we will provide information on:

- The final outcome of the complaint, including actions taken to resolve the complaint;
- The right to take the complaint to AFCA if you are not satisfied with the response; and
- Contact details for AFCA.

Complaint handling timeframes

We will do our best to resolve your complaint as quickly as possible. If your complaint is complex, it might take a bit longer. We will keep you informed of our progress prior to the maximum timeframes, as outlined below:

- **Standard complaints (including complaints related to privacy)** – no later than 30 days after receiving the complaint;
- **Superannuation complaints** (excluding death benefits) – no later than 45 days after receiving the complaint; and
- **Death benefit distributions** – no later than 90 days after receiving the complaint (starting after the 28-day deadline to submit your objection).

Complaint escalation

If you are not satisfied with our response to your complaint, or if you have not received a formal response within the complaint timeframes, you may take your complaint to AFCA.

You can refer your complaint to AFCA at any time, however, AFCA generally won't deal with your complaint until it has been through our complaint handling process, and you have received a formal response.

AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA can be contacted via the following:

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Telephone: 1800 931 678