



Selectus view complaints seriously. The following avenues of review are available where Selectus' services have not satisfied agreed service standards or have failed in another way.

How	Details
Telephone	1300 651 117 Monday to Friday between 9am to 5:00pm AEST
Fax	03 8615 4911
Writing	The Complaints Officer Selectus Financial Services Pty Ltd Locked Bag 4000 Melbourne VIC 3001
Email	complaints@selectus.com.au
Website	www.selectus.com.au

Written correspondence must be sent to the complainant for all resolved complaints. The letter should include:

- a summary of the complaint;
- the final decision;
- an explanation of how the complaint was resolved (e.g. whether an apology, rectification of the error that occurred or compensation for the loss suffered by the complainant was given based on each circumstance); and
- the complainant's right to refer the complaint to the relevant External Dispute Resolution body if not satisfied with the final decision.

In case there is no resolution of the Complaint within 45 days, or if the Complainant wishes to do so, the complaint can be referred to Financial Ombudsman Service (FOS). For access to FOS, the dollar amount of the complainant's claim must be below \$280,000.

External Dispute Resolution Contact details

Financial Ombudsman Service (FOS)

GPO Box 3

Melbourne Vic 3001

Telephone: 1300 780 808 (between 9:00am and 5:00pm AEST)

Fax: (03) 9613 6399

URL: www.fos.org.au

Email: info@fos.org.au