

How to make a complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to our office.

Address it to: Anthony.M.Walker

Phone: 07 56363800.

Email: info@iwmaus.com.au

If you are not satisfied with our response after 30 days of lodging your complaint you can refer it to the Australian Financial Complaints Authority AFCA.

This service is provided to you free of charge.

Australian Financial Complaints Authority (AFCA)

GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

If your complaint is about privacy, you should contact:

The office of the Australian information Commissioner

GPO box 5218

Sydney NSW 2001

Website: oaic.gov.au

Phone: 1300 363 992