



Making a complaint

Smallco is committed to ensuring that all complaints are handled promptly and complaints are treated with respect.

If you have a complaint about Smallco, its products or services, you should direct this to Smallco's Complaints Officer:

Email: complaints@smallco.com.au
Phone: 02 8256 1000 or 1300 888 583
Facsimile: 02 8256 1010
Postal address: GPO Box 4564 Sydney NSW 2001

All complaints will be acknowledged within one business day of receipt. Smallco will investigate complaints it receives and will attempt to resolve and provide a response within 30 calendar days of receiving the complaint.

Wrap Account or Master Trust investors

If you are investing through a master trust or wrap account, you should contact your Wrap Account or Master Trust provider in the first instance, not Smallco.

If your complaint is not resolved

If you have not been provided a solution within 30 calendar days of you lodging your complaint with us or if you are not satisfied with the response or solution you may also approach the Australian Financial Complaints Authority (AFCA):

Telephone 1800 931 678 (free call)
Email info@afca.org.au
Web www.afca.org.au
Postal Address GPO Box 3 Melbourne VIC 3001

AFCA is an independent body and is approved by the Australian Securities and Investments Commission (ASIC) to consider complaints. AFCA is free to consumers. For information on the AFCA Rules governing its jurisdiction and processes, please refer to www.afca.org.au.