



COMPLAINTS

Contact details

Business Address: 219 Arthur Street Teneriffe QLD 4005

T: 07 3315 2455

E: admin@odysseysg.com.au

W: www.odysseysg.com.au

Version 1.2

Date 26 September 2018

The logo for Odyssey, featuring a stylized white sun or moon in the top left corner of a teal background with a geometric, low-poly pattern. The word "Odyssey." is written in a bold, black, sans-serif font below the graphic.

Odyssey.

If you have a complaint about:

- Odyssey Specialist Group Pty Ltd
- or one of our financial advisers, we need to hear from you.

To lodge a complaint, please contact the Complaints Manager at Odyssey:

Phone: 07 3315 2455
Mail: Claims Manager
Odyssey Specialist Group Pty Ltd
PO Box 999, New Farm, QLD 4005

or, send us an to **admin@odysseysg.com.au**

To ensure your complaint is handled in a timely and efficient manner, please provide full details of the complaint including:

- your full name and contact details
- if relevant, your financial adviser's name
- the names of any service providers, such as any investment, insurance or credit product providers, associated with your complaint
- any identifying account numbers or other references, such as an investor number, loan number, policy number or superannuation account number
- all supporting documentation
- the resolution you are seeking.

Once the complaint is received we will:

- provide an acknowledgement immediately
- complete a full investigation into all matters raised
- provide a response letter within 45 days.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA by the following methods:

Website: **www.afca.org.au**
Email: **info@afca.org.au**
Phone: 1800 931 678 (free call)
Mail: GPO Box 3, Melbourne, Victoria 3001

A teal banner with a geometric, low-poly pattern, containing the text "Advice. Insurance. Investment." in a bold, black, sans-serif font.

Advice. Insurance. Investment.