



COMPLAINTS PROCEDURE

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Blue Ocean Wealth Management is an authorised Representative of InterPrac Financial Planning Pty Ltd
ABN 14 076 093 680, Australian Financial Services Licence Number: 246638

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Complaints Procedure

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let your financial adviser know so we can act on it immediately.
2. If your adviser has not satisfactorily resolved your complaint, please contact our Advice Dispute Resolution Team on:

Phone: 1800 303 808

Email: info@blueoceanwealth.com.au

In writing to: Advice Dispute Resolution Team
Blue Ocean Wealth Management
Level 1, 9/3 Wellington St
Kew VIC 3101

3. Please let us know if you require additional assistance, and we will make the arrangements. This may include services such as:
 - Australian Sign Language (AUSLAN) video presentations of material
 - Text telephone (TTY) and the National Relay Service (NRS);
 - Translation services.
4. You can expect your complaint to be acknowledged within 24 hours (or 1 business day). Where we can't resolve your complaint within 5 business days, we'll respond formally by providing you with a written response within 30 days. Although our response will depend on the specific nature of your complaint, you can expect that response will outline our findings and include information that may help you understand our position.
5. If your complaint isn't resolved within 30 days or to your satisfaction, then you may lodge your complaint with the Australian Financial Complaints Authority (AFCA):

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority
GPO Box 3,
Melbourne VIC 3001

AFCA provides fair and independent financial services complaint resolution that's free to consumers. Time limits may apply to lodge a complaint with AFCA, so you should act promptly. You can check the AFCA website to find out if a time limit applies or when the time limit relevant to your circumstances expires.