NAVIGATE

FINANCIAL

Feedback & Complaints Document

Manly:
Suite 4, 2/2 Pittwater Rd, Manly NSW 2095

Chatswood:
Tower 1, Level 2/495 Victoria Avenue,
Chatswood NSW 2067

Central Coast:
13 Kerta Road, Kincumber NSW 2251

Sydney:
Level 14, Angel Place, 123 Pitt Street,
Sydney NSW 2000

ABN:
61 132 593 858

Call Us:
02 9977 2244

Find Us:
navigatefinancialwealth.com.au



About Us

Navigate Financial appreciates your feedback and is committed to fair and efficient resolution of all complaints.

If at any time you have any concerns about Navigate Financial's advice, products or services or complaints handling process, please first contact your Adviser to discuss your concerns.

We are always happy to hear about ways to improve our service and advice improve our service and advice.

Please find our details for further information

Suite 4 2/2 Pittwater Road Manly NSW 2095

complaint@navfinancial.com.au

(02) 9977 2244

Navigate Manly Pty Ltd (ABN 61 132 593 858, ACN 132 593 858, trading as Navigate Financial is an Authorised Representative (Authorised Representative number 000564843) of Navigate Manly Pty Ltd ("the Licensee").

Our Acknowledge

We will acknowledge your complaint as soon as we can after receipt of your complaint. We will let you know if we need any further information from you to resolve your complaint.

Navigate Financial will investigate the complaint, and we are happy to provide a written response within 30 days.

We strive to resolve most complaints quickly, but some matters take longer to resolve. If your complaint is taking longer, we will let you know what is happening and provide you with a date by which you can reasonably expect a response.

If you are not satisfied with our response or the manner in which we dealt with the complaint, there are other bodies with which you can escalate your concerns.

afca Australian Financial Complaints Authority

afca.org.au 1800 931 678

The Australian Financial Complaints Authority (AFCA). This is a free service, and they consider most complaints involving providers of financial services.

TAX PRACTITIONERS BOARD

tpb.gov.au/complaints 1300 362 829

If your complaint is about accounting or tax services provided by Navigate Accounting Practice Pty Ltd, you can contact The Tax Practitioners Board (TPB). This is a free service, and they consider most complaints involving tax practitioners.

AFG

afgonline.com.au/contact-us/complaints 1300 130 987

If your complaint is about the services provided by a Mortgage Broker of Navigate Lending, you can contact their Credit Licensee: Australian Finance Group LTD (AFG (CL: 389087)

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