

FIRSTWRAP

COMPLAINT HANDLING

FirstWrap has established guiding principles and procedures for dealing with specific enquiries or complaints. If you make a complaint to us, we will do everything we can to understand, investigate and resolve your concerns. You may wish to speak with your adviser about your concerns before contacting us.

To lodge a complaint, you or your adviser can contact us by:

Phone 1300 769 619
Email firstwrap@cfs.com.au
Mail Complaints Resolution
Locked Bag 3460
GPO Melbourne, VIC, 3001

We recognise that even in the best run organisations things can go wrong. If you have a complaint, please tell us so we can fix it. Most complaints can be resolved promptly. If your complaint cannot be resolved quickly, we will investigate the complaint, answer your questions, and do all we can to resolve the situation to your satisfaction as quickly as possible. There are maximum timeframes in which a final response must be provided to you, depending upon the type of complaint. Currently, for superannuation/pension product complaints we must provide a final response within 90 days, and for general investment product/IDPS related complaints within 45 days. However, from 5 October 2021, these maximum timeframes will be reducing to 45 and 30 days respectively, with 90 days remaining for complaints regarding a death benefit distribution. We aim to resolve your complaint much faster though, than these maximum timeframes.

External Dispute Resolution

If at any time you are not satisfied with the handling your complaint or the resolution we have provided, 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:

Website www.afca.org.au
Email info@afca.org.au
Phone 1800 931 678 (free call)
Mail Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to lodge a complaint with AFCA so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

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Want more information?

For more information, please contact FirstWrap Service and Support on 1300 769 619 or visit the AFCA website at afca.org.au.