

Who can I speak to if I have a complaint about the advisory service?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved with your adviser, please contact our General Manager on (08) 8271 5144, or put your complaint in writing and send it to:

One Advisory Wealth Management

Att: General Manager

Level 1, 104 Frome Street

ADELAIDE SA 5000

Email: dlolicato@thorntongroup.com.au

We will try and resolve your complaint quickly and fairly.

3. If we cannot reach a satisfactory resolution within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. They can be contacted either on 1800 931 678 (free call) or in writing to GPO Box 3, Melbourne VIC 3001, or you can email them at info@afca.org.au.

Thornton Group, as the One Advisory Wealth Management License holder, is a member of this complaint's resolution service.

4. The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights. Alternatively, you can email your complaint to infoline@asic.gov.au.
5. If your concerns involve unethical conduct, you may wish to consider raising these concerns with the Financial Planning Association of Australia (FPA). They can be contacted at on 1300 337 301 or in writing to GPO Box 4285 Sydney NSW 2001.