



# Resolving your Complaints

## For resolution of your complaint you can either:

- Contact one of our Customer Service Officers at any of our branch locations. (Office details are listed on the back page of this brochure)

### Or

- Complete the attached form and mail it to:  
Tasmanian Perpetual Trustees Limited  
P.O. Box 1002  
Launceston 7250

In most circumstances it will be possible to resolve your complaint straight away. If your complaint can not be resolved promptly we will keep you informed of our progress. All written complaints should be acknowledged within 7 days of receipt.

If a matter is not able to be resolved by the Customer Service Officer or the Branch Manager, they will forward your complaint to a senior manager who will work with you to arrive at an appropriate resolution. In all situations we aim to have your complaint resolved within 14 days.

If for some reason your complaint has not been resolved to your satisfaction we will tell you about the appropriate external dispute resolution bodies that may be able to help you arrive at a solution.

These include:

### **Financial Industry Complaints Service**

The Financial Industry Complaints Service (FICS) is an independent dispute resolution scheme designed to assist consumers resolve complaints relating to members of the financial services industry.

You can contact the FICS by writing to:

### **Financial Industry Complaints Service Limited**

PO Box 579  
Collins St West,  
Melbourne, Vic 8077

Email [fics@fics.asn.au](mailto:fics@fics.asn.au)  
Phone 1300 780 808

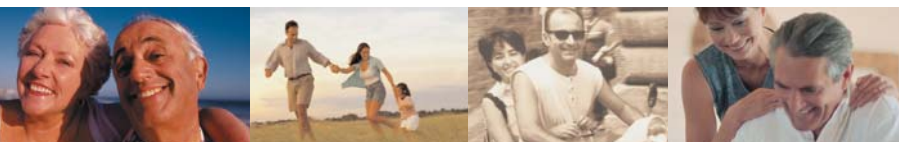
### **Superannuation Complaints Tribunal**

The Superannuation Complaints Tribunal (SCT) is a resolution body for customers of regulated superannuation funds. If you have a superannuation related complaint that remains unresolved you may contact them by writing to:

### **Superannuation Complaints Tribunal**

Locked Bag 3060  
GPO Melbourne, VIC 3001

Email [info@sct.gov.au](mailto:info@sct.gov.au)  
Phone 1300 884 114



# Your comment

Please complete and return this form. No postage stamp is required.

## Personal Details:

Mr  Mrs  Ms  Other

First name  Surname

Address   
 State  Postcode

Phone  Evening (  )

Account Name(s)

Account Number(s)

Please provide details below (attach documents if necessary)

What would be a satisfactory outcome for you?