BLENKHORN KIRKWOOD
FINANCIAL PLANNING

Life, *unlocked*

Northern Beaches Office:
Suite 27, Level 4, 1 Mona Vale Road,
Mona Vale NSW 2103

Sydney Office:
Level 32, 200 George St,
Sydney NSW 2000

Contact us:
02 9997 7007
info@blenkhornkirkwood.com
www.blenkhornkirkwood.com

ABN: 47 052 851 288
AFSL: 491551

Making a complaint

We are committed to providing quality service. If you have a complaint, please contact your financial adviser by phone, email, or in writing. Your adviser will attempt to resolve your complaint within 5 business days.

If we cannot resolve your complaint, we will provide you with a written response within 30 calendar days. This response will explain our decision and your right to escalate the matter. You may request a written response even if we resolve your complaint sooner, and we will always provide one where required by law.

If you are not satisfied with our response, or if we do not respond within 30 calendar days, you can refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides a free, fair, and independent service.

AFCA Contact Details:

1800 931 678
www.afca.org.au
info@afca.org.au
GPO Box 3, Melbourne VIC 3001

We are a member of AFCA and you can access this service free of charge.

Blenkhorn Kirkwood Financial Planning maintains adequate Professional Indemnity Insurance to cover the financial services provided by our current and former representatives.