

Bell Potter Capital Limited Complaints Policy

Resolving your complaint is important to us

Bell Potter Capital Ltd (BPC) welcomes feedback and values complaints. We are committed to providing high quality services and products so if you are dissatisfied, please let us know. We will investigate your concerns as quickly as possible to resolve them to your satisfaction.

BPC is part of the Bell Financial Group (BFG), a listed Financial Services group. As a holder of an AFSL BPC has its own Complaints Handling Policy which is in addition to the BFG group-wide policy.

Lodging a Complaint

You can lodge a complaint by doing one of the following:

By Phone:	Contact your Account Manager on 1800 787 233
By Email:	BPC@bellpotter.com.au
By Post to:	Head of Products Bell Potter Capital GPO Box 4718 MELBOURNE VIC 3001

What happens once you have lodged a complaint?

1. We will acknowledge receipt of your complaint, normally by the next business day.
2. We aim to resolve your complaint as quickly as we can and, where possible within five business days from receipt. If we are not able to do so, we will let you know and will advise of the likely timeframe for a response.
3. If your complaint remains open after five business days, we will aim to have it resolved within 30 days.
4. For all complaints that are not resolved within five business days, we will provide you with a written response, outlining the investigation that we have performed, the findings of that investigation and the proposed resolution. We will also provide you with a written response for complaints resolved within five business days if you request one, or if we are required to provide one.

What if the issue is not resolved?

If you are not happy with our response to your complaint, you can lodge your complaint with the Australian Financial Complaints Authority (AFCA). AFCA is the external dispute resolution scheme established by the Commonwealth Government to provide independent financial services complaint resolution that is free to consumers.

AFCA's contact details are:

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