



Dispute Resolution Policy (V1.1)

Issue Date: 30 May 2019

Integral Wealth Group Pty Ltd

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Throughout this Dispute Resolution Policy, Integral Wealth Group Pty Ltd is referred to as "IWG", "we", "us", "our" or any such variations.

This DRP does not relate to financial services provided by firms, companies, individuals or institutions which IWG does business with or introduces clients to.

This Dispute Resolution Policy (DRP) is dated **30 May 2019** and replaces all previous versions.

Dispute Resolution

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

- Contact your representative and tell your representative about your complaint. The majority of complaints can be resolved this way.
- If you do not have a representative, or your complaint is not acknowledged within 7 days, please contact the Complaints Manager at United Global Capital on 03 8657 7640.
- You can also put your complaint in writing and send it to United Global Capital at:

United Global Capital Pty Ltd
Level 7, North Tower
459 Collins Street
Melbourne VIC 3000
Info@ugc.net.au

UGC will try and resolve your complaint quickly and fairly. You should receive written acknowledgement of your complaint within 5 business days after it is received.

If your complaint is not satisfactorily resolved within a further 45 days, you can raise your concerns with the Australian Financial Complaints Authority on 1300 931 678. UGC is a member of this complaints resolution service.

The Australian Securities & Investments Commissions (ASIC) has a freecall Infoline 1300 300 630 which you may use to make a complaint and obtain information about your rights.

The preparation of this DRP was completed on 30 May 2019