

Annexure A – IDR Information for Clients

Wilsons Advisory and Stockbroking Limited and Wilsons Corporate Finance Ltd (together 'Wilsons') have established an Internal Dispute Resolution ('IDR') process for handling any complaints or disputes you may have regarding the actions of Wilsons or your Adviser.

Client IDR Process

If you have a complaint or dispute about a service provided to you, you can contact your Adviser by email or phone to make them aware of your complaint. They will assist with lodging your complaint. Alternatively, you may contact us on:

Registered office

Level 30, Waterfront Place,
1 Eagle Street,
Brisbane, QLD, 4000

Phone

1300 655 015

After contact has been made with Wilsons to raise a complaint:

1. Your Adviser or a member of Wilsons Dispute Resolution Team ('DRT') will acknowledge your complaint within 24 hours of receipt (or the following business day);
2. Wilsons will review your complaint and provide a detailed response generally within 30 calendar days as per keeping with our IDR process. The 30 days start from when Wilsons receives your complaint;
3. If you are still not satisfied with the resolution of your complaint, you may be eligible to refer the complaint to the external complaint resolution scheme, The Australian Financial Complaints Authority ('AFCA') of which we are a member:

Mail:	The Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
Online:	www.afca.org.au
Email:	info@afca.org.au
By phone:	1800 931 678

Please note that AFCA will not begin to consider the dispute unless you have first given Wilsons the opportunity to resolve the dispute with you directly through our IDR process.

For any further information regarding Wilsons IDR process please address all questions to the Dispute Resolution Officer.