

DISPUTE RESOLUTION

VERSION 2.2



AFSL 496179
ABN 25 154 158 273
ACN 154 158 273

UGO 
UNITED GLOBAL CAPITAL



We are committed to providing quality advice to our clients. This commitment extends to providing accessible avenues for complaint resolution. If you have a complaint about the service provided to you, you may take the following steps:

1

Contact your adviser and explain your complaint. The majority of complaints can be resolved this way.

2

If you do not have an adviser, or your complaint is not acknowledged within 24 hours (or one business day) of receiving it, or as soon as practicable, please contact the Complaints Manager at United Global Capital on **03 8657 7640**


3

You can also put your complaint in writing and send it to United Global Capital at:

United Global Capital
Level 33, 360 Collins Street
Melbourne, Victoria 3000

Email: info@ugc.net.au





You should receive written acknowledgement of your complaint within 24 hours (or one business day) of receiving it, or as soon as practicable.

If your complaint is not satisfactorily resolved within a further 30 days, you may raise your concerns with the Australian Financial Complaints Authority (AFCA). UGC is a member of this complaints resolution service.



THE AFCA CAN BE CONTACTED VIA PHONE, EMAIL OR IN WRITING

Phone: 1800 931 678

Email: info@afca.org.au

In writing: GPO Box 3, Melbourne VIC 3001

Online: www.afca.org.au



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