



Complaints Policy



INFINITE ZEPHYR

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How to make a complaint

We strive to provide our clients with the best possible experience. If you are ever dissatisfied, we encourage you to let us know. Your feedback is important to us, and we will take it seriously.

Our aim is to resolve your concerns promptly, respectfully, fairly, and reasonably. We ask that you also treat our team with respect and provide us with any reasonable assistance we may need to address your complaint effectively.

Our Complaints Process

1. Gather information:
Collect any documents or records related to your complaint, including relevant times, dates, and names that may help us with our investigation.
2. Contact us:
Let us know the details of your complaint—what happened and how you believe it could be fairly resolved. You may be asked to provide some personal information, such as your name and contact details, which we will handle in accordance with our privacy policy.

The easiest way to reach us is by phone on **+61 4 3412 5921** or email at info@infinitezephyr.com.

You may choose to make a complaint anonymously. However, this may limit

our ability to investigate and resolve the matter effectively. If you prefer, you can authorise another person to speak with us on your behalf—such as a friend, family member, legal representative, or financial counsellor.

3. Acknowledgement and resolution

We will acknowledge your complaint and aim to resolve it as quickly as possible—if not immediately.

Any costs will always be clearly disclosed in our advice. Where applicable, one-off transaction costs will also be disclosed when relevant to our recommendations.

How long will the process take?

We aim to resolve all complaints as quickly as possible. If we cannot provide an immediate response, we will get back to you within 5 business days.

Some matters may require more detailed investigation. If this applies to your complaint, we will provide a written response within 30 days of receiving it and keep you updated on our progress.

If we are unable to resolve your complaint within 30 days, we will contact you to explain the reason and provide details on how to escalate the matter to the Australian Financial Complaints Authority (AFCA).

What happens if you're not happy with our response?

As a financial services provider, we are a member of the Australian Financial Complaints Authority (AFCA), which offers consumers a free and independent external dispute resolution service. If you are not satisfied with our response, you can refer your complaint to AFCA.

Australian Financial Complaints Authority (AFCA)

GPO Box 3

Melbourne VIC 3001

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

If your complaint is about privacy, you should contact The Office of the Australian Information Commissioner.

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Website: oaic.gov.au

Phone: 1300 363 992