

## How we handle complaints

Transpire Wealth Group is committed to fair and transparent dealings with its clients.

If you have a concern or complaint about our staff, products or services we want to listen and ensure your issue is dealt with in a fair and balanced way.

### What Should I Do If I Have A Complaint?

If you have a concern or a complaint about the service provided to you, you should take the following steps;

1. If your complaint is related to the service supplied by Transpire Wealth Group, contact us by email at [bd@transpirewealth.com.au](mailto:bd@transpirewealth.com.au) .
2. If your complaint is related to the service supplied by our licensee, Maven Capital, contact the compliance officer immediately on [compliance@mavencapital.com.au](mailto:compliance@mavencapital.com.au)

Your complaint may be submitted by letter, telephone, email or in person to a member of staff. We are available to assist complainants who might need additional assistance to lodge a complaint. If you require assistance lodging your complaint, contact your adviser or Maven Capital. We will try to resolve your complaint as quickly as possible, there are times when we may be able to do so there and then.

However at other times we will acknowledge receipt of your complaint in writing within 24 hours (one business day) or as soon as is practicable. At this time we will try to give you an indication of the expected time frame to resolve the complaint.

Maven Capital can be contacted by Phone 07 5507 7721 and email to [compliance@mavencapital.com.au](mailto:compliance@mavencapital.com.au)

We will provide a final response to you in writing no later than 30 calendar days after the complaint is received by us.

If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority (AFCA), a free service to resolve complaints by consumers and small businesses. Maven Capital is a member of AFCA.

AFCA may be reached on 1800 931 678 or by lodging your complaint online at [www.afca.org.au](http://www.afca.org.au) or you can write to AFCA at:

GPO Box 3  
Melbourne Vic 3001  
Australia

The Australian Securities and Investments Commission, (ASIC), also has a free call info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.