JANA Complaints Policy

If, as a retail client, you have any complaints about the service provided to you by JANA, you should contact us and tell us about your complaint:

By phone: (02) 9221 4066 and / or
By email: complaints@jana.com.au.

Your complaint can be made by a representative on your behalf, including friends or family members, financial counsellors, legal representatives or another trusted person.

We will acknowledge receipt of your complaint within one business day (or as soon as reasonably practicable). We will do our best to respond to your complaint or issue as quickly as possible and within 30 days.

By giving us as much information as possible, you'll be helping us to respond and possibly resolve things faster. If you have any supporting documentation, please have it handy when you raise your concern.

Our response will be provided in writing and will inform you of the outcome of your complaint.

If the complaint can't be resolved to your satisfaction, you may lodge a complaint with the Australian Financial Complaints Authority (**AFCA**). AFCA can be contacted at:

1800 931 678 (free call)
Australian Financial Complaints Authority Limited
GPO Box 3 MELBOURNE VIC 3001
info@afca.org.au
www.afca.org.au

If you need additional assistance to understand the complaints process, please let us know.

Note the complaints process is free of charge.

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