

Morningstar Australasia Complaints Guide

for retail consumers and small businesses

ABN: 95 090 665 544
AFSL: 240 892

Updated:
October 2023

At Morningstar we believe in putting our client's interests first, we value your feedback, including where you may be dissatisfied with our products, service, staff, or even our complaints handling process. This complaints guide is here to assist you in sharing your feedback and complaints with us. You will find information on how to make a complaint and guidance on what to expect from us and how long we will take to address your complaint, including information on where to take your complaint further if you are unsatisfied with our response.

Morningstar is committed to ensuring your complaint is treated seriously and dealt with promptly, fairly and consistently in line with our Complaints Management Principles. You can read more about our Complaints Management Principles in our [Complaints Handling Policy](#).

What would you like to tell us?

Feedback and complaints can be made to us by:

Morningstar Investor subscribers and site visitors:

- ▶ Email: help.au@morningstar.com
- ▶ Phone: 1800 034 455 (Australia)
0800 888 363 (New Zealand)
+61 2 9276 4455 (calling from overseas)

FirstLinks members:

- ▶ Email: firstlinks@morningstar.com

Adviser Research Centre users:

- ▶ Email: help.au@morningstar.com
- ▶ Phone: 1800 034 455 (Australia)
0800 888 363 (New Zealand)
+61 2 9276 4446 (calling from overseas)

Morningstar AdviserLogic users:

- ▶ Email: adviserlogicsupport@morningstar.com
- ▶ Phone: 1800 314 773 (Australia)
+61 2 9276 4527 (calling from overseas)

Where you are unable to make a complaint yourself, we are happy to accept complaints made on your behalf through a representative. Simply have your representative confirm they are making a complaint on your behalf and we will correspond with your representative regarding your complaint.

What will happen after a complaint is lodged?

Upon receiving your complaint, we will

- a. Provide you with a response acknowledging we have received your complaint and are working on it, within 1 business day of receipt.
- b. Provide you an overview of Morningstar's internal complaints process, which will include letting you know that Morningstar will investigate the complaint and provide an outcome within 30 days. And, if we are unable to meet the promised timeframe, you will be informed of the reason for the delay and where to take your complaint further if you are not satisfied with the outcome.
- c. In some instances, propose next steps, which may include agreeing on a response or action turnaround time.

We will record your complaint, investigate and provide you with a resolution within the required resolution timeframe, outlined below.

How long will a resolution take?

We will make every effort to resolve your complaint promptly and fairly within 20 days from receipt of your complaint. In any event, we will finalise our response to you no later than 30 days from receipt of your complaint.

What if you're not satisfied with our resolution?

Whilst we endeavour to satisfy your expectations and meet the 30 days maximum timeframe when providing a resolution, should we be unable to meet either, for Australian clients who use our financial products and services, you have the right to refer your complaint to an external dispute resolution scheme, which is a free service to you.

For Australian clients who use our financial products and services, the external dispute resolution scheme is the Australian Financial Complaints Authority (AFCA). Contact details to make a complaint with AFCA are as follows:

Post: GPO Box 3
Melbourne VIC 3001

Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au