# FINANCIAL SERVICES GUIDE

## HISTORICAL DOCUMENT – NOT CURRENT

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## ABOUT US

Venn Brown Pty Ltd
ABN 24 665 561 900
AFS Representative Number 001305730

Venn Brown Pty Ltd (Venn Brown) is an Authorised Representative (number 001305730) of True Oak Investment Pty Ltd (True Oak Investments - ABN 81 002558 956, AFSL 238184). This Financial Service Guide (FSG) is designed to assist you in deciding whether to use Venn Brown's services and includes such things as who we are, our services, how we transact with you, how we are paid, and complaint processes.

## CONTACT DETAILS

Venn Brown: Unit 21, 10-12 Old Castle Hill Road, Castle Hill NSW 2154
Email: info@vennbrown.com

True Oak Investments: C/O RSM, 143 Bourke Street, Goulburn NSW 2580
Email: hello@trueoakinvestments.com.au

## COMPLAINTS

If you have a complaint about our service, you should contact us (info@vennbrown.com) and tell us about your complaint. Please provide as much information as possible about your concern. This will help us to address and resolve it efficiently and effectively. Venn Brown will follow our internal dispute resolution policy.

If you aren't satisfied with an outcome, you may contact True Oak Investments or AFCA.

Complaints can be made via email or in writing.
Email: hello@trueoakinvestments.com.au
In writing: True Oak Investments Pty Ltd, C/O RSM, 143 Bourke Street, Goulburn NSW 2580

True Oak Investments is a member of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800931678 (free call)
In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, 3001.

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