

If you have a query or you are dissatisfied with the service you have received from us, your first point of contact should be our Customer Support team via email [institutionalsupport@atfx.au](mailto:institutionalsupport@atfx.au)

In order for us to investigate your case efficiently and as quickly as possible, we need as much information as possible, including your name and client reference number; a clear description of the issue; details of your request(s); and any additional relevant documentation, such as emails or screenshots.

Our Customer Support team will endeavour to resolve your concern as quickly as possible. If you are happy with their proposed resolution of your case, we will regard your complaint as resolved and will provide you with a confirmation email of the resolution three business days after the receipt of your complaint.

If you are unhappy with the Customer Support team's proposed resolution, all of the details relating to your complaint will be referred to our Head of Compliance by the fourth business day following receipt of your complaint.

The Head of Compliance will:

- Promptly send a written acknowledgement to you via email.
- Investigate your dispute competently, diligently and impartially.
- Keep you informed of the progression of its investigation of your complaint.
- Send a 'final response' within 30 calendar days after the complaint was received with its findings and conclusions. The final response will confirm whether the complaint was upheld and whether or not any redress or remedial actions are proposed.

If you are an eligible complainant and (a) you have not received a final response within 30 calendar days of making your complaint, or (b) you are not satisfied with the final response letter, you may have the right to refer your complaint to the Australian Financial Complaints authority (AFCA), free of charge. Further details about AFCA will be provided in the Compliance Department's final response. AFCA may look at your complaint but do not have an obligation to review your complaint due to your Institutional/Wholesale /Professional client status.

AFCA's contact details are as follows:-

Website <https://www.afca.org.au/about-afca/contact-us>

You can make a complaint online

Email [info@afca.org.au](mailto:info@afca.org.au)

Mail address : Australian Financial Complaints Authority Limited

GPO Box 3

Melbourne, VIC, 3001

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