

INGOT BROKERS (AUSTRALIA) PTY LTD

Complaints Management Policy

September 2021

INGOT Brokers Australia seeks to provide an exceptional service to all clients at all times, thus we value our clients' feedback and use it as an opportunity to improve the quality of our products and services. We acknowledge that occasionally, there can be misunderstandings or discords and we aim to deal with your queries and complaints professionally and impartially.

Complaints are handled at no charge to the complainant, subject to statutory requirements.

Making a Query

If you have a query regarding our services, your account or your dealings with INGOT Brokers Australia, you should initially notify our Customer Support Team as soon as reasonably practicable by contacting us through our "[Contact Us](#)" page on our website.

To help us investigate and resolve your query quickly and efficiently, we ask that you provide as much information as possible, including the following:

- Your name, trading account number and contact details;
- A clear description of your query with any helpful attachments;
- Copies of relevant documents.

Making a Complaint

Where the initial query is not resolved to your satisfaction or if you wish to make a complaint, you should notify our Customer Support Team by contacting us through our "[Contact Us](#)" page on our website about your desire to escalate the complaint, mentioning the details of your complaints and the reason of your dissatisfaction.

If the Customer Support is unable to resolve the matter, they will refer it as a complaint to our Compliance Department.

Following the registration of your complaint, a written acknowledgement of receipt will be sent to you within one (1) working day from your complaint date. The letter will inform you of the expected timeframe for the resolution of your complaint. While we are committed to resolving complaint within less than 5 working days, however, the timeframes are reasonably prescribed depending on the nature of the complaint. The letter will outline the dispute resolution process and the availability of the Australian Financial Complaints Authority (AFCA) including relevant contact and membership details should the matter not be resolved to your satisfaction.

Each complaint received by INGOT Brokers Australia is handled case-by-case and the applicable actions or remedies will vary due to the unique circumstances of each case.

A full written response will be provided within 30 days of receiving the complaint.

Following the investigation of your complaint, if an issue has not been resolved to your satisfaction within 30 days after submitting the complaint, you may wish to contact AFCA. If the delay in resolving the complaint is due to reasons beyond our control, we may send the complainant an 'IDR Delay Notification' to extend the mentioned duration, and if accepted by your side, we may request a time extension to AFCA.

AFCA is an external dispute resolution (EDR) scheme established to resolve disputes between financial institutions and their customers. The service provided to you by AFCA is free and our membership number is 31298.

Website: www.afca.org.au Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001