

29 September 2021

Complaints Notice

If you find yourself dissatisfied with any aspect of the ForexCFDs Services please email your concern to our client relations team at clientservices@forexcfd.com.au

The client relations team will listen to your concerns and are each empowered to resolve matters to our client's satisfaction. If this process does not provide an outcome that you accept, then please provide your complaint to compliance@siriusau.com

The compliance team will thoroughly and objectively assess your complaint. We will act, fairly, honestly and efficiently to impartially evaluate your complaint to establish we have met our obligations both contractually and in the spirit of positive client relations.

ForexCFDs will provide you with a written response to the findings of our investigations as soon as practical and in any case, within 30 days from receipt of your complaint.

Should you wish to send a letter instead of an email, the postal address is:
Suite 21.02 Level 21 Australia Square 264-278 George Street Sydney NSW 2000

Should your complaint remain unresolved or you do not agree with the findings of our internal dispute resolution process, you may refer the matter to the Australian Financial Complaints Authority ('AFCA'). An independent external resolution scheme, AFCA was established to resolve disputes between financial institutions and their member customers.

AFCA will only consider your complaint at the completion of the ForexCFDs Internal Dispute Resolution process. Should your complaint remain unsatisfied, it is your right to have it to AFCA when you have received a final response from us, or after 30 days after the date of your complaint to us.

AFCA: Australian Financial Complaints Authority can be contacted on Freecall: 1800 931 678
Email: info@afca.org.au Further information can be found at www.afca.org.au
AFCA: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001 Australia

You may also lodge a complaint with the Australian Securities and Investments Commission (ASIC) info line on 1300 300 630.