TF GLOBAL MARKETS EQUITIES (AUST) PTY LTD

# Dispute Handling

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| **Document** | Dispute Handling |
| **Entity** | TF Global Markets Equities (Aust) Pty Ltd |
| **ABN** | 63 636 447 099 |
| **Authorised Representative No.** | 1280662 |
| **Licensee** | TF Global Securities (Aust) Pty Ltd, AFSL 412816 |

## Contact

support@thinkmarkets.com
Phone: +61 3 9093 3400
www.thinkmarkets.com/au

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# Dispute Handling

ThinkMarkets aims to provide superior customer service, in the event you are dissatisfied with any aspect of our service; please give us the opportunity to investigate and answer your questions.

**If you wish to lodge a complaint:**

1. First compile all documents that relate to your complaint and any questions that you wish to have answered.
2. Inform the ThinkMarkets Client Services Team and/or your Account Manager with details of your complaint. You can call us on +61 3 9093 3400; or alternatively email us at support@thinkmarkets.com. We will acknowledge receipt of your complaint within twenty-four (24) hours of receiving it. We will then review the situation and will resolve it at this initial level if we can.
3. If the matter is still not resolved to your satisfaction, please ask the staff member that has been dealing with your case to escalate your complaint to their Line Manager to investigate. The staff member should consequentially provide you with their Line Manager's contact details.
4. If your dispute is still not resolved you may refer your case to the Complaints Officer, who will conduct an independent review and contact you directly. Please set out your complaint clearly in writing. Steps 2-4 should take no longer than thirty (30) days.

## Mail:

ThinkMarkets - Complaints Officer
Level 14, 333 Collins St,
Melbourne, VIC
Australia, 3000

## Email:

support@thinkmarkets.com (Please mark your email Attn.: Complaints Officer). At this stage we will resolve your complaint within a period of thirty (30) calendar days from the day of the initial complaint. If the complaint is more complex and takes longer than 30 days we will communicate the reasons for the delay. The Complaints

Officer will provide a full written response to you.

If you are not satisfied with the outcome of your complaint you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) within two (2) years from the date of ThinkMarkets' final response. You should note that AFCA will not consider a complaint until we have had the opportunity to address the complaint. Contact details for AFCA are outlined below:

## Mail:

Australian Financial Complaints Authority Limited
GPO BOX 3
Melbourne VIC 3001
Australia

## Other

Telephone: 1800 931 678
Fax: (03) 9613 6399
Email: info@afca.org.au
Web: www.afca.org.au

For more information, please refer to our Public Complaints Policy.