

FXGIANTS

COMPLAINT HANDLING POLICY

FXGiants

Operated by Notesco Pty Ltd

ABN 78 143 154 698

AFSL No. 417482

Level 17, 9 Castlereagh Street,
SYDNEY NSW 2000

FXGiants is a trade name of Notesco Pty Ltd (the “Company”). Notesco Pty Ltd aims to provide investment and ancillary services to all of its Clients.

Definition

The Company classifies a complaint as any objection and/or dissatisfaction relating to the provision of any investment and/or ancillary service provided by the Company. The Compliance Department is responsible for handling Clients’ complaints.

Procedure

The Client may register a complaint using any of the following options:

- Email: ComplianceAU@FXGiants.com
- Fax: + 61285203667
- Postal Address: Level 17, 9 Castlereagh Street, Sydney NSW 2000

When the Compliance Department receives the Client’s complaint then a written acknowledgement will be sent to the Client within five (5) business days;

Within 8 weeks from the date that the Compliance Department receives the Client’s complaint, then a final response or a holding response will be sent to the Complainant explaining the findings of the investigation. In the case where a holding response is sent to the Complainant, then an explanation shall be given stating the reasons why the Company has not been able to resolve the complaint as well as

COMPLAINTS HANDLING POLICY

giving an estimated time to resolve the issue;

If after 8 weeks of receiving the complaint we are still not in a position to resolve the issue then the Compliance Department will notify you in writing stating the reasons for the delay and indicate an estimated time to resolve the issue;

When the complainant has received the final response he will have 8 weeks to respond. If no response has been received from the complainant indicating that he is still dissatisfied with the explanation then the Complaint will be considered as resolved;

In the case where the complainant is still not satisfied with the Company’s final response, then the complainant can refer his complaint with a copy of the Company’s final response to the competent authorities such as the Australian Financial Complaints Authority (“AFCA”), within two years of the date of that Company’s final response, for further investigation.

Contact details for the AFCA are set out below:

Postal Address: Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne, VIC 3001

Telephone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

19 March 2020 - v. 2020/001

Copyright © 2020 FXGiants. All Rights Reserved

Notesco Pty Ltd

Governor Macquarie Tower, Level 40, 1 Farrer Place, Sydney NSW 2000

Tel: +61286078189 | Fax: +61285203667

Website: www.FXGiants.com/au



CLIENT COMPLAINT FORM

A. Client Information :

Name:	Account Number:
Address:	Telephone Number:

B. Brief Summary of the Complaint:

Please describe the product or service you are complaining about (*description, evidence, amount and suggested way to be solved*):

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Please enclose any other relevant documentation that may help us to handle the complaint.

Date and place

Client Signature

<i>For internal use only:</i>	
Complaint Received By:	Date:
Acknowledgement sent to Client within 48hrs:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Informed Client of initial action:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Final response provided to Client within 4 weeks:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Holding response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No - <input type="checkbox"/> N/A
List of further actions taken as per holding response:	
Signature of	Date: