



COMPLAINT POLICY

MITRADE GLOBAL PTY LTD
OCTOBER 2021

Introduction

Mitrade Global Pty Ltd ('Mitrade') is regulated by the Australian Securities and Investments Commission ('ASIC') and is the holder of an Australian Financial Services Licence ('AFSL') issued by ASIC numbered 398528. Our registered address is Level 11, 350 Collins Street, Melbourne, VIC 3000.

As the holder of an AFSL, Mitrade must have a complaint handling procedure that meets the standards or requirements made or approved by ASIC; and must be a member of the Australian Financial Complaints Authority (AFCA).

Mitrade adopts a customer-focused approach and welcomes feedback. If you are dissatisfied with our products or services, please let us know and we will investigate your complaint. The complaints process is free of charge.

What is a complaint?

Any expression of dissatisfaction made to or about us, our products, services or staff is a complaint. This also includes expressions of dissatisfaction about the way we have handled an earlier complaint where for example, you have complained, and your complaint has not been responded to.

Our complaints process is as easy as:

1. Send us your complaint

There is no prescribed form for submitting complaints. You may submit your complaint in any manner that is most convenient to you including by way of email, telephone, post; live chat or on any of Mitrade's official social media platforms.

Although our complaints process is an informal process, it helps if you provide us with a clear understanding of your complaint. You can do this by including all relevant information and any evidence that may help us investigate the complaint further. If you require our assistance in submitting your complaint, please contact us.

2. We will confirm we have received your complaint

We will confirm receipt of your complaint in writing within 24 hours or one business day of receiving it.

3. We will investigate your complaint

Your complaint will be investigated by our trained Client Services team. They will attempt to resolve the complaint directly with you within 5 days of receipt. If our Client Services team is not able to resolve your complaint within 5 calendar days of receiving it, it will be referred to our Compliance team.

4. We will let you know the outcome

Once we have concluded our investigation, we will let you know of the outcome. Please note that although we will try our very best to resolve your complaint within 5 days, we do have up to 30 calendar days from the date we received it, to investigate and resolve your complaint. We will keep in touch with you throughout the process.

Escalating your complaint to AFCA

Mitrade is a member of the Australian Financial Complaints Authority (AFCA). If you are not satisfied with the outcome, you may refer your complaint to AFCA. You can find out more about AFCA on their website (www.afca.org.au) or you can contact them by:

Post	GPO Box 3, Melbourne, VIC 3001, Australia
Phone	1800 931 678
Fax	(03) 9613 6399
E-mail	Info@afca.org.au



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