BOQ Trading powered by CMC Markets.

DISPUTE HANDLING PROCESS

How we can help you

We welcome your comments. Should there be some way you feel that we can improve our service, we'd like to know. Whether you are making a suggestion, paying a compliment or making a complaint, your feedback is the key to improving our products and services.

For assistance, call 1800 748 977 or you can email us your comments directly at helpdesk@boqtrading.com.au.

Making a suggestion

Your feedback helps us to maintain a high standard of service and provide products and services that satisfy your needs. If you have a suggestion about how we can improve our services, please let us know.

Paying a compliment

Should you have received exceptional service from one of our staff or found something that you particularly like on our website, please tell us about it.

Making a complaint

We recognise that even in the best-run organisations things can go wrong. Should you have a complaint, please tell us because it gives us the opportunity to fix the problem. We will investigate the complaint, answer your questions and do all we can to regain your confidence.

To assist us in helping you, we ask you to follow a simple four-step process:

1. Gather all supporting documents about the matter of complaint, think about the questions you want answered and decide what you want us to do.
2. Next, contact either the Dealing Desk directly if the problem relates to a current or recent transaction. Remember, if the problem is current a quick call at the earliest possible time allows us the opportunity to help you quickly. If the problem relates to a transaction that occurred some time ago, then our Client Services staff is probably the best point of contact. Our staff will fully review the situation and wherever possible resolve it straight away.
3. If at this stage the matter hasn't been resolved to your satisfaction, please ask the staff member to refer the matter to their supervisor. We will provide you with the name and the contact details of the officer who will investigate your case. Rest assured that an officer with the necessary authority will review your case.
4. If the problem can't be resolved then you can refer the matter to the Customer Care Manager, who will conduct an independent review and contact you directly. To help, we ask that you complete the customer feedback form.

You may contact our Customer Care Manager by writing to:

Customer Care Manager
BOQ Trading
GPO Box 4435
Sydney NSW 2001

You can also contact the Customer Care Manager by email at helpdesk@boqtrading.com.au.

We aim to resolve most issues within 21 days. However, some matters are more complex and can take longer to resolve. If that is the case, we'll keep you informed of our progress.

Alternatively, you can send us your comments directly using our online customer feedback form.

Dispute resolution

We expect that our frontline staff, supervisors or Customer Care Manager will completely resolve the issues you raise. If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may wish to contact an external dispute resolution scheme.

CMC Markets Stockbroking is a member of an external dispute resolution scheme covering financial services.

Financial Ombudsman Service

The Financial Ombudsman Service (FOS) has been set up to provide assistance to life insurance policy holders and clients of financial planners, financial service providers or fund managers.

The contact details for FOS are:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Phone 1300 780 808 or + 61 (0)3 9613 7366
Fax + 61 (0)3 9613 6399
Website fos.org.au

BOQ Trading is a service provided by CMC Markets Stockbroking Limited ABN 69 081 002 851 AFSL No. 246381, a Participant of the ASX Group ('CMC Markets Stockbroking') and made available at the request of Bank of Queensland Limited ABN 32 009 656 740 AFSL 244616 ('BOQ'). This material may contain general advice. This material has been prepared without taking account of your objectives, financial situation or needs. Before deciding whether to acquire or to continue to hold any financial product referred to in this material, please consider the applicable Product Disclosure Statement, Product Guide, Financial Services Guides (FSG) or other relevant disclosure documents. A copy of these materials can be obtained from boqtrading.com.au, by calling us on 1800 748 977 or via email at helpdesk@boqtrading.com.au. Neither CMC Markets Stockbroking nor BOQ are representatives of each other. To the extent permitted by law, BOQ will not guarantee or otherwise support CMC Markets Stockbroking's obligations under the contracts or agreement connected with the BOQ Trading service.

BOQ Trading

Level 13
130 Pitt Street
Sydney NSW 2000

boq.com.au

GPO Box 4435
Sydney NSW 2001

Client Services 1800 748 977
helpdesk@boqtrading.com.au

BOQ_S11_024_0613h