

DISPUTE HANDLING PROCESS

If you have a complaint, please give us the opportunity to fix the problem. We will investigate the complaint, answer your questions, and do all we can to rectify the issue for you.

To help us help you, please follow this step-by-step process:

- Gather all documents that relate to your complaint, think about the questions you want answered and decide what you want us to do.
- Contact us on one of the below methods and speak to a client services professional. We will fully investigate the situation and resolve it straight away if we can.
- If they are unable to resolve your concerns, they will escalate this to our dedicated in-house complaints team, who will conduct a thorough investigation and once completed a detailed final response will be provided to you.

Phone: 1800 748 977
Mail: BOQ Trading
GPO Box 4435
Sydney NSW 2001
Australia
Email: helpdesk@boqtrading.com.au

We aim to resolve most issues as quickly as possible. However, some matters are more complex and can take longer to resolve. If that is the case, we will keep you informed of our progress.

External dispute resolution

CMC Markets is a member of an external dispute resolution scheme operated by the Australian Financial Complaints Authority (AFCA). If you are not satisfied with the final response issued by CMC Markets, you may refer the matter to AFCA within 2 years of the date of the final response. AFCA provides fair and independent financial services complaint resolution that is free to all consumers.

From 1 July 2019 and for a 12-month period, AFCA will review eligible complaints dating back to the start of 2008. CMC Markets encourages customers to contact us

directly in the first instance regarding any legacy complaints. Please refer to the AFCA website set out below for more information.

Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Australia
Phone: 1800 931 678
Email: info@afca.org.au
Website: afca.org.au

You may also choose to refer the matter to the Australian Securities and Investments Commission ('ASIC'). ASIC may be contacted on their free call Infoline 1300 300 630.

If the complaint does not fall within the rules of AFCA, you may request us to submit the complaint to arbitration. If we agree to your request, the arbitration will be conducted in accordance with, and subject to, the Institute of Arbitrators and Mediators of Australia Expedited Commercial Arbitration Rules, and to the extent permitted under those rules the Arbitrator will be a person recommended by the New South Wales Chapter of the Institute of Arbitrators and Mediators of Australia.

If we do not agree to your request, you may not submit the dispute or difference to arbitration, although you may commence legal proceedings against us, in which case you agree to submit the dispute or difference to the courts of New South Wales, Australia.

To the maximum extent permitted by law, any dispute or difference whatsoever raised by you in connection with the FSG, and BOQ Trading Terms and Conditions or other relevant documents ('CMC Markets Documents') and our products must be dealt with in Australia as described above. The CMC Markets Documents are governed by the laws of New South Wales, Australia.