

ACY Securities Pty Ltd

Complaints Handling Procedure



ASIC AFSL: 403863

Our Commitment

ACY Securities is committed to:

- providing a high standard of client service;
- addressing complaints efficiently and promptly; and
- maintaining our good reputation for integrity and accountability.

To achieve the above, we rely on your cooperation with our complaint handling staff by providing clear information and behaving reasonably.

Making a Complaint

If you are dissatisfied with our services, you can make a complaint

- **By ACY Ticket:** Submit ticket from your client portal
- **In writing:** ACY Tower, Level 18, 799 Pacific Hwy, Chatswood NSW 2067
- **By phone:**

Calling within Australia: 1300 729 171 or (02) 91882999

Calling from outside Australia +61 2 91882999

- **By email:** support@acy.com

If you need additional assistance to lodge a complaint, please talk to our staff, who will be able to advise and provide help.

Once we have received your complaint, we will send you a complaint acknowledgement. We will then assess and investigate your case and provide you with a response.

Our internal procedures generally allow us up to 30 calendar days to deal with a complaint, if we are unable to resolve the complaint within 30 calendar days, we will:

- inform you of the reasons for the delay;
- provide you with updates on the progress of the complaint;
- specify a date when a decision can be reasonably expected;
- remind you of your right to complain to External Dispute Resolution body; and
- provide you with the contact detail of the External Dispute Resolution body.

External Dispute Resolution

If you are not satisfied with our final response, it is your right to complain to:

- the Australian Financial Complaints Authority (AFCA)

AFCA is an independent external dispute resolution scheme who will make a determination after reviewing your complaint and all relevant issues.

AFCA has the authority to resolve the complaint and ACY Securities will be bound by their determination. Should you decide to lodge a complaint with AFCA, you can do so.

AFCA:

Mail: The Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Phone: Toll free (Australia only): 1800 931 678 Calls from an international number add +61

Email: info@afca.org.au

Website: www.afca.org.au

Tim Cahill, ACY Securities Global Brand Ambassador.

