



MAIN GROUP FX
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Client Complaint Policy



CLIENT COMPLAINT POLICY

Updated on 25th of July 2023

www.maingroupfx.com.au

support@maingroupfx.com.au

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REGULATION: Main Group FX Pty Ltd (ACN: 665 904 236)

INTRODUCTION

Main Group FX is a trading name for MAIN GROUP FX PTY LTD.

MAIN GROUP FX PTY LTD is a company registered and authorized under the Australian Securities and Investments Commissions, under ACN 665 904 236, ABN 44 665 904 236 with a registered office at 465 Victoria Ave, Chatswood, NSW 2067, Australia.

The Client Complaint Policy (hereinafter, the "Policy") sets out the processes employed when dealing with complaints received from Clients.

A Client complaint is an expression of dissatisfaction by a Client regarding the provision of its service by the Company that did not get resolved within 5 business days from receipt. This Policy is an adjunct to the Company's overarching general obligation to act honestly, fairly, and professionally, in the best interests of its Clients and to comply, in particular, with the applicable legislation when providing its services.

PROCEDURE

How to File a Complaint

A Client can file a complaint by contacting the Compliance Department of the Company at compliance@maingroupfx.com.au providing at a minimum the below listed information:

- the identity of the Client who filed the complaint or grievance
- the identity of the employee that undertook to provide the service to the Client
- the department to which the relevant employee relates to
- the date of receipt of the complaint or grievance
- the details of the complaint or grievance
- full description – the extent of the potential loss that the Client claims has suffered
- the date and in summary, the content of the reply of the Company to the said complaint or grievance

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Resolving Client Complaints or Grievances

Following the receipt of a complaint or a grievance by the Company, the Company shall confirm to the Client the receipt of the complaint or a grievance and immediately make efforts to resolve the complaint or grievance within 5 working days.

In the event that the issue has not been resolved within 5 working days the Client will receive a unique complaint reference number and be informed that he should use the said reference number in all future contact with the Company.

The Company will further inform the client that an initial answer/response to the complaint at hand should be expected four (4) weeks since the receipt of the complaint and that the Company will ensure that the complaint or grievance is resolved within eight (8) weeks from its receipt. In the event that the Company is unable to respond within two months, it informs the complainant of the reasons for the delay and indicates the period of time within it is possible to complete the investigation. This period will not exceed three months from the submission of the complaint.

If more than two months have passed from the date the complaint was filed and the Client has not received a final response, or the Client is dissatisfied with the final response received from the Company, then the Client is entitled to refer the complaint to the relevant authorities. All decisions relating to Clients' complaints or grievances shall be communicated to Clients in writing (including electronic mail) and copies shall be retained by the Company.

You have the right to file a complaint with the Australian Financial Complaints Authority (AFCA), an authorized external dispute resolution scheme, of which Main Group FX is a member, if you are dissatisfied with the resolution outcome of your complaint. Consumers can file complaints about financial services with AFCA for free, fair, and independent resolution.

Australian Financial Complaints Authority

Website: <https://www.afca.org.au/>

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Subject to these Terms and Conditions, and without affecting any rights you may have to lodge a complaint with the AFCA, each party agrees to the following irrevocable terms:

Both parties agree that the courts of New South Wales shall have jurisdiction to resolve any legal proceedings and willingly submit to the jurisdiction of such courts. It is important to note that this agreement does not restrict us from initiating legal proceedings against you in the courts of any other jurisdiction.

Each party waives any objection that may arise at any time regarding proceedings initiated in any of the aforementioned courts. Furthermore, both parties agree not to claim that such proceedings were brought in an inconvenient forum or that the court lacks jurisdiction over them.



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