

Complaints Handling Procedure

AxiForex Pty Ltd (AxiForex) is a Corporate Authorised Representative (Rep No. 001253785) of AxiCorp Financial Services Pty Ltd AFSL 318232.

AxiForex is committed to:

- providing a high standard of client service; and
- maintaining our reputation for integrity and accountability.

We welcome feedback on our service at any time. If you are dissatisfied with our services please give us the opportunity to fix the problem. We will investigate, answer your questions and work hard so you enjoy trading with AxiForex. AxiForex's complaints handling procedures seek to ensure complaints are reviewed independently and result in fair resolutions to customer complaints.

WHAT IS A COMPLAINT?

AxiForex defines a complaint as “an expression of dissatisfaction, whether oral or written, with a product or service provided by AxiForex that is not resolved at the first point of contact.”

HOW TO MAKE A COMPLAINT

Any member of AxiForex staff can receive a customer complaint and has the responsibility to do everything within their authority to resolve the issue at the first point of contact.

Where a member of staff feels they lack the experience, expertise or authority to settle the matter immediately, they may refer the matter to their supervisor. We may ask you to provide details to us in writing. This includes specifying the nature of the complaint, providing us with specific details, and the desired outcome or action you wish AxiForex to take to settle the complaint to your satisfaction. We may ask you to provide relevant material to support the complaint; doing this will help us respond quickly.

You can contact our team through any of the contact details below:

AxiForex Pty Ltd
PO Box 1079
North Sydney
NSW 2059
Email: info@axiforex.com

Phone: +612 8037 7370

INVESTIGATION

On receipt of your complaint our staff will discuss the issue with you and, if required, will complete an investigation.

Whilst our internal procedures generally allow us up to 45 calendar days to deal with a complaint, every effort will be made to resolve complaints with 21 calendar days of receipt.

If we are unable to resolve the complaint within 45 calendar days we will: (a) inform you of the reasons for the delay; (b) provide you with updates on the progress of the complaint; and (c) specify a date when a decision can be reasonably expected. We would expect that in most cases the above process would deal with the matter fully and to your satisfaction.

Internal Escalation

We expect that our front line staff and supervisors will completely resolve the issues you raise. If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, you may elect to have the matter reviewed.

Simply write to AxiCorp at the address below and our Complaints Officer will independently review the matter:

Complaints Officer
AxiCorp Financial Services Pty Ltd
PO Box 1079
North Sydney NSW 2059
Email: AxiCorp-Compliance@axitrader.com

External Dispute Resolution

If there are circumstances where the complaint has been fully considered under AxiCorp's internal complaints procedure and has not been resolved to your satisfaction, you have the option of having the complaint heard by AxiCorp's External Dispute Resolution Scheme – the Australian Financial Complaints Authority (AFCA). AFCA is an independent external dispute resolution scheme approved by ASIC. AFCA will make a determination after reviewing your complaint and all relevant issues, for example any relevant laws. AFCA has the authority to resolve the complaint and AxiCorp will be bound by their determination. Should you decide to utilise AFCA, you can do so free of charge.

You can contact AFCA in the following manner:
By writing to:

Online complaints form: <https://www.afca.org.au/make-a-complaint/>

The Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Toll Free (Australia only): 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au