

CITY INDEX

Dispute Resolution Procedures

We aim to provide a high standard of service to all our clients on every occasion. We do recognise, however, that we may not always be able to live up to your expectations.

If you wish to raise a complaint about any aspect of our service, you can call us on 1800 354 182 or contact us via the live chat service or email us on support.au@cityindex.com or send a copy of your complaint to:

Client Service Department
Suite 42.01, 264 George Street
Sydney NSW 2000

We have established an internal complaints procedure to ensure that your complaint is dealt with efficiently and by the correct person and we usually aim to resolve issues within 30 calendar days following receipt of the complaint.

To help us investigate and resolve your complaint as quickly as possible and with minimum inconvenience to you, please make sure you give us as much information as possible, including:

- Your name, address and client reference number
- A clear description of your complaint
- Details of what you would like us to do to put it right
- Copies of any relevant documents, such as letters
- A daytime telephone number where we can contact you

Upon receipt of your complaint, we will:

- Send you a written acknowledgement;
- Confirm who will handle your complaint, and how you can contact them;
- A written response will then be provided within 5 business days of receiving the complaint setting out our view.

If you are not satisfied with the outcome of your complaint you can request an independent review from our Compliance Manager (please send us your request within 5 business days of our written response) and the Compliance Manager will provide an Internal Final Response to you within 30 calendar days of the complaint being made. Alternatively, you may refer your complaint directly to the Australian Financial Complaints Authority which has been established to review eligible complaints which financial services providers are unable to resolve.

In our Internal Final Response/written response, we will confirm your eligibility to refer your complaint to the Australian Financial Complaints Authority. Contact details for the Australian Financial Complaints Authority are outlined below:

The Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 931 678 (free call)
Online: www.afca.org.au
Email: info@afca.org.au