

CITY INDEX

*本文本以中文和英文两种文字书写。中文和英文版本若出现不一致，应以英文版本为准。

争议解决程序

我们致力于始终为所有客户提供高标准的服务。但我们也认识到，我们可能有时无法达到您的预期。

如果您希望对我们服务的任何方面提出投诉，请致电 **1800 354 182**，通过实时聊天服务或发送电子邮件至 clientservices@cityindex.com.au 联系我们，您还可将投诉邮寄至：

客户服务部

Suite 28.01, 264 George Street
Sydney NSW 2000

我们制定的内部投诉处理程序，确保您的投诉被正确高效地处理。我们通常会在收到投诉后的**30**个日历日内提供解决方案。

为协助我们尽快地调查和解决您的投诉，并减少给您带来的不便，请务必向我们提供尽可能详尽的信息，包括：

- 您的姓名、地址和客户编号
- 明确的投诉内容描述
- 您希望我们如何纠正的详细信息
- 任何相关文件的复印件，例如信函
- 我们可以在白天联系到您的电话号码

收到您的投诉后，我们将：

- 向您发送书面的回执；
- 确认处理您的投诉的负责人，以及您可以如何与他们联系；
- 并将在收到投诉后的**5**个工作日内提供一份书面答复，说明我们的观点。

如果您对投诉的结果不满意，您可以申请由我们的合规经理进行独立审查（请在收到我们的书面答复后**5**个工作日内提出申请），然后合规经理将在您投诉后**30**个日历日内提供内部最终答复。此外，您还可以直接向澳大利亚金融投诉管理局投诉，该局专门负责审查金融服务提供者无法解决的符合条件的投诉。

在我们的内部最终答复/书面答复中，我们将确认您是否符合向澳大利亚金融投诉管理局投诉的条件。

澳大利亚金融投诉管理局的相信联系方式如下：

The Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

电话：1800 931 678（免费电话）

网址：www.afca.org.au

电子邮件：info@afca.org.au

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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 clientservices@cityindex.com.au or send a copy of your complaint to:

Client Service Department
Suite 28.01, 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