MiTRADE

Trade Faster Trade Smarter

RETAIL CUSTOMER COMPLAINT GUIDE

MITRADE GLOBAL PTY LTD

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LEVEL 11, 350 COLLINS STREET
MELBOURNE, VIC 3000, AUSTRALIA

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CFDS ARE LEVERAGED PRODUCTS THAT CAN CARRY A HIGH LEVEL OF RISK AND MAY RESULT IN THE LOSS OF YOUR ENTIRE INVESTMENT. TRADING CFDS IS NOT SUITABLE FOR EVERYONE. BEFORE ENGAGING IN OUR PRODUCTS AND SERVICES, PLEASE REVIEW OUR DISCLOSURE DOCUMENTS, INCLUDING THE FINANCIAL SERVICES GUIDE, PRODUCT DISCLOSURE STATEMENT, RISK DISCLOSURE STATEMENT AND CLIENT AGREEMENT, TO ENSURE YOU FULLY UNDERSTAND THE RISKS INVOLVED.

ABN 90 149 011 361 | AFSL NO. 398528

1. Our Commitment to You

At Mitrade Global we are committed to providing high-quality services and ensuring your concerns are addressed fairly, efficiently, and transparently. We value your feedback as it helps us improve and meet your expectations. This Retail Customer Complaint Guide outlines how you can reach us if you have a complaint and how we manage these complaints in relation to our Over-the-Counter Derivative Financial Products and Services.

This document is not intended for clients with a Mitrade Pro Account.

2. What to do if you have a complaint

We understand that sometimes issues or concerns may arise. If you are not happy with our product, services or people and want to tell us, there are a few easy ways you can make a complaint:

Email Us	cs.au@mitrade.com
Message Us	Through our website (www.mitrade.com) or the Mitrade mobile app.
Online Form	https://www.mitrade.com/en/about-us/contact
Call Us	8am-6pm, Mon-Fri, Sydney/Melbourne time: • from Australia: 03 9606 0033 • from Overseas: +61 3 9606 0033
Write to Us	Mitrade Complaints Department Level 11, 350 Collins St, Melbourne VIC 3000, Australia

When making the complaints please make sure to provide:

1. Your name and preferred contact details (you can make an anonymous complaint if you prefer).
2. What your complaint is about, including the products or services you're complaining about, what went wrong and what you'd like us to do.
3. Any supporting documentation to assist in our review.

3. If you need help making a complaint

We strive to make our complaints process inclusive and accessible. You can request help through:

Authorising someone to help you

You can appoint someone (must be 18 years or older) you trust to help make and manage your complaint on your behalf, for example, a friend or family member, a legal or accredited representative (for example your financial counsellor). Generally, we'll talk to your representative if you authorise us to do so but, in some instances, we may need to get more information (such as their accreditation) from them first.

Language support services

If English is not your first language, our Customer Support team provides multi-lingual support in Bahasa, Chinese, Vietnamese, Thai, and Spanish. If your preferred language is not listed, you can access a free interpreter service through Translating and Interpreter Services. This service is provided by the Department of Home Affairs and is available in over 150 languages.

4. What happens after you make a complaint

1. **Acknowledgment**
   We will acknowledge your complaint promptly. Most complaints can be resolved immediately or within a few days. If further review is required, we'll involve the appropriate team (e.g., payments) and notify you that your complaint has been received, usually by the next business day. We'll then work to resolve it as quickly as possible.
2. **Thorough Review**
   We will conduct a detailed review of the issue, considering all the information you provide. Our team will investigate the matter thoroughly and collaborate with you to find a fair solution. If we cannot resolve your complaint within five business days, we will keep you informed with regular updates.
3. **Outcome Communication**
   Once we have resolved your complaint, we will provide you with a final response detailing the resolution. If compensation or corrective measures are warranted, we will take appropriate action without delay. In the event that your case remains unresolved after 30 days, we will explain the reason for the delay, provide an expected resolution date, and continue to keep you updated on our progress.

5. Unhappy with our final response or our handling of your complaint?

If you're not satisfied with the outcome of your complaint, you can lodge a dispute with the Australian Financial Complaints Authority (AFCA). They provide a fair, independent, and free complaint resolution service:

Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Address: GPO Box 3, Melbourne, VIC, 3001

If your complaint is about your privacy, you can also contact the Office of the Australian Information Commissioner:

Website: www.oaic.gov.au
Phone: 1300 363 992
Postal address: GPO Box 5288, Sydney NSW 2001

6. Continuous Improvement

We regularly review complaints to identify systemic issues and enhance our services. Your feedback is integral to fostering trust and delivering superior outcomes. We are committed to resolving your concerns and ensuring our services meet your expectations.



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