

Complaints Policy

Purpose

Marketch Online Trading Pty Ltd (ACN: 654 674 432; Authorised Representative: 1293528) (“Marketch”) is committed to conducting its business in accordance with all applicable laws and regulations. Marketch has an obligation to comply with its general obligations under section 912A(1) of the Corporations Act 2001; including facilitating the timely identification, escalation and rectification of complaints. This means that the management of the actual and potential impact, including the potential to minimise complaints from occurring in the future, can be efficiently managed. This policy has been developed with reference to ASIC Regulatory Guide 271 Internal Dispute Resolution.

What is a complaint?

As defined in AS/NZS 10002:2014, a complaint is defined as:

an expression of dissatisfaction made to or about an organization, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

What does this mean for you?

If you are unhappy with our services, and you tell us about it, we are likely to treat this as a complaint (ie where you are eligible to make a complaint and your enquiry meets the definition of a complaint).

If we do not think you are expecting a response from us, and we are not otherwise obliged to give you a response, we may treat your comment as feedback rather than as a complaint and as such we will use it to help us improve our service. However, we will only do this if it is clear that your comment does not meet the definition of a 'complaint' as described above.

How to lodge a complaint

A complaint can be submitted via several sources depending on the nature of the complaint.

Complaints can be received:

- via email
- via phone
- in writing
- in person; or
- via *our* official social media channel/s.

Our client support team is best placed to receive your complaint initially. The support team can be reached by:

Email at: support@marketech.com.au

Write to: [Marketech](#)

Attn: Complaints Department

GPO Box 7991

Cloisters Square WA 6850

Assistance required for lodging complaints

If you require assistance in lodging your complaint, please reach out to the support team.

Process for handling complaints

Marketech's internal process for handling complaints aims to ensure that complaints are resolved in a timely, fair and consistent manner. Any complaint or dispute will, in the first instance, be handled by Head of Operations, and thereafter by the Compliance Manager.

- Within one business day, we acknowledge that we have received the complaint. We aim to resolve the complaint immediately, if possible.
- Where we cannot resolve the complaint immediately, our Compliance Manager will investigate the complaint and conclude on an appropriate resolution.

Response timeframes

We are required to provide a final response to a complaint within 30 calendar days of the complaint being lodged. There may, however, be factors outside of our control that may extend this timeframe. Where this is the case, we will provide notification for any delays including the reasons for the delay.

The Australian Financial Complaints Authority

If you remain dissatisfied with our investigation, or handling, of your complaint or dispute, we will refer the matter to the Licensee – Sanlam Private Wealth. In addition, you have a right to refer your complaint or dispute to Australian Financial Complaints Authority ('AFCA'). AFCA is an independent external complaints resolution body whose services are provided free of charge. Sanlam's AFCA membership number is 14570.

The contact details for Sanlam are:

Email: SPW_Compliance@privatewealth.sanlam.com.au

The contact details for AFCA are:

Mail: GPO Box 3
Melbourne VIC 3001

Telephone: 1800 931 678

Website: www.afca.org.au

Email: info@afca.org.au