

Complaint Management Policy

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Complaint Management Policy

This document has been prepared by Eightcap Pty Ltd (ABN 73 139 495 944) (“Eightcap”) trading as Blueberry Markets Group (“Blueberry Markets”).

Blueberry Markets is committed to providing superior customer service to its clients and welcomes feedback.

If you are dissatisfied with our products or services please let us know and give us the opportunity to investigate your complaint and/or answer any questions you might have. The complaints process is free of charge.

For your information, we have set out how we manage the complaints that we receive in this Complaints Management Policy (Policy). This Policy has been prepared in line with the requirements and standards set out in the Australian Securities and Investment Commission (ASIC) Regulatory Guide 271: Internal Dispute Resolution. Should you have any further questions relating to our complaints management procedures, you are welcome to contact us by emailing compliance@blueberrymarkets.com.

What is a complaint?

In line with RG 271, we consider a complaint to be an expression of dissatisfaction related to our products, services, staff, or the Policy itself, where a response or resolution is expected. This also includes expressions of dissatisfaction about the way we have handled an earlier complaint, and your complaint has not been responded to.

Lodging your complaint

You may lodge your complaint in any of the following ways:

- > by email;
- > by telephone;
- > by post;
- > via our social media platforms; or
- > by messaging us on LiveChat.

For us to assist you most efficiently, we would recommend that you:

- > notify our Customer Services team and/or your Account Manager of the details of your complaint as soon as possible;
- > where applicable, compile and send us any documents that relate to your complaint; and
- > let us know your preferred method of contact.

Our friendly Customer Services team can provide any additional assistance you require and guide you through the process.

Acknowledging your complaint

We will acknowledge your complaint as soon as possible, but in any event **within 24 hours (or one business day)** of receiving it.

Assessing and investigating your complaint

Your complaint will be assessed and investigated by our Customer Services team, who will attempt to resolve the complaint directly with you.

If our Customer Services team is unable to resolve your complaint within **5 calendar days** of receiving it, or if you are not satisfied with their proposed resolution, your complaint will be referred to our Compliance team. They will conduct a further independent review and investigation and provide you with a comprehensive and final response.

Please take note that we have up to **30 calendar days** to investigate and resolve your complaint from the date we received it. We will ensure to communicate with you throughout this time and, if required, ask for further information.

If in exceptional circumstances, we are unable to resolve your complaint within 30 calendar days, we will write to you before the 30-day period ends to:

- > inform you of the reasons for the delay;
- > provide you with an update on the progress of the complaint; and
- > give a timeframe for when a decision can be expected.

Escalating your complaint

If you are not satisfied with the outcome of our investigation of your complaint, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA are an independent External Dispute Resolution Scheme approved by ASIC. You can find more information about the AFCA complaints process on their website www.afca.org.au.

Please be aware that AFCA will not consider your complaint until we have had the opportunity to consider it first.

Contacting AFCA

Postal	GPO Box 3, Melbourne, VIC 3001, Australia
Phone	1800 931 678
Fax	(03) 9613 6399
E-mail	info@afca.org.au
Website	www.afca.org.au