

## Complaints Policy

Dated: October 2021

Australian Moneymarket Pty Ltd ABN 56 126 032 755 is a corporate authorised representative (No. 338682) of DDH Graham Limited ABN 28 010 639 219 (AFSL No. 226319). Australian Moneymarket Pty Ltd (referred to as "AMM", "our" "we" and "us"), we are committed to the fair and efficient resolution of complaints. Making a complaint is simple and easy. You can lodge your complaint online, over the phone, by sending us letter or by visiting us.

<b>Online:</b>	<a href="https://www.moneymarket.com.au/contact-us">https://www.moneymarket.com.au/contact-us</a>
<b>Phone:</b>	1300 306 281
<b>Write to:</b>	AMM Complaints Officer Australian Money Market GPO Box 330 BRISBANE QLD 4001
<b>Visit:</b>	Level 9, 324 Queen Street BRISBANE QLD 4000

### What should I include in my complaint?

When lodging your complaint, you should include:

- your name, contact details and AMM facility number or account number;
- details of your complaint with sufficient information to allow us to fully consider and assess it; and
- details of prior contact with us in relation to the complaint, such as who you had contact with and when.

We may request additional information from you to properly deal with and resolve your complaint.

### How will my complaint be handled?

Upon receipt of your complaint:

- we will record the details, give your complaint genuine consideration;
- we will acknowledge your complaint within 24 hours;
- we will assess and investigate your complaint promptly;
- we will seek to resolve your complaint fairly, objectively and without bias;
- we will seek to resolve your complaint at the earliest opportunity, and within 30 days;
- we will inform you of our decision and provide reasons for it; and
- if you are dissatisfied with our decision or we have not resolved your complaint within 30 days we will provide you with details about how you can seek an external review of the complaint.

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## External Review?

You can seek an external review of your complaint if you are unhappy with how we have resolved the matter or it has taken longer than 30 days to resolve. To do, you should contact the Australian Financial Complaints Authority ("AFCA"):

<b>Mail:</b>	Australian Financial Complaints Authority Limited GPO Box 3 MELBOURNE VIC 3001
<b>Phone:</b>	1800 931 678
<b>Fax:</b>	(03) 9613 6399
<b>Email:</b>	info@afca.org.au
<b>Website:</b>	www.afca.org.au
<b>Lodged a complaint online at:</b>	www.afca.org.au/make-a-complaint
	131 450
<b>Interpreter service:</b>	Voice Relay 1300 555 727
<b>National Relay Service:</b>	TTY 133 677 SMS Relay 0423 677 767

## Need Assistance?

Please let us know if you think you will need assistance with lodging your complaint. If required, we can arrange access to the following and other services:

- translation services;
- text telephone (TTY) and National Relay Service (NRS); and
- a copy of this policy in a different language or format such as Braille.