



## Complaints and Dispute Resolution Process

Everyone at HUB24 is committed to providing clients with the highest standard of service. If you are dissatisfied with our service to you we would like you to tell us so that we can rectify the issue.

### ***Where and how you can complain***

By Phone	Calling us at (02) 9233 9300 (9.00 am – 5.00 pm, Sydney time)
In Writing	The Complaints Officer HUB24 GPO Box 529, SYDNEY NSW 2001
By Fax	(02) 9232 8626
Email	<a href="mailto:sales@hub24.com.au">sales@hub24.com.au</a> or <a href="mailto:admin@hub24.com.au">admin@hub24.com.au</a>

### ***How do we deal with your Complaint***

We take complaints seriously as they give us information about how we can improve our services to you. HUB24 has both an Internal and External complaints resolution process, both are free of charge for you to use.

### ***HUB24 Internal Complaints Resolution Process***

If we cannot resolve your complaint on the spot we try to resolve it in an expedient manner. Each complaint or dispute is logged on our register and assigned to an appropriate person to resolve.

HUB24 aims to resolve most issues within 5 business days. In some cases where there are complicated facts or circumstances it may take several weeks to investigate and address your concerns in which case we will keep you updated regularly as to the progress of your complaint.

### ***HUB24 External Complaints Resolution Process***

If you do not get a satisfactory outcome from our Internal Complaints Resolution Process, you can contact the Financial Ombudsman Service Limited (FOS). This service is an external dispute resolution scheme that was established to provide free advice and assistance to consumers to help them in resolving complaints relating to members of the financial services industry.

Contact details for FOS are:

Financial Ombudsman Service Limited  
GPO Box 3, Melbourne, VIC 3001

Phone: 1300 780 808

Fax: 03 9613 6399

Email: [info@fos.org.au](mailto:info@fos.org.au)

Website: [www.fos.org.au](http://www.fos.org.au)

You can also contact ASIC on 1300 300 630 to make a complaint and to obtain further information about your rights.