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Complaints

If you have a complaint about the service provided by us you should:

1. Let us know your concerns. We value your feedback and the opportunity to improve our service. (include contact details)

Email or write setting out details of your complaint to

Commission Refunders Pty Ltd

Post: PO Box 1856, Sunshine Plaza QLD 4575

Email: admin@commissionrefunders.com.au

Telephone: 1300 463 628

Fax: 07 5443 1995

2. Outline the specific areas of service, which have not met with your satisfaction. Detail in your letter, as simply as possible, all the facts relating to your complaint and how you believe we can investigate and resolve this matter to your satisfaction.

Commission Refunders will investigate your complaint and will make every effort to ensure you receive a fair and prompt reply. We will endeavour to resolve your complaint within 30 business days. We will keep you informed of what is happening to your complaint if this investigation cannot be resolved within this time.

If you still do not get a satisfactory outcome, you have the right to take the complaint to the Financial Ombudsman Service (FOS).

Commission Refunders' parent company, Infocus Securities Australia Pty Ltd, is a member of the external complaints resolution scheme operated by FOS. FOS provides free advice and assistance to customers not satisfied with the responses provided by member companies to their complaints. FOS may undertake an independent external investigation of the complaint or enquiry. Member companies like Infocus are bound by any decisions made by FOS. You can write to

Financial Ombudsman Service

GPO Box 3

Melbourne VIC 3001

Telephone toll free: 1300 780 808.

