

Complaints Procedure

What should you do if you have a complaint?

As the holder of an Australian Financial Services Licence, BostonIQ Pty Ltd must have appropriate measures to solve Disputes (Complaints).

Our process is that any complaint (an expression of dissatisfaction where you – the client expect action and / or a reply) is handled in the following manner: -

1. We will acknowledge your complaint within 24 hours of receipt.
2. We will initially investigate your complaint within 5 days of acknowledgement and attempt to resolve the matter to your satisfaction.
3. However in certain more complex situations, to investigate the matter appropriately we may take longer but no longer than 30 days after we received your complaint.
4. If you are not satisfied with our response you are entitled to take your complaint to:

Australian Financial Complaints Authority (AFCA)

GPO BOX 3

Melbourne Vic 3001

Email: info@afca.org.au

Website: www.afca.org.au

Phone: 1800 931 678

This is a free service.