



# Complaints Notice

Pepperstone Group Limited

Company: Pepperstone Group Limited  
ACN: 147 066 703  
AFSL: 414530  
Date: May 2020



## Complaints Notice

In the unlikely event that you are not satisfied with any aspect of our service, please contact our client support team by email at [support@pepperstone.com](mailto:support@pepperstone.com).

If our support team isn't able to resolve the matter, then you can refer it as a complaint to our Compliance team. They'll carry out an impartial assessment of the complaint to establish whether we've acted fairly and met all our contractual and other obligations.

We'll provide you with a full written response within 45 days of receiving your complaint, in most cases much sooner.

You can contact our compliance team at:  
[compliance.au@pepperstone.com](mailto:compliance.au@pepperstone.com)

Or

Attn: Compliance Department  
Pepperstone Group Limited  
Level 16, Tower One  
727 Collins St  
Melbourne VC 3008  
AUSTRALIA

If you believe that we haven't resolved your complaint to your satisfaction, then you can refer the matter to the Australian Financial Complaints Authority ("AFCA")

AFCA is an independent external resolution scheme established to resolve disputes between financial institutions and their customers.

AFCA will not consider your complaint until we have had the opportunity to address the complaint, and any reference to AFCA cannot be made by you until you receive a final response from us or after 45 days after the date of your complaints, whichever is sooner.

Contact AFCA:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Australia

Freecall: 1800 931 678

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

Further information can be found at [www.afca.org.au](http://www.afca.org.au)



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727 Collins Street  
Melbourne VIC 3008  
AUSTRALIA

Local Call 1300 033 375  
Phone +61 3 9020 0155

[www.pepperstone.com](http://www.pepperstone.com)  
[support@pepperstone.com](mailto:support@pepperstone.com)