



# DISPUTE RESOLUTION POLICY

**Issue Date:** March 2015

Royal Financial Trading Pty Limited **ABN** 30 157 780 259 | **AFSL** 420268

This document seeks to outline Royal's policy relating to Dispute Resolutions.

The policy ensures that Royal deals with clients honestly and fairly, in a consistent and ethical manner and to ensure that the client has access and information available to best resolve problems complaints or disputes in a timely fashion.

Royal wants to know about any problems you may have with the service provided to you so we can take steps to resolve the issue. If you have a complaint about the financial product or service provided to you, please see the document "the complaints handling procedure", available by:

1. Contacting a Royal representative on +61 2 8284 5100 and outlining the details of your complaint.
2. If your complaint is not satisfactorily resolved by a Royal representative, within three Business Days, please contact the Compliance Department by:

**a. Phone** +61 2 8284 5100 or via  
**b. Email** [compliance@rft.com.au](mailto:compliance@rft.com.au)  
**c. Mail** Royal Financial Trading Pty Ltd  
Attn: Compliance Manager  
Level 31, Grosvenor Place,  
225 George Street,  
Sydney NSW 2000  
Australia

Royal will try to resolve your complaint quickly and fairly. Complaints received in writing will be acknowledged within five Business Days of written receipt of your complaint and we will use our best endeavours to try to resolve your complaint within 30 days of receipt of your written complaint.

3. If you still do not get a satisfactory outcome, you have the right to take your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme. The contact details for AFCA are: **Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001 Telephone: 1800 931 678 Website: [www.afca.org.au](http://www.afca.org.au) Email: [info@afca.com.au](mailto:info@afca.com.au).**

Royal is a member of the AFCA complaints resolution scheme (No. 31126). The service provided to you by AFCA free.

4. The Australian Securities and Investments Commission (ASIC) also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.