

TELL US YOUR THOUGHTS: SHARESIES GUIDE TO HANDLING YOUR FEEDBACK

A guide to letting us know
your comments, compliments
& complaints.

Sharesies Australia Limited (Sharesies)
ABN 94 648 811 830
ACN 648 811 830
Australian Financial Services Licence No. 529893

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We welcome your feedback

At Sharesies, we want to know what you think, whether it's a comment, compliment or complaint, so that we have the opportunity to improve our services and products, and make things right where we've got it wrong.

If you're unhappy with us, we want to know and hope you give us the opportunity to address it.

This guide is our public complaints policy and outlines how we handle complaints. We may change this guide from time to time without notice to you.

Get in touch with us

If you have a comment, compliment or complaint, you can let us know via any of the below channels:



www.sharesies.com.au



help@sharesies.com.au



PO Box Q1410
Queen Victoria Building, NSW 1230



via clicking the help icon
in the our app or on our website



1800 959 366 (free call)

Where we can't answer your call, please leave a message so we can contact you back.

What happens when you make a complaint

We aim to resolve your complaint as quickly as we can to ensure the right outcome. Some complaints may be able to be resolved on the spot, whilst others may require a longer period of time - but not more than 30 days. We appreciate your patience whilst we investigate and resolve your complaint.

Once you complain, members of our Investor Care team will support the resolution of your complaint, including investigating and providing you with updates and the outcome of your complaint.

We are committed to resolving your complaint in a fair, transparent and timely manner and where we get it wrong, we want to put it right. To do this, we act with care as we work quickly to understand your concerns, thoroughly investigate your complaint, keep you updated on the progress of your complaint and provide you with a suitable resolution.

We may reach out to you as we investigate so that we can clarify and obtain more information from you. If you don't provide us with the information we reasonably request and consider necessary to progress the investigation and resolution of your complaint, we may not be able to resolve the complaint to your satisfaction.

We will use the learnings from your complaint to help us make changes in our business to improve our products and services, and reduce any future complaints.

If you're not satisfied with your complaint's resolution

If we do not resolve your complaint to your satisfaction, you can contact the Australian Financial Complaints Authority (AFCA), a free external dispute resolution scheme.

AFCA is not part of Sharesies - they are an independent service that is free to consumers and small businesses to resolve complaints about financial firms, where the complaint is within their terms of reference.

AFCA can be contacted via:



www.afca.org.au



info@afca.org.au



1800 931 678 (free call)



Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

Other options might also be available to you. You may want to seek legal advice from a community legal centre, like Legal Aid. Or you may wish to contact ASIC, our regulator, for information on 1300 300 630 or through ASIC's website - www.asic.gov.au.

Having someone else complain on your behalf

Where you want someone to complain on your behalf, such as family, friends, a legal representative or financial counsellor, you will need to have provided us with the appropriate authority for them to act on your behalf.

After you have provided us with the appropriate authority, we won't contact you directly about the complaint unless:

- the authority you have provided us requests dual-communication,
- you make a request for us to communicate with you directly,
- we are concerned that your representative isn't acting in your best interests or in accordance with the authority, or is acting in a manner that is considered potential misleading or deceptive to either you or us, or
- your representative has been excluded from representing you or another complainant by the AFCA.

If you would like someone else to represent you, let our Investor Care team member know and we will arrange the relevant authority with you and your representative.

We want to know how we did

Sometimes, we might reach out to you to see how we did in handling your complaint. Your feedback will help us uplift our complaint handling procedures and make things easier and better for you and other customers in the future. This might be done through a third party, such as an external research agency or consultant, who will adhere to our Privacy Statement.

Your privacy is important to us

We strive to protect the privacy and security of your personal information. Where we collect information from you in relation to your complaint, we will do so in accordance with our Privacy Statement and our Collection Notice - which are both available on our website or through our mobile app.

If you need extra support

Where you need extra support, let us know.

There are a variety of reasons you may need some extra support, such as domestic violence, language barriers, facing hardship or living with a disability, we are here to help and want to support you if we can. Let our Investor Care team know, and we will work with you on how we may help you with the support you need.

Call 000 if you are in immediate danger.

Aggressive and Unreasonable Conduct

All customers have the right to complain and we do our best to support our customers in resolving their complaints. We also seek to protect our employees, and will take precautions to mitigate unreasonable behaviour and take action against aggressive and unreasonable conduct. This includes threatening behaviour, lack of cooperation, and unreasonable arguments and demands.

Where your behaviour is considered threatening or unreasonable, we may not be able to progress your complaint or resolve to your satisfaction.

In some circumstances, we might report aggressive behaviour or unreasonable conduct to the police or another authority.



Contact us

help@sharesies.com.au

<https://www.sharesies.com.au>

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