

Customers of Transfermate Pty Limited (Australia)

Redress and Complaints Procedure

1. Where an official complaint from You in relation to the Transaction Service is received by Us, We will record the nature of the complaint and issue an acknowledgement email to You by the end of the next Business Day. The acknowledgement will provide You with the contact name who is responsible for dealing with Your complaint. The official complaint must be made by email to complaints@transfermate.com, with details such as Your account number, the Order details, and the nature of Your complaint.
2. We will investigate Your complaint as swiftly as possible and where applicable, You will receive a regular written update on the progress of the investigation at intervals of not more than 20 Business Days.
3. We will try to resolve Your complaint within 30 Business Days of having received the complaint. If Your complaint cannot be resolved within 30 Business Days, We will write to You notifying You of the anticipated timeframe for the conclusion of the investigation.
4. Within 5 Business Days of the conclusion of the investigation of the complaint, We will issue a resolution letter detailing the outcome of the investigation. This letter will include, if applicable, an explanation of the terms of any offer that We are prepared to make in settlement of Your complaint.
5. If at any time You are unsatisfied with the handling of Your complaint or We cannot resolve the complaint within the 30 Business Days timeframe, You will be notified of Your right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA may be contacted online at www.afca.org.au, by Email (info@afca.org.au), by Telephone (1800 931 678 (free call)) or by Mail: GPO Box 3, Melbourne VIC 3001.