



Olive Financial Markets' Complaints Notice

Olive Financial Markets Pty Ltd has an Internal Disputes Resolution process in place so that we can resolve complaints quickly and fairly. If you have a complaint or would like to express dissatisfaction with our services you should contact your adviser or our trading team in the first instance. We will acknowledge your complaint/expression of dissatisfaction within 3 business days and investigate and resolve the complaint accordingly within 45 days. If the complaint is not being resolved to your satisfaction or you would like someone else to speak with then you should contact our Head of Operations and Internal Audit by email at complaints@olivefinancialmarkets.com.au or send the complaint/expression of dissatisfaction in writing to:

Suite 6B, Level 6, 50 Appel St, Surfers Paradise QLD 4217

**The Head of Operations and Internal Audit
Olive Financial Markets Pty Ltd**

Olive Financial Markets will provide acknowledgement of receipt of written complaints within 3 business days, and seek to resolve and respond to complaints within 45 days of receipt. The Head of Compliance will investigate your complaint, and provide you with our decision, and the reasons on which our decision is based.

Olive Financial Markets is also a member of the Australian Financial Complaints Authority (AFCA) – Membership Number - 26324, a free, fair and independent dispute resolution scheme. If you are dissatisfied with the IDR outcome, you have the right to lodge a complaint with AFCA, contact details are below. You may also make a complaint via the Australian Securities and Investments Commission, free call Info line on 1300 300 630.

Australian Financial Complaints Authority

Australian Financial Complaints Authority
GPO Box 3, MELBOURNE VIC 3001
Email: info@afca.org.au
Toll free: 1800 931 678
Website: <https://www.afca.org.au/>

Feedback and Comments

Olive Financial Markets (Australia) Pty Ltd adopts a customer-focused approach and is open to any feedback clients may have about its products and/or services delivered. Please feel free to submit your feedback/comments to information@olivefinancialmarkets.com.au