Complaints Procedure

In the unlikely event of you having any reason to feel dissatisfied or need clarification with any aspect of our service, you should contact Fortrade Support directly on: support@fortrade.com.

If they are unable to resolve the matter to your satisfaction, you may refer it as a complaint to our Compliance Department. The Compliance Department will carry out an impartial review of the complaint with a view to understanding what did or did not happen and to assess whether we have acted fairly within our rights and have met our contractual and other obligations.

Please contact us:
by email: complianceau@fortrade.com
or
by mail:
Compliance Department
Fort Securities Australia Pty Ltd
Level 5, 20 Bond Street, Sydney
NSW 2000, Australia

To enable us to investigate and resolve your case as quickly as possible, please include the following:

• Your name, email address and Account (TP) number
• A clear and concise summary of the issue or complaint
• What you would like us to do in order to put matters right
• Copies of any relevant correspondence or emails
• A daytime contact telephone number

Once received, it will be dealt with in accordance with our complaints handling procedures, summarised below.

1. All complaints will be promptly acknowledged within five (5) business days.

2. Any complaint will be investigated and we will endeavour to send a final response or a progress report within twenty (20) business days from receipt of your complaint.

3. If your complaint is not resolved within twenty (20) business days, we will attempt to finalise it within forty-five (45) days, the Compliance Officer will inform you in writing of the reasons for the delay.

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4. If the complaint can’t be resolved to your satisfaction by Fort Securities Australia through our internal dispute resolution process within forty-five (45) days, you have the right to refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is an independent and external dispute resolution scheme, of which Fort Securities Australia is a member.

You may lodge your complaint with AFCA by sending the relevant information and documents to:

Australian Financial Complaints Authority

Postal Address: GPO Box 3, Melbourne VIC 3001

Phone: Toll Free (from Australia) 1800 931 678

Facsimile: +61 3 9613 6399

Email: info@afca.org.au

Website: www.afca.org.au

Before AFCA will deal with your complaint, you must have first lodged a formal complaint with us and given us time to investigate and resolve the dispute.

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