

Complaint Management Policy

Icon Tech PTY LTD

Complaint Management Policy

Icon Tech Pty Ltd ('Icon FX,' 'we,' or 'us') is focused on delivering its clients with excellence. If you are unsatisfied with any of our goods or services, please feel free to contact us so that we can examine your complaints and/or resolve any concerns you may have.

This Complaint Management Policy ('the Policy') outlines how we handle grievances. The Policy was developed following the requirements of the "Australian Securities and Investments Commission (ASIC) Regulatory Guide 271: Internal Dispute Resolution". Please contact us at support@iconfx.com for further details.

What is a complaint?

As per RG 271, we define a complaint as a statement of discontent concerning our goods or services, or with the Policy itself, for which a reaction or remedy is anticipated. This includes comments of unhappiness with how we addressed a previous complaint.

Lodging your complaint

Anyone can complain by:

Electronic mail

Mobile phone or landline

Post on our social media forums

Leaving a message on LiveChat.

For efficient and timely response:

Please inform our Customer Service staff and/or your Account Manager about your concern.

Assemble and email us any documentation relevant to the grievance, if appropriate; and

Please clarify your preferred form of communication.

Our friendly Customer Services team can provide any additional assistance you require and guide you through the process.

Acknowledging your complaint

We will address your complaint within 24 hours (or one business day) once it is received.

Assessing and investigating your complaint

Our Customer Service department will analyze and examine any issue and work to resolve it immediately.

If our Customer Services department cannot address your complaint within 5 calendar days, or if you are unhappy with their suggested resolution, your issue will be sent to our Compliance team. They will undertake an additional objective inquiry and give you a final response.

Please keep in mind that we have up to 30 calendar days to react to your complaint once it is received. We will keep in touch with you throughout this period and, if necessary, request more details.

Iconfx might not respond within 30 calendar days if:

The complaint is multidimensional; or

Technical or other unpredictable events hinder management procedures.

If any delay occurs due to the above-mentioned conditions, we will notify you about:

Reasons for the delay.

your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied.

How to reach out to AFCA.

Escalating your complaint

You have the option of referring your complaints to AFCA if you are dissatisfied with the conclusion of our inquiry. ASIC has authorized AFCA as an impartial "External Dispute Resolution Scheme". For more



information visit www.afca.org.au.

Note: AFCA will only consider those complaints which have been processed by our customer service department first. To complain please email support@iconfx.com