



# Complaints Resolution Procedures

FMGP Trading Group Pty Ltd trading as Global Prime (Global Prime)

ABN: 74 146 086 017

AFSL: 385620

Date: 4 December 2023

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FMGP Trading Group Pty Ltd (ABN 74 146 086 017) trading as Global Prime, is the issuer of the Global Prime Products described in this communication. Trading in Global Prime Products involves the potential for profit as well as the risk of loss which may vastly exceed the amount of your initial deposit and is not suitable for all investors. You should read all of these Financial Product Service Terms, the Product Disclosure Statement (PDS) and the Financial Services Guide (available on our website) carefully, consider your own financial situation, needs and objectives for investing in these Global Prime Products and obtain independent financial advice.

## 1. Information for Clients

FMGP Trading Group Pty Ltd trading as Global Prime (AFSL 385620) offers clients an Internal Complaints Resolution Procedure and an External Complaints Resolution Procedure. Clients should first attempt to resolve any complaints or disputes through the Internal Complaints Resolution Procedure. If a complaint cannot be successfully resolved using the Internal Complaints Resolution Procedure, the complaint can be referred to the Australian Financial Complaints Authority (AFCA).

## 2. Definition

Global Prime classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by Fusion markets.

## 3. Internal Complaints Resolution Procedure

Email: [Complaints@globalprime.com](mailto:Complaints@globalprime.com)

Complaints may be made by any means including phone, email, written, verbal or via social media platforms. We will attempt to deal with your complaint in a prompt and efficient manner. Where appropriate, we will follow the procedure outlined below to attempt to ensure that your complaint is resolved within a period of 30 days. Some complaints can be resolved more quickly depending on the facts and the nature of the complaint. If the complaint is more complex and takes longer than 30 days, we will communicate the reasons for the delay. If the reasons for the delay or the outcome of the complaint are not acceptable to you, you have the right to refer the matter to AFCA - see details below.

Our Complaints Officer will assist you if you require assistance in making your complaint so that all relevant facts are provided.

The following procedure will be followed to review and investigate your complaint under our Internal Complaints Handling Procedures:

- Once a complaint is communicated to us, your Advisor will listen to your complaint or review your written complaint and ascertain the key issues of your complaint. Should you not feel comfortable talking to your Advisor in the first instance then you will be referred to our Complaints Officer.
- The Complaints Officer or your Adviser will ask you to provide specific or additional information so that they can ascertain all relevant facts. You are invited to

provide as much information as you think is relevant to the complaint.

- The Complaints Officer will confirm the key issues of your complaint either verbally or in writing and keep in regular contact with you while the complaint is being investigated.
- The Complaints Officer will contact you should any additional information be required.
- The Complaints Officer will discuss the outcome of the review with your Advisor and Senior Management and a decision will be made relating to the resolution of your complaint.
- Remedial action may range from an apology to financial compensation. Where a financial remedy is considered appropriate, the aim is to provide fair compensation for any loss suffered.

## 4. Accessibility Services

- We take our commitment to provide accessible services to customers seriously. If you are deaf or have a hearing or speech impairment, you can contact us on the National Relay Service (NRS), a government initiative that offers an Australia-wide phone service for people who are deaf or have a hearing or speech impairment. It's available at no additional charge. More details are available on the [NRS website](#).
- If you require this policy in another language, please contact our support team.

## 5. External Complaints Resolution Procedure

If the outcome of the complaint is not acceptable to you, you have the right to refer the matter to AFCA. AFCA is an independent external complaints and dispute resolution body. The service to you is free.

The contact details for AFCA are:

Australian Financial Complaints Authority

Address: GPO Box 3, Melbourne VIC 3001 Telephone:

1800 931 678

Web: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)