



OUR COMPLAINTS HANDLING POLICY

Demeter Broking Group Pty Ltd (Authorised Credit Representative #576210) is committed to providing excellent service.

How to Lodge a Complaint

- In writing to: PO Box 517, Bakers Hill WA 6562
- Via phone on 08 6495 9080
- Via email on amie@demeterbg.com.au
- Via our website <https://demeterbg.com.au/>

Internal Resolution Process

We will acknowledge receipt within 24 hours where possible.

We aim to resolve complaints within 5 business days and no later than 30 calendar days.

External Dispute Resolution

If not satisfied, you may contact the Australian Financial Complaints Authority (AFCA).

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

GPO Box 3, Melbourne VIC 3001

AFCA Membership Number: 120566