

Our handling of your complaint

At Leveraged we're proud of our heritage. We are one of the first and longest continually operating margin lending specialists in Australia. Mergers and acquisitions throughout our history have provided us with significant opportunities to offer a larger range of products and services to our customers.

We also listen, respond and respect every customer's choice, needs and objectives. Our staff can assist with the feedback; they will be objective and proactive in responding to our customers in order to achieve fair, reasonable and timely outcomes.

We will ensure that all complaints are fully documented, investigated and resolved as prescribed in the Australian Securities and Investments Commissions (ASIC) regulatory guide (RG165).

In order for us to have a balanced view of our customers' experience with us, we also like to hear when we have exceeded your expectations or you have a suggestion related to the products or services provided by the Group.

leveraged.com.au

Leveraged Equities Limited (ABN 26 051 629 282 AFSL 360118)
(A242013) (06/17)

Talk to us we're listening



Le[✓]eraged[™]
The professional's choice

Customer Feedback

We welcome your comments and feedback. Please complete this form and return it to us.

Attention: Client Service Team, GPO Box 5388, Sydney NSW 2001.

Your details (optional)

Mr/Mrs/Miss/Ms/Other: _____

Surname: _____ First Name: _____

Address: _____ Postcode: _____

Telephone (daytime): _____ Email: _____

Product/Service: _____

Account Number (if applicable): _____

Your comments (Feedback, compliment, complaint): _____

☐ I do not wish to be contacted about the feedback I have provided.

☐ Please find attached additional documentation. _____ pages attached.

Customer signature: _____ Date : _____

Protecting your privacy

Leveraged Equities is a subsidiary of Bendigo and Adelaide Bank Limited ("we") is part of the Bendigo and Adelaide Bank Group ("the Group"), including its subsidiaries, related companies, agencies and franchises (including **Community Bank**® branches). We collect your personal information to better understand your feedback and, where relevant, contact you; it may be shared within the Group in order to address your feedback. To request access to your personal information, please contact our Client Service Team on 1300 307 807.

Tear off section

Resolving complaints

Our dedicated Client Service Team is here to listen to you and represent your voice.

As part of our Internal Dispute Resolution process, the Client Service Team will seek to understand your expectations and needs by engaging with you. Their learnings from your experience will be used to enhance the way we do business in the future.

There are many ways customers can provide their feedback to our Client Service Team:

- **Telephone** – by contacting 1300 307 807
- **Website** – www.leveraged.com.au/public/about-us/contact-us
- **Post/Letter** – write to GPO Box 5388, Sydney NSW 2001
- **Email** – info@leveraged.com.au

Customer Advocate

The Customer Advocate's role is to review complaints escalated from our customers when they are not satisfied with the outcome of the Internal Dispute Resolution (IDR) process. The Customer Advocate will impartially assess the complaint, keep the customer informed of the progress and provide the customer with an outcome of the review of their complaint in a timely manner.

The Customer Advocate can be contacted by:

- **Telephone** – 1300 139 572 (+61 3 5485 7919) between 8:30am and 5:00pm Victorian time, weekdays
- **Email** customeradvocate@bendigoadelaide.com.au
- **Post/Letter** – write to Customer Advocate, P.O. Box 480, Bendigo, Vic, 3552

Alternatively (or following consideration by the Customer Advocate) the customer may refer their complaint directly to the relevant External Dispute Resolution (EDR) scheme.

Financial Ombudsman Service Australia

GPO Box 3

Melbourne Vic 3001

Phone: 1800 FOS AUS (1800 367 287)

Fax: 03 9613 6399

Email: info@fos.org.au

www.fos.org.au