

Place where changing is free



COMPLAINTS POLICY

In this policy, United Currency Exchange™ Pty Ltd (ABN 68 119 598 202) is referred to as “UCE” “we” “our” or “us”.

Please do not hesitate to contact us when you have a complaint. United Currency Exchange™ takes this matter seriously. We will listen, acknowledge, understand, and do everything we reasonably can to solve the problem.

We will record your complaint, inform you the progress, and provide a final response to you within 30 business days. Following are our complaint procedures:

- **Stage 1:** Contact us immediately in person, email (ucecomplianceofficer@unitedcurrencyexchange.com.au), or by phone. You need to provide us your complaint in writing to help us efficiently resolving your complaint.
- **Stage 2:** Our Compliance Officer will conduct an internal investigation, inform you with the progress, and contact you with the results within 30 business days.
- **Stage 3:** If you are still unsatisfied with our Compliance Officer solution to the matter, you can refer the matter to Australian Financial Complaints Authority to solve the matter in accordance to their rules and policy.

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