



Complaint Handling Policy

Gleneagle Securities Pty Ltd

Date: 27 February 2024

Risk Warning: Trading in Fusion Markets 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 this Complaints Resolution Procedures and other important legal documents (available on our website) carefully, consider your own financial situation, needs and objectives for investing in these Fusion Markets Products and obtain independent financial advice

1. Information for Clients

Gleneagle Securities Pty Ltd (hereinafter the "Company") aims to provide superior services to all of its Clients. The Company has appointed a Compliance Officer to efficiently ensure the proper handling of any complaints from the Clients. This is to allow the Company to resolve and apply mandatory measures to avoid any recurring issues.

2. Definition

The Company classifies a complaint as any objection and/or dissatisfaction that the Client may have with regards to the provision of the services provided by the Company. A complaint form is enclosed at the end of this policy.

3. Internal Complaints Resolution Procedure

The Compliance Officer shall be responsible to ensure the proper handling of Client complaints, except in the case where the complaint involves the Compliance Officer. In such a case, the complaint shall be handled by the Representative Officer.

The Client may register a complaint by completing the complaint form, using any of the following options:

Via Email: complaints@fusionmarkets.com

Via Post: 1 st Floor, Govant Building, Kumul Highway, Port Vila, Vanuatu

When the Company receives the Client's complaint then a written acknowledgement will be sent to the Client within 3 business days.

The Company will attempt a final response within 45 business days of receipt of the complaint.

4. External Complaints Resolution procedure

In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the Financial Commission at www.financialcommission.org for further examination.

Gleneagle Securities Pty Limited trading as Fusion Markets is a member of The Financial Commission, an international organization engaged in the resolution of disputes within the financial services industry in the Forex market. The Financial Commission is an independent external dispute resolution (EDR) organization for consumers/traders who are unable to resolve disputes directly with their financial services providers that are members of the Financial Commission and protecting every trader by Commission's Compensation Fund.

The Complaint Process is summarized below:

Step 1: Contact Fusion Markets customer support to discuss any incident. If you find our response unsatisfactory, proceed to step 2.

Step 2: Within 45 days of the incident, file a complaint on financialcommission.org, free of charge, using the following link

<https://financialcommission.org/resolving-a-dispute/how-to-file-a-complaintdispute/dispute-resolution-form/>

Step 3: The Financial Commission investigates the complaint and verifies its validity within five business days.

Step 4: Based on the investigation, a decision on the complaint is made by the Financial Commission's committee.

Step 5: Should Fusion Markets refuse to comply with a decision in your favour, compensation is paid to you from the Special Compensation Fund.

5. Client Records

The Client should provide all relevant documentations as well as any additional information requested by the Company in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

The complaint form can be found in the next page

Complaint Form

A. Client Information

Name: _____

Account Number: _____

Address: _____

Telephone Number: _____

B. Type of Complaint

Execution of Orders:

Quality or lack of information provided:

Terms and Conditions/Fees/Charges:

General admin/Customer Services:

Unauthorized business being offered:

Issue in relation to withdrawal of funds:

Other (specify):

C. Brief Summary of the Complaint

Please describe the product or service you are complaining about (description, evidence, amount and suggested way to be solved)

- Please enclose any other relevant documentation that may help us to handle the complaint.
- Possible documentation to be provided (client statement, correspondence with the Company as well as any other supporting documentation to be requested by the Company which is relevant to the Client's complaint)

Date & Place

Client Signature

For internal use only

Complaint Received By: _____ Date: _____

Acknowledgement sent to Client: Yes No

Informed Client of initial action: Yes No

Final response provided to Client: Yes No

Holding response provided to Client: Yes No