

# Complaints Handling Procedure

Here at Moonance, we are committed to:

- provide a high standard of client service;
- Address complaints efficiently and promptly; and
- Maintain our good reputation for integrity and accountability.

To achieve the above, we rely on your cooperation with our complaint handling staff by providing clear information and behaving reasonably.

We welcome feedback on our service at any time. If you are dissatisfied with our services please give us the opportunity to fix the problem. We will investigate, answer your questions and work hard so you enjoy trading with us.

Our complaints handling procedures seek to ensure complaints are reviewed in detail and result in fair resolutions to customer complaints.

## Making a Complaint

If you are dissatisfied with our services, you can contact our Complaints Team through the contact details below:

Email: [complaint@moonance.com](mailto:complaint@moonance.com)

## Investigation

Upon receipt of your complaint our staff will discuss the issue with you and, if required, will complete an investigation. Our internal procedures generally allow us up to 14 days to deal with a complaint.

If we are unable to resolve the complaint within 14 days we will:

1. inform you of the reasons for the delay;
2. provide you with updates on the progress of the complaint; and
3. specify a date when a decision can be reasonably expected. We would expect that in most cases the above process would deal with the matter fully and to your satisfaction.

