

# MiFID II Complaints Summary

**Commonwealth Bank of Australia**

July 2018

**Commonwealth**Bank  
of Australia



# MiFID II: Complaints

## 1. Introduction

This document sets out summary information about our Complaints Policy and process. Commonwealth Bank of Australia (“CBA” or “we”) is committed to having an effective and efficient complaints handling process to ensure it is able to meet expectations of all stakeholders which includes, but is not limited to; clients, employees and regulators.

Complaints are an important form of client feedback and assist in providing CBA with information to help improve the quality of products and practices.

If you experience a problem, or you're dissatisfied in any way, it's important we hear about it. We'll take your complaint seriously and work with you to address your complaint quickly, in a fair and transparent way.

## 2. How to complain

Your Relationship Manager or Sales contact is able to hear any concerns or complaints you may have. You can reach them by email, telephone or post. You can also send your complaint to the Compliance Department ([LondonCompliance@cba.com.au](mailto:LondonCompliance@cba.com.au)).

## 3. Complaints process

Most complaints can be resolved quickly and we aim to resolve most complaints within four business days. We will acknowledge your complaint promptly but no later than close of business two business days after the date we received your complaint.

If you make a complaint we will:

- investigate the complaint competently, diligently and impartially, obtaining additional information as necessary;
- assess fairly, consistently and promptly:
  - the subject matter of the complaint;
  - whether the complaint should be upheld;
  - what remedial action or redress (or both) may be appropriate; and
- if appropriate, whether we have reasonable grounds to be satisfied that another respondent may be solely or jointly responsible for the matter alleged in the complaint; and
- comply promptly with any offer of remedial action or redress accepted by the complainant.

## 4. Financial Ombudsman Service

If you are not happy with our response to your complaint you may be able to refer it to the Financial Ombudsman Service if you are an ‘eligible complainant’. Further details on this can be found on the FOS website <http://www.financial-ombudsman.org.uk/>. You may also be able to take civil action.

## Important Note

This document does not constitute marketing material nor should it be considered by you as a recommendation, solicitation or offer to purchase or sell a Financial Instrument. The provision of this document to you does not constitute us providing you with any investment advice. If you enter into a transaction with us, our relationship will be governed by our Terms of Business and the terms of the transaction will be agreed between us and set out in the relevant Product Agreement (as defined in our Terms of Business) .