



Complaints Policy

In this policy, United Global One Pty Ltd t/as United Global Pay (ABN 71 617 147 627) is referred to as “United Global Pay” “UCE” “we” “our” or “us”.

Please do not hesitate to contact us when you have a complaint. United Global Pay 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 (contact@unitedglobalpay.com), 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 the Australian Financial Complaints Authority to solve the matter in accordance to their rules and policy.