

Complaints Policy

At DIFX, we strive to offer our customers the best support possible. Our customer support service is active 24/7 and is available via our official channels in English.

You can contact our customer support team via any of the following channels:

- Email: You can contact us via email at support@difx.com.
- Live Chat (on the website): You can find our live chat button throughout the DIFX website or access it directly at www.difx.com.

We guarantee a response within 24 hours when you reach out through any of our official support channels.

Policies

Support Policy:

When you make a support request to DIFX via any of the available channels, we guarantee a response within 24 hours. When reaching out to our support team, you will be granted a reference or ticket number. We will acknowledge all complaints within five working days and will aim to resolve any issue within four business weeks from our first response.

Complaint Policy:

DIFX users and other interested parties also have the option to file a formal complaint. All such complaints are reviewed by our dedicated team and handled effectively and promptly. DIFX will then communicate its proposal of redress to the user where appropriate.

You can file a complaint through any of the following channels:

- Email: complaints@DIFX.com
- Subject: Official Complaint
- Body: Please provide your full name, email address, and phone number registered with DIFX, along with the substance of your complaint.

All complaints will be acknowledged in writing only. All complaints received via writing or email will be assigned a reference number within 5 business days from receipt of the complaint. The final response will be sent to the customer in writing within 28 calendar days of receiving the complaint.

DIFX's response time will depend on the complexity of the case. DIFX will, however, keep the customer updated on the progress of the case in due course.

Unresolved Complaint Policy:

If the customer does not receive a reply from DIFX within 28 calendar days or is not satisfied with the final decision, the customer has the right to refer the case to the Applicable Authority within 30 calendar days from the date of receiving the final response. If the official complaint filed by the customer is in response to DIFX's operative Business Continuity Plan (BCP), DIFX will respond to the customer citing the official policy.

Complainants can have their concerns reviewed by the Australian Financial Complaints Authority (AFCA). Time limits apply to complaints to AFCA. Please refer to the AFCA website set out below for details.

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au