

Complaints and Dispute Resolution Form

Personal Details

Full Name: _____

Contact Details (Phone/Email): _____

Address: _____

Complaint Details

1. Nature of Complaint

Please provide a summary of your complaint (e.g., service issue, employee behaviour, transaction concern, etc.):

2. Details of the Incident

Date of Incident: _____

Time of Incident: _____

Location or Department Involved: _____

Individuals Involved (if applicable): _____

3. Complaint Description

Please describe your complaint in detail, including relevant dates, times, and any supporting information. Attach any relevant documents or evidence with the form.

4. Desired Outcome

What resolution or outcome are you seeking?

Declaration

I declare that the information provided is true and correct to the best of my knowledge.

Signature: _____

Date: _____

Submission

Please submit the completed complaint form via email to: [complaints@riqueza.io or compliance@riqueza.io] or mail to:

Complaints Officer
Riqueza Remittance Services Pty. Ltd.
Unit 1 569 Geelong Road
Brooklyn 3012 VIC, Australia
ABN: 83 663 896 928

Thank you for bringing this matter to our attention. We are committed to resolving complaints in a fair, efficient, and transparent manner.